

properties, and that the policy requires each structure to have permitted taps for sewer and for water service.

Shaffer said a resident had applied for permits to extend his service lines from his house to an existing garage, and that request had led to a reconsideration of the current policy that would provide more leeway on residential properties. Shaffer said he thought the policy should continue to strictly prohibit extensions on commercial properties, because parts of a commercial property might be sold after the permits had been issued. Shaffer questioned whether the stricter commercial rules should apply to residential properties in all cases.

Bush said he had no objection to variances for residential properties but didn't want a blanket change to the policy because of the wide range of structures that can be built on a residential property. Shaffer said he agreed with a case-by-case process for extensions to residential service lines. Bush suggested amending the policy to add that variances could be granted by the district manager or a board member.

At the July meeting, the board voted unanimously to approve Resolution 21-02, which prohibits service line extensions unless a variance has been granted by the board.

COVID-19 restrictions relaxed

At the June meeting, Shaffer suggested that the board consider rescinding the operational changes made to protect the district's staff members from COVID-19. Specifically, he recommended reopening the district offices to the public, holding board meetings in the meeting room at the district offices, and relaxing the requirement for staff to use masks and observe social distancing recommendations.

Bush agreed to the proposed changes but said the board should be prepared to re-institute restrictions if necessary. The board adopted Shaffer's recommendations.

Unbilled water measurement examined

In previous meetings, the board has discussed the amount of unbilled water appearing on district reports. Unbilled water is water produced that is not sold to customers or not metered, such as water used for firefighting, lost due to service line breaks, flushing water lines and so forth.

At the June meeting, Shaffer told the board operations staff had been auditing production meters to check their accuracy and taking other steps to understand the issue.

At the July meeting, LaFontaine told the board he believed meter inaccuracy was a large factor in the amount of unbilled water reported, said he was focusing first on replacing commercial meters and believed 50 commercial meters would be replaced this year. Shaffer said replacing customer meters was a priority for next year.

LaFontaine also said staff had discovered an uncovered manhole that had become an unplanned drainage point for stormwater, and that this was also a contributing factor to the measurement issues.

Bush pointed out that some of the

water was likely unbilled but not lost.

Hanson resigns from board

At the July meeting, Bush announced that Director Lee Hanson was resigning from the board as of July 31. Hanson served as the WWSD representative on the Joint Use Committee, the three-member board that oversees the Tri-Lakes Wastewater Treatment Facility that serves Monument, Palmer Lake, and WWSD. Bush said Hanson was moving to Arizona and WWSD would appoint a new director in August.

Board hears project updates and operational reports

In his manager's reports at both meetings, Shaffer said the Central Water Treatment Plant (CWTP) had been offline for most of June and was currently operating with one of three filters. An additional filter would be

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