

Bobcat Meadows Metropolitan District

MEETING AGENDA SPECIAL SESSION

Location: Meridian Point church

Date: April 7th, 2026

Time: 5:30 PM

AGENDA DETAILS

I. CALL TO ORDER: DIRECTOR GRAZIANO

Swearing in of new Board member Lance Kilgore

- a. Approval of meeting Agenda
- b. Approval of meeting notes from regular and special session
- c. Bills approved and checks signed

II. DISTRICT MEMBERS COMPLAINTS/CONCERNS

- a. Tier and rates
- b. Water bill disputes
- c. Management company /disputes/Contract/ Interviewing water management companies

III. BOARD POLICIES

- a. Policies suggested: 48-hour first response for issues occurring with customers.
- b. All customer service complaints or ongoing issues to be recorded by management company to provide better customer service.
- c. If a bill dispute arises and is not handled after the Board votes to have it fixed, within 60 days, max 120 due to billing errors, customers are reimbursed for anything above their standard monthly usage in a check.

- d. New customers are to be informed of the Water district through title companies and pamphlet. Management company needs to update info with all Title companies.
- e. All 1099 must be received either by email or regular mail to the Board Directors by Jan. 31st.
- f. Board vote on whether "Little Farms Four you" can continue to use the water plant to make or create "Canes for Veterans Program: which provides canes for veterans.
- g. Continued lawn maintenance and snow plowing around the water plan

BobCat Meadows Metropolitan District

April 7, 2026

Special Board Meeting

Shawnee Graziano, Mary Garcia, John Blankenship, Mike Snelling, Victoria Graziano, Lance Kilgore

CALL TO ORDER

DIRECTOR GRAZIANO

Director Graziano called meeting to order. Motion to begin meeting made by Director Snelling, motion seconded by Director Blankenship. Approved by the board, Motion carried.

The new Board member, Lance Kilgore, was sworn in by Director Graziano.

Approval of Meeting Agenda

BOARD

Director Graziano called for a motion for the agenda to be approved. Director Victoria made a motion, and Director Snelling seconded. Motion carried by all the board.

Review and Approval of Minutes

Director Graziano called for a motion for the minutes from the last two meetings, the regular meeting and the special meeting, to be approved. Director Kilgore made a motion, and Director Victoria seconded.

Review and Approval of Bills

Director Blankenship

Invoices of March's bills were discussed with the board. A motion to approve checks was made by Director Snelling and seconded by Director Victoria. Motion carried.

District Members Complaints/Concerns

Tier and rates

Director Graziano has issues with the rates of Tiers 1 and 2. There is not that much difference between the two. She has looked at other water districts. We are 5% lower than the city. We do not have the same things as other neighborhoods, especially in town, such as waste water disposal, parks or street lights. We should change the tier rates so that 900 and below is the base rate and Tiers 2 and 3 are much different. That way, when we tell the management company to give a person a break on their water bill, there's a difference.

Question: "Are we paying anyone for use of the water?" We have the water tested, and we have to pay for equipment and upkeep of that equipment to get the water to the customers. Everyone is different, so that's why we have to have different tier rates. Tiers help people be conservative with their water usage so that we do not run out of water like another district did. We are the

only district with no debt. But we would like to keep our rates low to help those in need. Rates will need to be adjusted with the budget.

We need rate proposals for the Tiers. We have rates printed up, and we kept the same as last year. We just discovered this year that the rates were the same for tier 1 and 2. Question: "If we own a municipality, why does Dave set the rates?" We have a budget hearing each year to set the rates, and our attorney checks it to see if we stay within the legal bounds. Director Blankenship and Dave work on the budget each year. Every year we have to look at inflation rates and costs.

Question: "What does Dave and the management company make a year?" \$28,000 budgeted to receive per year. They are one company, with Dave as President and Debbie as Office Manager. The rates have been changed because of rate increases and such. The Public wants to make sure Dave does not try to give himself a raise without our permission. When they do extra work, they may charge extra for parts, install, etc. such as extra expense incurred for fixing some of the shut off valves. We need to get the contract and see what "normal work" entails.

We need to make it so the Base rate is \$42.86 for 900 and below. The Base rate has to stay as is covers administration costs such as operations of the plant and pump house, including things such as lightening protection, etc. This year we kept the inflation rate at 0%. Tier 1 is \$11.41 for 0 – 4500 gal, Tier 2 is \$11.41 for 4501 – 7500 gal, Tier 3 is \$16.10 for 7501 – 22,500.

Question: "Ballpark, how do people fit into each tier, percentage wise?" One of the Board members said he has a family of three and has horses and other animals and their normal water usage is 5900. Another said they have 2 grandkids with them and is at 5600. These are both within Tier 2. 2900 is the average usage in the neighborhood.

Questions: "Do we need 4 tiers?" "For customers only using up to 500 gal, can they just pay the base rate?" It could be done either way. "Since the new meters have been installed, are the readings more accurate?" Yes. There were a lot of faulty meters before the change to the new meters, that's why we changed. We have a really good warranty that covers everything. If something happens, like a pump going out, we have savings, so we don't have to raise rates or charge extra costs to cover it.

Question: "Can the Board see rates and what is going out?" No. We should be able to see what everyone is using and what they are paying. We have no access; however, Director Blankenship will now be able to check on usage from the pump house. He is often in the pump house to check on things and try to get an idea of what is going on. He said we are also going to get a digital lock system for the fire hydrants. Only the Board and the fire department will have that.

Water bill disputes

Things have not been done correctly. We fought for around 120 days to get one bill fixed. The way it was fixed was by putting "Board action" on the check instead of signing it, but that was not legal. It should have said, "Board members have requested this check due to a 120 days dispute and not being fixed." Another customer had question about his base rate being different than his neighbors'. One customer has not had a bill since November. Some people's base rate

changes with every bill. That is never supposed to change. Some customers were not getting their bills while traveling, but their auto pay did not work so they were getting late bills and fees. If everyone is being charged late fees, that is a lot of money going to the management company.

Management company/disputes

We have asked to see the contract, but have not seen it yet. Sometimes Board members have helped to cover expenses out of their own savings.

When residents in attendance were asked how many people wanted to change management companies, 20 people voted for finding a new management company. No one wanted to keep the present management company.

Director Graziano called for a motion that 4 dependable people go to interview management companies. She nominated Director Blankenship, Director Kilgore, POA President, John Sabell, and Casey Sabell. Director Blankenship made the motion, and Director Victoria seconded. Motion carried.

Board Policies

Complaints and Discussion

We need to settle Board policies tonight, and they need to stay with and be decided on by the Board. We need to bring them up in the interviews for the new company. They have been in place, but we are still working on getting some of them carried out. Recording of customer calls was requested in 2014 but has never been done. Pete does not protect us, just the management company. We pay him so he should work for us. His job is to make sure we don't get in trouble with the state or federal over deadlines, etc. Director Graziano will do research. All of the problems with billing and everything were not the fault of Director Blankenship, they were the fault of the management company.

Some new residents do not know that the Water District exists. We should send welcoming letters to new residents letting them know about the Water District.

Some new residents are contacting the POA and saying they cannot get their water on or get ahold of the management company. Some new residents are getting notices or knocks on their door about water bills that the previous owner left unpaid. There was also a problem with communications with the emergency number when someone needed the water shut off. No one answered the emergency number, and that is not OK or legal. This has happened before. Can the current Water Board members answer questions about water issues and receive emails? There is a page on the POA website that tells about the Water District. It is legal to contact the Water Board Secretary. We need to give people Director Garcia's or Director Graziano's information.

Policies Suggested:

48-hour first response for issues occurring with customers.

All customer service complaints or ongoing issues to be recorded by management company to provide better customer service.

If a bill dispute arises and is not handled after the Board votes to have it fixed, within 60 days, max 120 due to billing errors, customers are reimbursed for anything above their standard monthly usage in a check.

New customers are to be informed of the Water district through title companies and pamphlet. Management company needs to update info with all Title companies.

All 1099 must be received either by email or regular mail to the Board Directors by Jan. 31st.

Board vote on whether "Little Farms Four You" can continue to use the water plant to make or create "Canes" for Veterans Program: which provides canes for veterans. Director Blankenship uses the plant, to stay out of the cold, to recycle used Christmas trees into canes for Veterans. (No one objected. There is no liability involved, he has insurance.)

Continued lawn maintenance and snow plowing around the water plant. Director Blankenship has been doing this and also keeps the fence in repair, and has the lowest bid. We usually have 3 bids, but we only need one. This keeps the money in the district. Dave decided to not pay him this year, after he did the work. The management company writes the checks. That is breach of contract. The policy should be that the management will pay whomever the Board chooses to hire to do this work.

Director Snelling made a motion to accept these policies, with the Public's approval, and make them part of the interview for a new management company. Director Victoria seconded and the motion carried.

The Board will secure the contract from the present management company. We will also bring up the Base rate at the next special session.

We need better service for people to get bills and get them emailed to them as well. Paul will try to test for technical ability of the new company to handle online payments and auto pay.

Conclusion

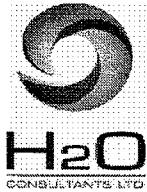
N/A

ADJOURNMENT:

Director Garcia made the motion to adjourn. Director Snelling seconded. Motion carried by all board members.

Next regular meeting:

May 12, 2026, Meridian Point Church 5:30 p.m.



P.O. Box 1905
Woodland Park, CO 80866-1905
(719) 687-2386 Office
(719) 687-1426 Fax

April 7, 2026

Bobcat Meadow Metropolitan District
P.O. Box 463
Woodland Park, CO 80866-0463

Re: Operator Report

Dear Board Members,

WATER PLANT:

The water treatment plant is operating normally, and the wells & pressure pumping system are working flawlessly. The water pressure pumps, and the wells continue working based on water levels in the water storage tank.

The OPTO 22 automation system is working well.

METER READINGS:

One hundred and seventy eight water meters were read on March 31st with the Mueller drive-by meter reading system.

Mountain States Pipe has installed the 173 new water meters.

At this point it appears that Mountain States has only two meters left to install. One is scheduled for Wednesday. The home owner is in the hospital.

The second meter installation has not responded to multiple attempts to contact including postings and repeated emails. This account was charged the \$75.00 meter replacement refusal fee.

This monthly \$75.00 fee will continue until the meter is replaced.

CURRENT ONLINE WATER BILLING:

I am using the Current Software on-line billing software service for the district's monthly billing. We have updated the program to the new meters installed and are cleaning up the accounts and user contact information.

2026 ADUDIT EXEMPTION:

The State Auditors office has approved the district's exemption from audit for the 2025 budget year.

DISTRICT WEB SITE:

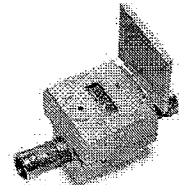
I continue to attempt to keep the district's web site updated with the latest district information.

DELINQUENT ACCOUNTS:

There are sixteen delinquent accounts that we need board approval to post. Please see the delinquent accounts attached to this report.

As there are many delinquent accounts and the state laws only allow certain fees.

I would suggest the board implement a \$25.00 "Posting Fee" for each account that must be physically posted to collect past due water billing amounts.



CONSULTANTS LTD

April 5, 2026

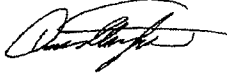
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bill.

This fee would be in addition to the 1.5% late fee assessed on the outstanding balance of the water

Just a thought to keep folks motivated to pay their water bills on time.

Please let me know if you have any questions.



David Stanford
President
H2O Consultants Ltd.



H2O

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