

INDIAN LAKES ESTATES UTILITIES

MEETING MINUTES

10 September 2025

6:00 pm

1. The monthly board meeting was called to order by President McIntyre at 6:04 pm
2. Attendance: Roll Call by president
 - a. Present: Troy McIntyre, Donnie Arbeau, Mike Darrow, Eric Pressley, Jessie Griffin, Dawn Dube
 - b. Conference Call: Bill Haack, Sue Raychel
 - c. Absent: Tim Underwood
 - d. 11 Homeowners in attendance
3. The minutes of August monthly board meeting were not available for this meeting and were verbally presented Sue.
 - a. Condition of systems lines reported by Jesse
 - b. Review of work on pumps 1 & 2
 - c. Special assessment for the month of September to balance books.
 - d. Comparison of water rates of surrounding utility providers
 - e. Requirements for Jesse to become private contractor to the utilities system.
 - f. Troy requested that the Sue compile the written minutes of the August meeting and present them in October for review and approval by the board.
 - g. Motion by Donnie and seconded by Eric to table the report until October. All were in favor. Motion carried.
4. The treasurer report was read by Sue Raychel.
 - a. Recorded water receipts of \$4,900.00 do not match actual billing of \$15,000.
 - i. Troy to review and determine the short fall reasons.
 - b. The receipts of special assessments are \$9,800.
 - c. Board approved \$130,000 in emergency repairs to the system this year.
 - i. Pump #1 failed and had to be rebuilt, and the shaft had to be replaced.
 - ii. Valves at the base of the tower had to be replaced before any pump work could be completed.
 - iii. Pump #2 failed and had to be rebuilt, and the shaft had to be replaced and new foot valve.
 1. Pump is half the size of pump #1 but can maintain system pressure.
 - iv. A 6" line outside of pumphouse on started to separate at a coupling.
 1. ASI was called in to make an assessment and made emergency repairs to the line.
 - a. Could have lost pump house due to catastrophic flooding from severed line.

- b. Boil notice was issued; constant flow called to test water.
 - 2. Nominal impact on water quality, boil notice issued as a safety precaution. Pump was back online three days later. Constant Flow came out to test water to lift boil advisory.
 - 3. Work was performed under warranty by ASI.
 - 4. No other significant costs for this year
 - d. Motion by Eric and seconded by Donnie to accept the report as presented. All were in favor. Motion carried.
5. Donnie Arbeau requested that the board take action that Mike Darrow be allowed to serve on the board. Past practice of the board to allow Juan Lopez to be a member of the board and serve as board president set a past practice of the board.
- a. His qualifications are exemplary and his willingness to serve has been noted by reaching out to Jesse to assist him in any way possible.
 - b. Need to change by-laws to allow future members to join the board if qualifications warrant their service. Add language to cover past practice of the board.
 - c. Motion to allow Mike Darrow to service on the board, and that the by-laws be amended to reflect this requirement was made by Donnie and seconded by Bill. All were in favor. Motion carried.
 - d. Motion to allow Mike to serve as Vice-President was made by Sue and seconded by Donnie. All were in favor. Motion carried.
6. President's Report
- a. Air Pressure valve on pump number one is not working correctly. This valve allows air into the pump casing when the pump shuts off to allow the water to drop back into the well. It also allows air to vent when the pump starts so it does not go into the distribution system.
 - i. Current valve is a circa 1960 valve. ASI has cleaned and tried to repair existing valve.
 - ii. ASI is trying to locate a replacement valve currently. No idea of cost currently
 - iii. Air in the line can cause pump damage and may cause damage in the lines.
 - iv. Valves do not function consistently.
 - b. Facebook page for ILEU
 - i. For members of the utilities only. Critical for communications between the board and customers.
 - ii. Donnie will champion this effort.
 - iii. Means of verification of account status before allowing them to join the group
 - iv. Not an official means of communication and is not required by the state.
 - c. Water technician
 - i. Tasked with documentation need to become a contactor of the board.
 - ii. Created an indeed job position.
 - 1. May need a second position in the future.
 - 2. Request Real Management to create a requisition for a water technician.

3. Needed to maintain system if Jesse does not complete necessary requirements.
4. Jesse requested the minimum insurance coverage, Bill stated that \$ 1,000,000 coverage should cover need.
 - a. Dawn to contact our insurance carrier to ascertain the minimum insurance required as soon as possible.
5. Mike offered to help train any new technicians acquired.

7. Operators Report

- a. Tower is in good shape.
- b. Water usage is down to 80,000 gallons from 150,000 gallons.
- c. Can run off tower for two days before restarting pumps.
- d. Inspecting all valves, blowoffs, meter. Cleaning around all utilities assets and painting valve covers.
 - i. Completed commercial area and started on Red Grange
 - ii. Preparing for mapping of system
 - iii. Exercising valves and noted ones that need further work.
 1. Need to have a complete valve list to document valve servicing and operation as they are performed monthly.
 2. Action item – Mike will champion this effort and will send it to Dawn.

8. Old Business

- a. Charter amendment
 - i. How do we do this
 1. ILE has a by-law committee, could we use this committee to assist us. Donnie is on committee currently and will champion this effort.

9. New Business

- a. Rate Increase for Dawn
 - i. Has not had a rate increase in the 4 years she has served as clerk.
 - ii. Troy has suggested that a 10% increase in her salary.
 1. Bill concurred with Troy but suggested that a 12% increase could be justified.
 - iii. Motion to move to executive session.
- b. Software package Enumerate.
 - i. Reduced to lower license purchase, new cost would be \$500.00.
 - ii. Real Management does not use Enumerate.
 - iii. New budget item for next year
 - iv. Motion to keep current software program was made by Donnie and seconded by Sue. All were in favor. Motion carried.
- c. Cell phone for Utilities System
 - i. Use of phone by board to cover after hours to cover emergency operations
 1. Currently using Jesse personal phone for after hours
 2. Should go to office during the day while clerk is on duty.

3. Stop unnecessary calls to Jesse, shared duties among board.
 4. Dawn to have phone turned on and board to take night calls.
 - a. Call forwarding as possible resource to board.
 - d. Teams as a format for board meetings.
 - i. Currently we do not have resources in conference room to facilitate this effort.
 - ii. Not currently possible
 - iii. Will further investigate the possibility.
10. Round table
- a. Nothing from board members at this time will take concerns to executive session.
 - b. Community input from customers attending meetings.
 - i. Nicole – Informed of break – scheduled repairs in section A caused problems in B and C
 1. ASI called by Jessie for pump #2 to check operation after being serviced.
 2. No one said there was scheduled maintenance.
 3. Leak on pump #1, ASI called to inspect. Made decision to make emergency repairs.
 4. Why reverse 911 was not used.
 - a. Problems with Verizon and ATT cell service
 - ii. Contractor stated he has been building new homes since 2014.
 1. I would like to acknowledge Mike Darrow and what he can bring to the organization. Wish ILE would adopt the same policy of allowing others to join board.
 2. Suggested that we look at google phones.
 3. Ask that we do not look at surrounding communities to set rates and base our charges on our needs.
 - iii. Need for emergency communications
 1. Member stated that her husband has personal medical conditions, did not receive notice of boil requirements until 2 days after alert went off.
 - a. Suggested that we use phone tree, Facebook, website, email, sign at gate. Door to door notifications.
 2. Gentleman suggested that we contact the Florida health department for the legal requirements for notifications.
 3. Water operator stated it was not feasible to make door-to-door notifications.
 - iv. Gold Crest Utilities stated that they tell their customers if water is not coming out of your tap to assume boiling water is required.
 1. If water pressure drops below 20 psi a water boil is required.
 - v. Troy explained that a boiling water notice is an inconvenience to most of us, but for Nicole and others it is a major impact and cost to their business.
 - vi. If we lose electrical power, will we lose water service?
 1. No – we have generator backup.
 - vii. Nicole asked if the old sprinkler line no longer in service has been removed from the distribution system.
1. Troy requested that the line be capped by Friday.

1. Is there more chlorine being added to the water? No, we are maintaining a 3 residual. Jesse will test every day for a week.
- viii. Gold Coast operations company and would like to make a presentation of their services to the board.
 1. Troy would like to schedule a presentation of their services.
 - a. Troy would ask that they make their presentation at a later date.
 - b. Dawn has their contact information to schedule the presentation.

11. Adjournment motion by Donnie and seconded by Mike at 7:35 pm. All in favor. Motion carried.

12. Next Meeting will be 8th October 2025 at 6:00 pm

Approved _____