PUBLIC WATER SUPPLY DISTRICT #13
Minutes of the November 17, 2025
Regular Session of the Board of Directors

The Board of Directors of Public Water Supply District #13, Jefferson County, Missouri, held their regular monthly meeting November 17, 2025.

Call to Order
The meeting was called to order by Cheryl at 5 p.m.

Roll Call of Directors The following directors were present.
Cheryl Miller
John Fechter
Linda Blaha
Steve Carey

Denny Schaab was absent.

Also in attendance were Tammy Knuth (Treasurer), Rich Hirsch (former director), and Janet Hirsch (PWSD#13 bank administrator), and Ron Huber (volunteer).

Approval of Agenda
Motion was made by Linda and seconded by John to approve the agenda. The agenda was approved on voice vote.

Approval of Minutes of Previous Meeting
Motion was made by John and seconded by Steve to approve the minutes of the regular meeting conducted on October 20, 2025. On a voice vote, the minutes were approved.

Treasurer's Report
Invoice Approval
Janet read the list of invoices to be approved, attached. Motion was made by Cheryl and seconded by Linda to approve payment of all the invoices. The motion passed on a voice vote.

Financial Reports
Tammy reported account balances as of November 14, 2025.

O&M checking account (xxx 8161)	$31,104.90
Commercial checking/surplus account (xxx7801)	$33,981.43
Short-Lived Asset Reserve account (xxx 0378)	$108,421.60
Replace and Extension account (xxx2007)	$39,350.10
CD balances	
Debt Serv Res xxx9136	$128,509.25
O&M surplus xxx9138	$278,399.62
O&M surplus xxx9139	$111,359.84

USIC Report
Cheryl read John's report that there were two calls for marking at $37.92 each and that is consistent with activity this time of year.

Collection System
discussion of the collection system.

Treatment Plant
Flowmeter
Rich reported the flowmeter is working but the mass balance is off. He will work on it. Rich reported the UV system is off for the winter and he will investigate new systems.

Old Business
Insurance Policy Renewal
Policies are in effect.

Fraud Protection of Bank Accounts
October 23 Cheryl, Denny, Tammy, Jennie, and Janet met with Enterprise Bank representatives. They told us about security features we should be implementing to verify the PWSD#13 checks and ACH transactions that are being presented to the bank for payment. Denny will take primary responsibility for check verification. Other board members will be backup. Steve is ordering nonerasable ink to use for check writing.

Email Billing
Jennie and Janet sent out the Nov email invoices to 240 customers. (Total customers = 243.)

Five customers received paper invoices:

- Norma Jean Blackwell – nursing home, no email address
- Stan & Virginia Schweiss – elderly couple, rec'd note from the wife "cannot deal w/ change"
- Mary Leiweke – died and amount due is $144
- Chris Townsend – after email bounced
- Tamara Alvey – after email bounced

John will contact Townsend, Alvey, and Leiweke family to obtain valid email addresses.

Fee Rate Review by MO Rural Water Association
MRWA will review our rate schedule in March.

Appreciation for Joan and Marilyn
Cheryl will coordinate setting the date for a thank-you gathering.

New Business
PWSD#13 Election Procedure
PWSD#13 has two board positions up for election April 7, 2026: subdistricts 3 and 4 (John and Linda). Janet reviewed the election procedure, attached. A district representative should be in the sewer office 8 – 10am Dec 9 and 3 – 5pm Dec 30 to accept any candidate filing. The ad will be sent to *The Countian* this week.

Proposed Adoption of Muni-Link Online Payment Portal
The Enterprise Bank reps also told us about the Muni-Link Online Customer Payment Portal. Janet contacted Muni-Link for information. October 28 Denny, Jennie, and Janet attended an online presentation by Muni-Link. November 8 Denny and Janet met with Cheryl and Tammy to discuss the Muni-Link presentation. The consensus was that the proposal should be presented to the sewer board with the recommendation to accept the Muni-Link proposal.

Janet presented the proposal to adopt Muni-Link, attached. Motion was made by Steve and seconded by Linda to approve adoption of the Muni-Link Online Payment Portal and to authorize John to negotiate final terms. The motion passed on a unanimous voice vote of board members present and the proxy signed by Denny.

Wastewater Conference and Courses
MRWA held a wastewater conference and training courses Oct 1-2 in St Charles. Steve reported on the board training course subjects

District Classification as Chapter 247
Board's legal authority
District's policies
Sunshine Law – Public meeting (in-person or zoom), email approvals, client requests & hourly rate with payment in advance, name a record keeper,
Attracting new volunteers

Cheryl noted that PWSD#13 has policies for

New construction
Equipment damage
Late payment and liens

PWSD#13 Recurring Expenses Policy
Janet presented a proposed policy for the approval of recurring expenses if the board is unable to meet at the regular time, attached. Motion was made by Steve and seconded by Linda to approve the policy. The motion passed on a voice vote.

Honorarium Proposal
Discussion tabled.

Next Meeting
December 15, 2025 at 5pm.

Adjournment
John made a motion to adjourn, seconded by Linda. The meeting adjourned at 6:40 pm.

Cheryl Miller, President

Janet M Hirsch, Acting Secretary

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meeting date PWSD#13 Invoices 11/17/2025

Payee	Description	amount	payee total
Ameren	Electric utility at sewer office	18.18	
	Electric utility at WWTP	260.73	
			278.91
Answer National	Telemessage Service	35.00	
	outdials	-	
			35.00 do not pay
			$-35 balance due
Charter	phone at sewer office	40.00	
			40.00
Jennie Kimmel	Bookkeeper services	432.00	
			432.00
PWSD#13	Sewer user fee at sewer office	72.00	
			72.00
USIC	USIC locating services	75.84	
			75.84
Water Resources	monthly fee	775.00	
	5961 SLSD - Pikora - odor, no sign of leak	62.50	
	5996 NLSD - Andy Kittel - alarm, drilled, drained j-box	125.00	
	6036 NLSD (Holloran) - alarm, replaced stop float	187.50	
	6208 NLSD Dierzbicki - alarm, cleaned everything, replaced large lid	125.00	
	7614 Lakemont (Timmersman) - alarm, drilled, drained j-box	187.50	
	wwtp - sprayed weeds	125.00	
	herbicide	75.00	
			1,662.50
Grand Total		**2,596.25**	**2,596.25**

PWSD#13 Election Procedure

PWSD#13 will have two board positions up for election April 2026. Board positions have a 3-year term. Current positions are

Subdistrict	director	term began	term ends	notes
1	Steve Carey	4/1/2024	Apr-2027	5/20/25 replaced Marilyn Meyer
2	Cheryl Miller	4/1/2024	Apr-2027	
3	John Fechter	4/4/2023	Apr-2026	

4	Linda Blaha	4/4/2023	Apr-2026	10/20/25 replaced Bob Quigley
5	Denny Schaab	4/5/2025	Apr-2028	

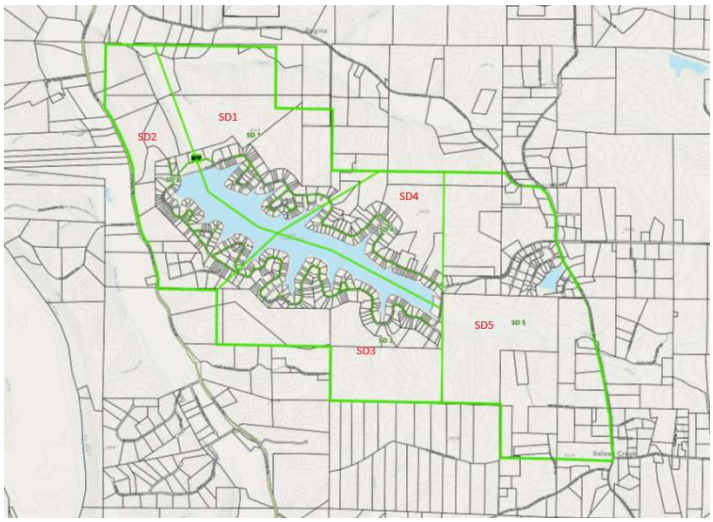
2026 election year schedule

	Dec 16, 2025	deadline for publishing the ad announcing the election.
8am – 10am	Dec 9, 2025	earliest time candidates can file
3pm – 5pm	Dec 30, 2025	latest time candidates can file
	Jan 27, 2026	deadline to file Certificate of Election
	Apr 7, 2026	general municipal election

If no candidate files, no election is necessary. The board appoints individuals to fill the positions.

Details

District and subdistricts



Election instructions from Jefferson County Clerk

Instructions are sent to PWSD#13 by email in September before the April election.

Election advertisement

The ad for the election is sent by PWSD#13 to Missouri Lawyers Media for publishing in *The Countian*.

Statements of Candidacy

A representative of PWSD#13 must be present in the sewer office to accept statements for two hours at the beginning of the first day and at the end of the last day of filing. There must be a notice in the sewer office window of how a candidate can file at any other time. (We do not expect any candidates to file.)

If no candidates file there will be no election and PWSD#13 will not be charged any election expenses. The board can then appoint individuals to fill vacant positions.

Certificate of Election

PWSD#13 must file the Certificate of Election – even if there are no candidates. This informs the county that no election will be held.

Proposal: Adoption of the Muni-Link Online Payment Portal

This proposal recommends implementing the Muni-Link online payment portal for customer sewer bills to enhance operational efficiency, modernize the district's operations, and improve customer satisfaction.

Muni-Link is a cloud-based utility billing system designed for municipalities to manage customer accounts and payments online. Its features include Account Central for managing customer information in one place, a self-service customer portal for viewing bills and making payments, and a **syst**em for automating billing, invoicing, and payment processing. The platform can also maintain customer service history and communicate public announcements to customers.

Financial Overview

Cost to PWSD#13: $16,250 one-time setup fee ($17,000 after 1/1/26)
$485/month, will vary w/ inflation
Estimated savings from switching to ebill: $375/month (postage, material, labor)
Net monthly cost = $509 – 375 = $134/month

Cost to customers: 40¢ per ACH transaction (compare to $.78 first class postage)
$2 - $3 service fee per credit card transaction

Additional labor savings are anticipated through automation and streamlined accounting.

Operational Benefits

- Eliminates manual ACH data entry by volunteer worker and reduces errors
- Simplifies accounting and reconciliation in QuickBooks
- Automates late fee calculations and invoice delivery
- Reduces workload on board members and volunteers
- Reduces customer inquiries
- Enhances data accuracy and security by allowing customers to manage their information
- Enables automated fees for bounced checks and payment plans
- Accessible to any authorized user

Customer Experience Benefits

- Offers credit card payment options for greater convenience
- Provides self-service features, reducing support needs
- Improves data privacy and security

Summary

Adopting an online payment portal will help us become a more professional organization, improve efficiency and security, and deliver a better experience for our customers.

Recommendation

Approve the transition to the online payment portal to realize these operational, financial, and customer service benefits.

Additional info

The current steps for creating invoices

- QuckBooks generates spreadsheet with customer info, prior balance, sewer fee, & late fee.
- Excel formulae are applied to expand the spreadsheet with columns for due date and message included in invoice ("credit balance, do not pay", "will be deducted from your bank account").
- MS Word is used to import the template for invoices and merge with spreadsheet to create all invoices.
- Mail Merge Toolkit is used to send out all the ebill invoices. (Email messages may take an hour or more to send.)

Muni-Link was recommended by Enterprise Bank.

8/9 of Local PWSD districts that have a web presence have an online pay portal. 5/8 use Muni-Link

District	Online Portal Software
PWSD#1	Muni-link
PWSD#2	Muni-link
PWSD#3	Muni-link
PWSD#6	NextBillPay
PWSD#7	No online portal
PWSD#10	Continental Utility Solutions
PWSD#12	Muni-link
Jeff Cty Sewer Dist	Muni-link
Northeast	Able Software

PWSD#13 Policy

Policy for Approval of Recurring Expenses

1. Purpose

This policy establishes a formal, transparent process for the approval and payment of recurring operational expenses, as provided for in the annual operating budget.

2. Scope

This policy applies to all recurring operational expenses of the sewer district, including but not limited to:

- Monthly utility bills
- Service contracts
- Software subscriptions
- Insurance premiums
- Other predictable, repetitive costs

It covers all staff and board members involved in procurement, approval, and accounts payable processes.

3. Procedure

3.1 Invoice Collection and Review

Each month, the Bank Administrator assembles all outstanding invoices and makes copies for the Treasurer and Bookkeeper.
The complete list of invoices is presented at the board meeting for review and approval.

3.2 Approval and Payment

The board must approve all recurring expenses at the regular meeting.
If the board cannot meet as scheduled, the Treasurer is authorized to pay invoices from approved payees, provided the payment does not exceed 150% of any previous payment for that payee.
All such payments must be reported at the next board meeting for ratification.

3.3 Documentation

All invoices, approvals, and payment records must be retained in accordance with district record-keeping policies.

4. Approved Payees

The following payees and expense categories are pre-approved for recurring payments:

Expense Description	Payee/Provider
Electric utility at sewer office & WWTP	Ameren
Propane & propane tank rental	Amerigas
Telemessage Service	Answer National
Phone at sewer office	Charter
Lawn maintenance at WWTP	Dale Wallen
Audit	Daniel Jones Assoc
Bookkeeper services	Jennie Kimmel
Insurance	Lakenen Insurance
Election ad	Missouri Lawyers Media
Annual service fee	MO DNR
Membership & fees	MRWA
Omnisite notification system at WWTP	Omnisite
Transfer to Short Lived Asset Reserves	PWSD#13
Customer liaison	Rick Hannick
Generator service	Southeast Services
Utility locating services	USIC
Post office box annual renewal	USPS
Emergency pump out of STEP tanks	Wallach Septic Service or other
Operation & maintenance of sewer system	Water Resources

*Note: Any new recurring payees or significant changes to existing payments must be approved by the board prior to payment.

5. Policy Review

This policy shall be reviewed annually and updated as necessary to ensure continued compliance with best practices and district needs.

November 17, 2025