

**WATER COMMITTEE**  
**FEBRUARY 8, 2006**  
**MINUTES**

**MEMBERS PRESENT:**

Dr. George Patton, Vice Chairman  
Tony Parrott  
Chris Venice  
Pete Frisina

**ABSENT:**

Chuck Watkins, Chairman  
Bill McNally  
Jim Mallett

**STAFF PRESENT:**

Dennis Davenport  
David Jaeger  
Russell Ray

The meeting was called to order by Vice Chairman Dr. George Patton at 8:00 A.M.

**I. APPROVAL OF MINUTES FROM THE MEETING ON JANUARY 11, 2006.**

Tony Parrott made the motion and Chris Venice seconded, to approve the minutes from the meeting on January 11, 2006. There was no opposition.

**II. SUBCOMMITTEE UPDATE.**

Mr. Parrott reported the subcommittee for septic systems and waterline extensions met. The group will meet every other week, until they have a report for the committee. Rick Fehr will attend the next meeting to explain the current rules followed by Environmental Health.

**III. CUSTOMER SERVICE POLICIES.**

Mr. Parrott explained that the Water System flushes fire hydrants every 6 months. The fire department flushes fire hydrants annually on a regular basis. Occasionally, in flushing these fire hydrants the water gets discolored. Sometimes, when there is discolored water, at that instant, a customer is also washing clothes and sometimes this creates a problem. Over the years, we have discovered a product called Red B Gone will take the discoloration out of the clothes. We provide this to our customers, and have used it successfully for more than 10 years.

Last week a customer called about a load of clothes that had been discolored because of flushing the fire hydrant. We delivered the Red B Gone, the customer used it, and because he did not note what the bottle said, the load of clothes was messed up. The gentleman called requesting \$200.00 for reimbursement for this load of clothes that was ruined. Mr. Parrott stated he told the customer "no". The customer then sent responses by email about his unhappiness with the answer he received. The white socks turned blue. The product states to use it with color fast material. Blue jeans are not a color fast material and this created a problem.

Mr. Parrott went on to say Mrs. Venice requested this item be discussed by the Water Committee, since there is no written policy. It is more a “tradition” of how we handle this type of situation. In flushing hydrants regularly, as the Water System does, this is not much of a problem.

The committee discussed this issue at length, how the customers are affected, more public education, how often this happens, why it happens, what the State regulations for water quality are, giving additional written instructions with the Red B Gone, or not providing Red B Gone any longer.

Mr. Jaeger commented that reading the bottle carefully, the customer did not follow the directions. It states that it is for white clothes, and if you wash colorfast products, wash them separately. If he washed blue jeans with white socks, he did not follow the instructions.

Mr. Parrott stated he would check with some surrounding utilities to find out how they handle this type of occurrence.

Mr. Jaeger addressed some inaccuracies in the email from this customer. He believes water backed up into his house, that is not the case. It was something that came through the supply. It was not a backup of a sewer type problem. Also, the customer comments “why does this happen if a backflow preventer is installed in each house.” The backflow preventer prevents water from going from the house into the system. This came from the system to the house. You would not want to prevent that flow, otherwise they would not have water.

#### **EXECUTIVE SESSION**

Mr. Parrot made a motion to adjourn to executive session to discuss one legal item. Mr. Frisina seconded and the committee adjourned to executive session.

Mr. Parrott briefed the committee on one legal item. It was the consensus of the committee for the County attorney to move forward on this matter.

There being no further business, Vice Chairman Dr. George Patton adjourned the meeting at 8:50 A.M.

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Dr. George Patton

The foregoing minutes were approved at the regular Water Committee meeting on the 22nd day of February, 2006.

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Lisa McElwaney