

# Notes from Town Hall Meeting of February 12, 2025

## POA Board President Opening Remarks, John Orr

1. Resignation of CEO Chet Pillsbury
  - a. The Board and Mr. Pillsbury had a “fundamental disagreement concerning the timing and transparency of his decision to eliminate the COO position” resulted in his decision to resign.
  - b. Miss Lane was offered the opportunity to remain employed and lead the POA which she ultimately chose not to accept and subsequently resigned herself.
  - c. Due to human resource confidentiality, these are the only facts the Board will release.
  - d. An interim General Manager was not announced at the Town Hall meeting, but the day after it was announced that Matt Benoit would assume the role of General Manager in addition to his responsibilities as Director of PW until a replacement can be named.
2. Reference Manual
  - a. There is a new reference manual regarding policies and delegations of authority within the POA.
    - i. Example: current understanding that the CEO has the authority to spend up to \$50K so long as it was on budgeted expenses. Attempts to find documentation to memorialize such understanding was unsuccessful.
  - b. The Board is gathering necessary information in an attempt to develop a Board Reference Manual to house enacted company policies and all delegated authority within the organization.
3. Open Meeting Policy for BOD
  - a. Current policy updated to be compliant with current by-laws.
  - b. Full script of policy can be viewed on-line.
  - c. Summary of major points:
    - i. Speakers will be limited to a 3-minute time period for questions or remarks.
    - ii. Speakers will need to go to the end of the line if not finished after 3 minutes.
    - iii. There will be NO yielding of allowable time to others
    - iv. Discouragement of repetitive statements by previous speakers
    - v. There will be no debating on stage
    - vi. Policy consistent with other similar organizations

## Timeless Tellico Presentation, Carla Johnson, President

1. Private funding for Golf Simulators for Tanasi Clubhouse

- a. Need to raise \$185K total. Already have some pledges
- b. Need to raise \$150K over the next 90 days through the following tax-deductible options:
  - i. <http://weblink.donorperfect.com/TanasiSimulators>
  - ii. Bar Stool Naming Rights with Plaque on stool
    - 1. \$1K for 5 years
  - iii. Bench Naming Rights for plaque on bench
    - 1. \$5k for 7 years
  - iv. Donations
- c. Need volunteers and currently have 2 board member positions available for interested person.

## Tanasi/Tap Update by Scott Macrae, Project Manager

### Tanasi

- a. Due to weather, currently 3 weeks behind but continue to expect opening on time early 2026.
- b. Golf cart path finished from temporary pro shop to starter shack completed
- c. Continuing to excavate old greens into new parking.
- d. At some point, access to boat dock will need to be halted for a few days to accommodate paving; more information to come later.
- e. All soil removed from site is being saved at Maintenance area and will be reused at a later time in building and landscaping efforts.

### TAP

*The TAP project is very detailed, and cumulative to understanding. The following is a brief summary of the topic which may be confusing. Given this is such an important topic for many residents, if you would like more detailed information, you should view this section on the YouTube video for this Town Hall and possibly past Town Hall meetings for further clarification.*

### Jacobs Engineering (JEG)

- f. Back in 2019/20, public works put in between 500 - 1000 five-inch tank cover extensions throughout the village. Using qualitative assessment, found they did not impact INII and halted the project. This was the information provided to Jacobs, which led to their recommendations of a holding tank being the most cost-effective solution.
- g. Jacobs Engineering was recently asked to go back and reassess need for holding tank. They recently returned to the Board stating that the tank continues to be a very cost-effective way to deal with INII problem, unless INII can be eliminated or reduced to a manageable level.
  - i. The Holding tank was placed on hold last board meeting. Will remain on HOLD until all other options to reduce INII have been exhausted.

- ii. If a solution to reduce or eliminate INII to sufficient levels; holding tank will be brought back up for discussion for placement at an alternative site.
- h. Replacement of Main Pump Station is more cost effective than renovation to the station due to age of equipment.
- i. Both JEG reports recommend the replacement or upgrade of the other key pump stations (Mialoqua, Toqua, Tanasi Covers, Tanasi Shores)
  - i. Equipment is old and corroded.
  - ii. Additional recommendation to previous report now includes the need to add biofilters for odor control of wet wells and emergency generators for pumping station.
- j. JEG recommended cost for project (\$36M) was based upon industry standards for generating potential costs.
  - i. Cost associated with holding tank was \$6M; but the rest of the money will still need to be spent to update pumping stations and remediation of INII efforts.

## INI Update/Reduction Efforts

- k. Kahiti INII and pumping station issues were originally thought to be less of an issue than the main village. Recent information has elevated the need for sooner attention.
- l. Current Pilot Study mentioned last month will provide reliable data to determine if the extensions actually have an impact on INII.
- m. Public Works has 2 full time tank inspectors.
  - i. 275 tanks have been inspected in 11 days in Kahite.
  - ii. Of those 275 tanks, 32% have been found to be low-lying and have been identified for extensions. Completion of all tanks in Kahiti are expected to be completed within the next few weeks.
    - 1. None of the inspections have revealed any down spouts being connected to the tanks.
      - a. For several reasons provided, it is believed they will not find down spouts linked to tanks, but they will continue to inspect for interface anyway.

## Utility Form and Documentation Update, Judy Bedford, CFO

- 1. Red Flag Policy Overview
  - a. In accordance with the Federal Trade Commission's Red Flag Rule
    - i. In 2020 the POA developed a policy to comply with these rules.
      - 1. Requires customers provide 2 forms of ID; photo ID and SSN
      - 2. Applies to all utility accounts to ensure the POA is handling personal identification information and mitigating ID theft.

3. Our policy is in line with other utility policies such as KUB, TAS, LUB, ICUB.
2. Water & Sewer Procedure Manual Highlights
  - a. Everyone must complete an application when opening a new account or changes in an existing account.
  - b. Bills are due on the 15<sup>th</sup> day from the date printed on your bill with a 5-day grace period.
  - c. Late bills will incur a late fee.
  - d. Passed due for 40 days subject to disconnection with a \$75.00 reconnection fee.
  - e. The POA is not required to go back to gather the information from existing customers that had accounts prior to the date the policy was enacted.
  - f. Red Flag rules allow for broad application of policy
3. Terms of Service; Included in Utility Application online under Public Works Forms
  - a. Customers must sign a Terms of Service contract before initiating water and sewer services.
    - i. If property is sold, subdivided or leased, a new agreement is required.
    - ii. POA reserves the right to restrict or disconnect service due to non-compliance or emergencies.
4. Reserve Funding Bill – John Orr
  - a. Was not submitted for this legislative period.
  - b. Efforts to change C&Rs will be explored.
    - i. Requires validated signatures of property owners in good standing.
    - ii. Efforts to look into using electronic ways to accomplish this are being explored by legal. This is expected to take at least 6 months if not longer as there is no set legal precedent specific to our C&Rs.
    - iii. Due to the complicated manner of getting this approved through the C&R process; the board expects it will be 3-4 years before any effect of change.
      1. If approved by property owners, Loudon County Registrar requires a 1 year waiting period before it can be implemented.
5. Help Spot; Beth Kuberka
  - a. Help Spot is an underutilized resource in the village.
  - b. Can be found at the bottom of every page of the POA website.
  - c. Administrator refers questions and comments to appropriate department for review or comment.

## Attendee Comments and Questions.

The following do not reflect all comments and questions. For more detailed information, please review the video of the Town Hall Meeting.

1. Expressions of concern over negative postings on ND affect everyone in the Village. Misleading information insinuates that there are major issues causing residents to flee TV read by prospective buyers can affect home sales and property values.

2. Concerns over some property owners having their water and sewage disconnected because they refuse to sign the Terms of Service form.
  - a. Wordage over a paragraph in the Terms of Service form have residents concerned of over-reach by POA.
3. Expression of frustration as to why the Board continues to collect \$80 charge on water bill when we still do not have a definite cost associated with the project.
  - a. Board responded that we know we will be spending a certain amount of money on the TAP project, and we will not have a definite cost until the project goes to bid; at which point; the project will need some funds to get contract started. They pledged to reassess the \$80 fee mid-year as previously promised. Until then, they plan to continue applying the \$80 fee.

Written summary submitted by:  
Debbie Haliscak