

CROOKED RIVER RANCH WATER COMPANY

Annual Meeting

September 9, 2025

CRRWC Conference Room

Board Members:

Mark Schneider- Absent
Beth Gatchell
Kent Inman

Carina Soubiea
Todd Hill
Frank Day (General Manager)

Attendee's:

Brad Pahl
Herbert Parker
Jeff Murtaugh
Jim Mcnamara

General Manager: Frank Day introduced the CRR Water Company Staff

Katie – Customer Service Julie – Bookkeeper Roy – Field Supervisor
Kris – Field Technician

First on the agenda is approval of the 2024 Annual Meeting Minutes. Frank called to approve the annual meeting minutes from September 17, 2024. Community member Brad Pahl moved to approve the minutes, and community member Jim McNamara seconded the request to approve the minutes.

Next on the agenda is to go over the financial report. No community members made a motion to approve the financial report.

Frank opened it up to any questions on the financial report

Question from members: The member requested to see the total equity (Net worth) on the financial report. Frank located the document that showed that information.

No other questions on the financial report

Next on the agenda is a summary of the Alder Springs Fire and the Water Company's response. Crooked River Ranch Water Company staff stayed on until 10:00 PM to assist in water needs. The office location was used as an evacuation location for the CRR Water Team. Our field Supervisor, Roy, monitored the system, made trips for fuel to keep the generator running, and provided updates to General Manager Frank Day. Frank worked closely with the Crooked River Ranch Fire Chief and the Jefferson County Emergency Manager.

Next on the agenda is an update on the upgrades to Well 4. Our engineer is putting together a proposal for preliminary engineering. We hope to have this available at the September 17th board meeting. Upgrades will include 700gpm to 1200gpm, VED for better energy efficiency, a generator, and updated SCADA controls.

Question from member: How will the water company pay for the upgrades? Frank explained that we will try to get as much as possible covered by grants, and then the remaining cost would be through a loan.

Next on the agenda is an update on the New Utility Billing Software- Springbrook. Frank explained that we will have a down week from October 20th to October 24th, where we will not be able to apply payments or make changes to accounts. Springbrook will go live October 27th-October 31st, and our office will be closed on Monday, October 27th, for staff training (the office will still be available for emergency calls). October billing will be sent out later (October 29th) due to the software change. The new online bill-pay software goes live on November 4th. Members will be able to sign up for the new online payment portal. Members will have to set up auto payments with the new online payment portal. With the new software, members will now have a choice to set up a custom date between the 1st and 15th for their auto pay. If members use their bank bill-pay, they will need to update their

account number to the new Springbrook account number. We will have both payment portals open until November 24th to ensure customers have time to make the change.

Question from member: The member was curious why we made the change to the new software. Frank explained that our current software, RVS, is very outdated and is not a cloud-based system. Springbrook is cloud-based and has more double-check processes in place, making it more secure. The new bill pay software will provide more payment options for members, including text.

Introduction of Board Applicants:

Herbert Parker

Alan Agner- Withdrew his application

Frank explained that since the second applicant withdrew his application, there will not be an election.

Frank opened the meeting for any additional questions from the community members:

Member question:

The member wanted clarification on the cross-connection process.

Frank explained that we are doing very few backflows per year, and the few we are doing are for properties that do not have company-owned backflows that get sold.