

**MERRIMACK VILLAGE DISTRICT
BOARD OF COMMISSIONERS
SEPTEMBER 21, 2026
MEETING MINUTES
(approved October 19, 2026)**

A regular meeting of the Board of Commissioners was conducted on Monday, September 21, 2026, at 5:00 p.m. at 2 Greens Pond Road, Merrimack, NH.

Donald Provencher, Chairman, presided:

Members of the Commission present: Erin Clement, Vice Chair
Dan Allen, Financial Liaison
Scott Sabens, Personnel Liaison
Wolfram von Schoen

Members of the Commission Absent:

Also in Attendance: Ron Miner, Superintendent
Jill Lavoie, Business Manager
Kristen Maher, HR/Finance Director
Shawn O’Keefe, Granite State De-Icing Supply (remotely)

FINANCE/HUMAN RESOURCES REVIEW

1. Analysis of Revenue and Expenditures

As of September 15, 2026, and two (2) months into the fiscal year, shown is revenue in the amount of \$1,625,587 (23.91%) of budgeted amount and expenses of \$975,953 (14.36%). Net Ordinary Income is \$649,634.

The audit was pushed out two weeks, and final numbers for FY26 are not yet available.

Chair Provencher questioned Line Items #45001 - Health Insurance and #45003 - Dental Insurance commenting it appears the line items are running a little ahead of what was anticipated. Kristen Maher, HR/Finance Director, spoke of estimates used when preparing the budget and increased costs that are not understood until after the budget has been prepared/approved, e.g., change in plans from individual or two-person to a family plan, etc.

Asked about Line Item #63000 - Purchase of Water, and whether represented is the normal payment or if the Pennichuck connection was used, Ron Miner, Superintendent, noted it was activated for testing. Chair Provencher stated the line item indicates the percent of total budget to be at 75.19%. Director Maher stated the line was budgeted at \$75,000. If movement of that charge to capital reserves needs to occur prior to year-end, that can be done.

2. Capital Reserve Balance

The overall Unassigned Fund Balance (UFB) of \$31,752,842.97 is a combination of the UFB (\$26,112,218.14) and Retained Earnings (\$5,640,624.83). Actual Cash is \$3,299,363 (7.8%). Total

percentage considered fund balance is 80.3%.

Trust Activity

Estimated for the end of FY27 is \$800,000 for Equipment & Facilities and \$100,000 for Water Purchase & Water Treatment Plant (WTP) Operating and Maintenance (O&M).

Chair Provencher commented on identification of the Hutchinson Tank and Turkey Hill Tank each showing estimates of \$50,000. Asked what that cost is associated with, Superintendent Miner responded the line item exists in case there is the need for painting, etc. The Parker Drive Tank estimate of \$500,000 (2028) is associated with an original quote for close to \$1 million. The cost of the project will be phased in over multiple years.

A list of open purchase orders was provided. Chair Provencher asked about the purchase order for Carbon Activated Corp. (\$438,000), having a description of GAC “replacements” for all treatment plants. He stated his assumption to be confirmed was that is reactivation (not replacements) of GAC media. Director Maher stated that to be the case.

Director Maher addressed the Profit & Loss Statement (by month) noting she has been working to create a new, more detailed report for the next reporting cycle. The new summary report will provide additional detail on open projects and all grants/loans.

Asked if percent of completion accounting is done, Director Maher stated that is currently done in a spreadsheet. Asked if an updated forecast of the project is done every time the status of a project is reviewed, Director Maher stated that is done and will be included in the summary report. It will identify where we are in terms of the total, change orders, expenses, reimbursements, percent complete, etc.

Bank Account

Health Trust is changing its vendor for the Flexible Spending Account (FSA), and that particular vendor will not be funding any FSA charges. People who currently have a card can use it at the pharmacy. Our current vendor covered it for a month and then sent the bill. The new vendor wants the funds the day after they are charged. Director Maher stated she has opened up an account just to deal with that. This will just be for the Health Trust FSA with their new vendor. On a yearly basis, the amount deposited will represent the total of what participants have chosen to set aside. This takes effect January 1st. Because we run on a fiscal year, half of what participants have set aside will be deposited initially.

Asked if it would be an interest-bearing account, she stated it would be a checking account earning minimal interest.

Commissioner von Schoen asked who the administrator of the account would be and was told Director Maher. He spoke of having seen insurance agents fill that role and questioned if there would be a privacy concern. Director Maher remarked the insurance company has information regarding what the charge is for and where it occurred. The only information she will have is the debit amount. Any disputes would be handled directly through the Health Trust.

REGULAR SESSION

1. Board of Commissioners to discuss possible reduction of Entrance Fees and SDC for 24 Wright Ave. (Granite State De-Icing Supply) with Shawn O’Keefe and a price reduction for the purchase of brine for residents and contractors treating properties within the Wellhead Protection Area.

Superintendent Miner spoke of having been approached by Mr. O’Keefe looking to get a 2” tap installed to support brine making capabilities and requesting a reduction in associated fees.

Mr. O’Keefe spoke of being surprised by the System Development Charge (SDC) (\$7,672.00) associated with bringing this brine process to Merrimack to help reduce contamination into the drinking water wells. He was looking to provide a product that contractors, businesses and homeowners could also use to reduce contamination as well as the costs associated with the use of brine. Given the development charge portion of doing the tap and putting in the 2” water supply, on top of all other expenses he will endure with doing this, he is hopeful the fee amount can be reduced.

His plan is to provide salt brine at a 40% discounted rate to residents and 25% discounted rate to contractors residing in and servicing properties located within the Wellhead Protection Areas (WPA) in Merrimack, Hollis, and Amherst (for a three-year period).

Jill Lavoie, Business Manager, has provided him with a list of all properties located within the WPA.

Mr. O’Keefe stated he has been in the liquid deicing materials business for 6 years following the start of using it in his landscape company to reduce their salt impact. He noted there is not a significant amount of material available for contractors to be able to begin using liquids. By doing this, his company will be able to supply that liquid.

The intent is to construct a shed to house the unit (heated hut). Fresh water needs to be heated so that the water line does not freeze. The salt shed contains the salt and brine making equipment to produce brine. They have storage tanks and would look to expand storage.

Asked if there is a need for a 2” entrance size for filling up the brine making equipment, Mr. O’Keefe responded to make brine they utilize a machine that saturates water with salt. A large hopper is filled with salt and water runs through the salt pile. The process continues until reaching a 23.3% salt to water ratio. The lowest point at which salt brine will melt is -6 degrees. It is then put into storage to be used by an applicator truck. The new machine is continuous and will produce between 6,000 and 8,000 gallons/hour, which is why the 2” line is needed. With a 1” line they would have to put a big tank inside to keep the water warm/from freezing. Doing this would allow them to continually feed the machine with water.

Chair Provencher questioned if the relief sought was related to the SDC and Entrance Fee and was told what had come as a surprise was the SDC.

Commissioner von Schoen spoke of the inability of the Commission to make decisions that impact future boards. Superintendent Miner noted the SDC is a one-time fee. Commissioner von Schoen remarked we would have to have a mechanism in place to confirm discounts are being provided in future years. He would prefer a discount on the water rate for as long as Merrimack residents benefit from a discounted rate for the brine.

Superintendent Miner noted SDC contribution forgiveness has been granted in the past related to extended watermain for certain developments.

Asked if the \$7,672 cost is typical for a 2" service, Superintendent Miner spoke of the difficulty in determining that figure based on the amount of water that would actually be used. Asked what the charge is based on, Superintendent Miner stated it to be a formula that includes gallons/day.

Mr. O'Keefe stated brine would only be produced from mid-October through mid to late March. It will become almost inactive through the summer months. That was probably part of the difficulty in determining that fee.

Superintendent Miner remarked the water use is such that we could supply a 1.5" meter, but the machine needs the flow of a 2" meter.

Asked how he would track where the brine is being used, Mr. O'Keefe stated contractors would have to show they are servicing clients in the WPA. They would have to provide some sort of proof. He added he is here in Town and knows who is plowing what. If using his equipment, it has tracking capabilities and can tell how much was sprayed and where.

Commissioner Sabens stated the desire to see how the fees were derived. He asked if the MVD is utilizing the brine and was told it is. Business Manager Lavoie stressed the intent is to benefit the WPA. Vice Chair Clement commented that residents have said for years that they would love to utilize brine but do not know how to acquire it.

Business Manager Lavoie noted Mr. O'Keefe is going to be able to provide the brine in 2½ and 5-gallon buckets. Commissioner Sabens stated a desire to see actual prices. Asked, Mr. O'Keefe stated there to be several application options available, e.g., backpack sprayers, electric, walk behind with spray nozzle and hand wand for stairs (carries 12 gallons).

Commissioner von Schoen noted the fee schedule identifies the entrance fee as \$1,053 but the SDC metered size 2" and above says it varies and is to be determined upon approval by MVD. He does not see a particular formula. Superintendent Miner remarked there is a formula. Typically, that goes out for review by MVD's consultant. Commissioner von Schoen asked if the formula is in the fee schedule, and if MVD determines that rate why this was being brought before the Board. He would not want to set a precedent of a Board decision when an operational decision by management can achieve the same thing.

Vice Chair Clement stated her support for Mr. O'Keefe's request understanding he has brought brine to the area and helped our cause immensely as well as always being available to support us. She also commented on the timing of his water usage.

Superintendent Miner noted the fee was determined in part based on \$4.55/gallon/day. Chair Provencher asked if an assumption was made of the number of gallons/day. Commissioner von Schoen asked if that is an official policy posted in the pricing schedule or MVD management assessing. That is really what it says in the price schedule; it varies. He asked if it is management assessment or a policy that nails us down to what it needs to be. Superintendent Miner stated when they assessed the gallons/day they came up with the figure.

Commissioner von Schoen reiterated the concern of setting precedent through a Board vote if this is at the discretion of MVD management.

Commissioner Allen remarked it should come down to the decision of the Superintendent. Superintendent Miner remarked he came up with a price according to what he thought was fair based on what was submitted for usage.

Vice Chair Clement questioned if the SDC should be based on peak summer usage. Commissioner von Schoen stated that to be the case for residential properties.

Superintendent Miner stated the Board has waived SDC charges in the past. Chair Provencher spoke of a development making such a request. In that instance, they were building our infrastructure to get water to that development. We were benefitting by having that infrastructure installed and gave them a break on the SDC as a result. Asked if all SDC reduction requests come before the Board, Superintendent Miner stated all fee reduction requests come before the Board.

Chair Provencher noted the usage to be for half the year and questioned if cutting the fee in half seemed reasonable.

Commissioner von Schoen spoke of appreciating the intent to offer the brine at a discounted rate, however, he would not want to make a decision contingent upon that as he sees difficulty in policing that.

Chair Provencher stated his preference to tie it into providing a discounted rate. Evidence could be requested by MVD for Mr. O'Keefe to demonstrate the discount being provided and to whom.

Commissioner Sabens stated, with the information before the Board at this time, he is not supportive of approving the request. The Board has no projected usage or cost per gallon to verify a discount, no data showing usage of brine actually protecting our wellheads, etc.

Chair Provencher remarked that data may not be available for years.

Mr. O'Keefe commented on his landscape operation; for 10 acres they were using 12 tons of treated salt in granular form. In liquid form it was cut back to 1.6 tons. Every property in Town that brine is used on can be documented.

Commissioner von Schoen spoke of having learned of those numbers in the past. He commented we are basically frontloading something out of this connection.

Commissioner Sabens remarked he does not think it is a bad idea from a fiduciary and MVD perspective.

Chair Provencher remarked he would feel comfortable with a motion that included the MVD being provided with records of sales and usage upon request, e.g., that the discounts are provided for Merrimack residents residing in the WPA using brine or being serviced by a contractor utilizing brine. Commissioner von Schoen questioned what the recourse would be if the records don't show achievement of the goal. He remarked either we are committed to it because we believe in what Mr. O'Keefe does, which he believes they all are, and we believe it is a good thing for our wells and we support it period, but we are also done with policing this and have a firm position as a Board. Looking into his books would place the MVD in an awkward position. If for some reason something doesn't look right what would we do? Either we do it or we don't just as we do with developers when we say we will close that loop because it is good for the MVD, good for the Town, etc.

Commissioner Sabens asked what is being charged per gallon for brine and what discount we are looking for. Mr. O'Keefe stated currently it is \$0.85/gallon, 40% off for residents and 25% off for commercial businesses. Commissioner Sabens asked what was being asked of MVD in exchange and was told a reduction to the SDC.

MOTION BY COMMISSIONER CLEMENT TO WAIVE THE SYSTEM DEVELOPMENT CHARGE FOR SEAN O'KEEFE FOR 24 WRIGHT AVENUE AND APPRECIATION FOR ALL THE WORK HE HAS PUT IN OUR LOW SALT AREAS AND WITH GRATITUDE THAT HE IS PLANNING TO OFFER DISCOUNTS TO PEOPLE IN THE AQUIFER PROTECTION DISTRICT
MOTION SECONDED BY MEMBER ALLEN

ON THE QUESTION

Vice Chair Clement commented on Mr. O'Keefe's attendance at every single salt meeting. He is there when we cannot get the DOT to be there, he is there when we cannot get the Town to be there. He is there. Business Manager Lavoie added he is the reason Continental Boulevard is brine (for the past 3 years).

She noted if we cannot point a homeowner to where to buy it and we cannot make it easy for the trucks to refill during the storm for other landscapers, they are not going to buy it.

Director Maher added this is not a budgetary item.

Vice Chair Clement commented at the end of every fiscal year it goes into the capital reserve account. It is not going to break the bank and is a really good gesture to keep him in Town doing what he needs to do. He is not asking for a break in the water rate. We will still make money on every gallon of brine he makes.

Chair Provencher commented he believes it to be a situation where the numbers will work out in the long run. There is a benefit to our aquifer. The more this (use of brine) spreads the better results we will have in the reduction in salt.

Asked, Mr. O’Keefe stated he could set his system to provide a report each month of what sold, and what the price was.

Vice Chair Clement stated she does not wish to police the business and feels even if the discount is offered in the first year she is supportive of the request. The value is in having this in Town so that contractors can fill trucks here.

Chair Provencher spoke of repercussions should something unanticipated occur. Vice Chair Clement spoke of increasing gas and other prices and not wanting to shoehorn Mr. O’Keefe into something.

MOTION FAILED

1-4-0

Commissioners Provencher, Sabens, Allen, and von Schoen voted in opposition

MOTION BY COMMISSIONER ALLEN TO WAIVE THE SYSTEM DEVELOPMENT CHARGE FOR GRANITE STATE DE-ICING SUPPLY CONTINGENT UPON THE APPLICANT PROVIDING A DISCOUNTED RATE OF 40% TO RESIDENTS OF MERRIMACK RESIDING IN THE WELLHEAD PROTECTION AREA AND 25% TO CONTRACTORS PROVIDING SERVICES TO RESIDENTS OF MERRIMACK RESIDING IN THE WELLHEAD PROTECTION AREA FOR A PERIOD OF THE NEXT THREE YEARS AND PROVIDING A LIST OF THE PROPERTIES SERVED UPON REQUEST

MOTION SECONDED BY COMMISSIONER CLEMENT

MOTION CARRIED

3-2-0

Commissioners Sabens and von Schoen voted in opposition

Commissioner von Schoen stated he appreciates everything Mr. O’Keefe does and supports him 100%. He is just not comfortable.

2. Board of Commissioners to discuss the draft Password Security Policy (1st Reading).

Director Maher spoke of having worked with Superintendent Miner in the creation of the policy.

The policy is before the Board for a first reading. Initial draft language was provided to Block 5 for review and received a positive response. They plan on getting rid of passwords entirely.

As further reviews are conducted, the policy will be updated for future readings. This will be a living document that will undergo an annual review and changes when required, e.g., as new technology comes about the security policy will be updated.

Asked if there is a timeline for passkeys to be implemented, she indicated that information is not yet known. They are taking inventory of which customers are ready to make this change.

Commissioner Sabens recommended the following amendments:

Under Scope, rather than identify specific categories of individuals perhaps a statement such as “All users accessing protected MVD systems” and also consider that it does not necessarily apply to customer facing, e.g., customer account logins would likely stay outside of this.

When listing the equipment the policy applies to, consider replacing the list of items with language such as access control systems.

Commissioner von Schoen wished to include “operational technology equipment”. Although he agreed with Commissioner Sabens’ statement that would fall under “all users accessing protected MVD systems”, he wished for it to be specifically called out. Suggested was that the statement could include “including but not limited to...”

Under Password Construction, replace “a minimum of ten (10) characters in length:” with “a minimum of twelve (12) characters...”

Noted was that Caesar password rules for cybersecurity standards recommend 15 characters when the password is the sole login method and 8 characters when the password is used as part of a multi-factored authentication.

Commissioner Sabens recommended inquiring with Block 5 as to whether there is a maximum length limitation.

The next requirement under password construction identifies what the password can and cannot contain. Commissioner Sabens stated his belief it is not necessary for passwords to contain a combination of letters, numbers, special characters, etc.

Under the list of items a password cannot contain, missing is a sequence of numbers or letters and cannot contain known compromised. Although listed further on, it should be here as well.

There is the need to ensure users are not reusing personal passwords.

Under Multi-Factor Authentication (MFA), it should be required for everything and everyone if possible. If that is not possible, that should be understood.

Under Compromised Passwords, the 2nd bullet should be forced.

Suggested was that the 3rd bulleted item may not be necessary under this heading. Asked about the process, Director Maher stated Block 5 does that. Commissioner Sabens noted the statement indicates the “municipality shall”. The language should be changed to begin with “Ensure investigation...”

Under Password Storage the 1st bulleted item should appear in a data protection policy. Given we don’t have one it is acceptable for it to be in this policy.

Commissioner Sabens spoke of the need for an inventory of the policies that will be created so that items are included in the appropriate places and not duplicated. Director Maher stated there to be a list in the SharePoint Drive.

Under Password Managers, it should simply state “Be approved by the IT Department”.

Commissioner von Schoen stated the 1st bulleted item should not be bulleted.

Under Account Lockout the 3rd bulleted item belongs in a login and monitoring policy not a password policy.

The Shared Accounts section belongs in an audit and accountability policy.

Under User Responsibilities, the 3rd bulleted item; Using MFA when required, should be forced. Doesn’t necessarily have to be listed here.

Under IT Department Responsibilities, the 2nd bulleted item should state monitor authentication activity and alert.

Commissioner Sabens questioned the reasoning behind the 4th bulleted item and was told it relates to who has access and whether that access should be provided. Commissioner Sabens stated it should not be the IT Department doing that. They should supply the list and the supervisors or owners of the accounts need to do those reviews.

Under Policy Enforcement and Exceptions, questioned was what the exception policy/process is. We need one. There also needs to be a process in place to address the statement “Any exception to this policy must be documented”. Usually, an exception policy wouldn’t happen inside every single policy, you would just have a dedicated exception policy. In addition to what is here, you want to document the risk of the exception.

Commissioner von Schoen commented we are developing organic policies that now start to be overlapping. The way we need to eventually do that is to implement an information security management system. What that does is basically defines an industry accepted outline of policies that then have content that doesn’t overlap.

Commissioner Sabens added the need to define a data classification system for the district so that policies will be like an internal document.

3. Board of Commissioners to discuss the draft Document Review Policy (1st Reading).

This policy is intended to address anything handed out to the Board, public, etc. These are guidelines for review before distribution.

Commissioner von Schoen spoke of the overhead that can result. On the other hand, unless we really start reviewing everything that goes out we might not catch the little errors. He asked how that process would look, e.g., would a form be signed off on and filed somewhere. If we define that in policy but don’t execute it by filing the approval form then the policy has no teeth.

Commissioner Sabens suggested “Policy Statement” be moved towards the beginning.

Under Scope, there is a defined list of what the policy applies to. He suggested instead the statement be made more generic such as “this policy applies to all who prepare or distribute official municipal communications.”

He encouraged a review of all language to look to avoid including specific lists that could change over time requiring amendments to the policy. The language providing examples could also state “include but not limited to”.

Under Policy Statement, the 2nd paragraph states: ‘The review process shall be documented....’ The word “process” should be removed.

Commissioner Sabens questioned the necessity of the sentence “All records shall be retained consistent with municipal records retention requirements.”

Commissioner von Schoen stated appreciation for the intent of the policy but warned around whether what is being required to be done can be achieved. Perhaps it is a good idea to scale it back and do what we said we would do and once at that level we can add to it and become more stringent.

Commissioner Sabens asked if the desire is for the review process to include anything that is public facing and anything that comes to the Board. Commissioner von Schoen suggested leaving it to the Administration to identify what they think they can achieve. Commissioner Sabens stated his belief that what is identified can be done and we will ask for it. The Administration has to determine how to do it effectively and not stack up a filing cabinet full of papers.

Director Maher stated she would scan the paperwork.

4. Superintendent’s Report

Water Quality:

- PFAS Pilot
 - The pilot study at 4&5 was extended through December 26th and will be evaluated quarterly and extended as needed.
- Lead and Copper
 - Sample bottles were delivered on September 15th and collected on the 17th and 18th.

Asked about the number of samples, Business Manager Lavoie stated there to be 105 sites they can pick from. We only need 30.

Maintenance:

- Treatment Facilities
 - We have a media change out scheduled for Thursday, September 24th at 7&8.
 - Superintendent Miner stated the desire to move the media change out up at 2&9 from December to October. We have PFOA breaking through into the effluent in the lead

vessel. He has already confirmed and has a tentative date of October 22nd and 4&5 would follow as planned in November.

It would still be in the summer but would take it out of the heightened demand. We were able to do it; it just went a little slower bringing stuff back online.

- Well 9 went down on August 25th. Originally it was believed to be a Variable Frequency Drive (VFD) issue. An electrician came out and confirmed VFD was good.

There was something with the motor, however, we are now thinking it was a lightning strike. A couple of trees close to well 9 were found to have burn marks down them and one with the top broken and its leaves just starting to turn brown. The motor was pulled the week before Labor Day, and a new motor is on its way. The Pennichuck Interconnect has been ready to go since the 25th.

Leak Repair Mainline/Entrance:

Administrative:

- PFAS Watermain Extensions (MVD) Gerard & Mullikan and Farmer & Mason
 - Final punch list items are complete or in process.
 - Final paving for Wilson Hill Road and the paving patches on Palmeri Drive was completed as of September 1. The line striping on Willson Hill was completed on September 8th.
 - The repaving of the intersection of Amherst Road at Farmer Road is tentatively scheduled for the end of September.
- Beebe Lane Area phase 1 and Greatstone Drive
 - Went to Governor & Council on 9/16/2026. Business Manager Lavoie stated the approval letter should be available this week and can move forward to bidding.
 - Survey has been completed.
 - Subsurface work has been completed, waiting on geotechnical reports.
 - Draft work plans have been started.
- EPA Inspection
 - All went well.
 - Should have report in 70 days.
- Fidelity Grant
 - Business Manager Lavoie obtained a login and filled in the basics for the application for the Fidelity Foundation Grant to help with our salt mitigation project. A more detailed scope of work is needed before we can go further; in the works.
- Underwood
 - Keith Pratt, Underwood Engineers, Inc., (UEI) provided the final water supply report today. A meeting is being scheduled with MVD, UEI, and Emery & Garrett Groundwater Investigations (EGGI) to discuss budgeting going forward.

- Salt letter
 - The salt reduction letter is scheduled to go out in October;. A draft letter was included in the Board packets.
- Lead Service Line Inventory
 - We need to do another compliance mailing in late October/early November for unknown service lines.

Commissioner von Schoen remarked he recalled that we started putting some of the motors on the shelf as spares. He asked if that was the case and was told for 7&8 that is the case, however, 9 is a submersible. He asked what the cost would be to obtain a replacement motor for Well 9. Motors can sit on the shelf for years without issues. VFDs are a different story with the capacitors.

Superintendent Miner remarked when we would get them cleaned and surged every year we were having them rotated and were sending the motor out; that whole turnaround would go faster. We don't have the issue with wells 2 and 9. The issue with the lightning strike was odd.

Commissioner von Schoen commented he is uncertain how many different types of motors we have and whether any of them are interchangeable with other wells, but he would be very interested to hear what the cost would be to have several up on the shelf. With VFDs, the same story, but for those we would have to develop a storage strategy because they need to be powered up manually in a safe way otherwise they will be aging on the shelf.

Superintendent Miner stated that can be looked into. Commissioner von Schoen asked if there is an obsolescence monitor system in place for the VFDs, PLCs, etc. Do we have someone monitoring if any of the components we have in operation at our wells, that are mission critical and may be aging out, are being phased out by the manufacturer. It would be nice to know how long the remaining supportive life cycle of our critical components is. Underwood should be monitoring this already and able to create an inventory list and advise on life cycle support for each component.

Chair Provencher commented that sounds like a scope of work that we don't have covered right now.

Commissioner von Schoen stated his belief it would be money well spent to gain that information. Chair Provencher questioned if that should be a request of Underwood or if we should go directly through the vendor. Superintendent Miner responded he is uncertain if Underwood would have someone in-house or would have to contract that out. Chair Provencher suggested taking an inventory of the motors we have and seeing if replacements are available. Commissioner von Schoen suggested extending that to power supplies, line filters, etc. He suggested speaking with the engineers and reporting back on their recommendations.

Superintendence Miner stated he would speak with Brian Hieken, Operations Manager. He noted the information may be available on the GIS system.

Asked about the Fidelity grant, Business Manager Lavoie stated Fidelity has a grant program for environmental projects, conservation, etc. She is uncertain of the available amounts at this time. She is at the point in the process of putting together a scope of work for their review.

Commissioner von Schoen departed at 6:46 p.m.

5. Board of Commissioners to review the minutes of the August 17, 2026, public and non-public sessions.

Board of Commissioners. **August 17, 2026**

Board of Commissioners - **Non-Public** **August 17, 2026**

**MOTION BY COMMISSIONER SABENS TO ACCEPT THE MINUTES OF THE
REGULAR MEETING AND NON-PUBLIC SESSION CONDUCTED ON AUGUST 17,
2026, AS PRESENTED
MOTION SECONDED BY COMMISSIONER ALLEN
MOTION CARRIED
4-0-0**

6. Board of Commissioners to review Action Items from previous meetings and those to be added from this meeting.

#43 - Salt Mitigation Committee Meetings

Business Manager Lavoie stated Stephen Landrey, Section Supervisor, NHDES Watershed Management, was brought in. They are looking for the committee to be more focused on achieving goals as opposed to input on watershed management.

#58 - Mineral Graphs

Included in the agenda packet. Chair Provencher spoke of the graphs being interesting noting on the last piece of the sodium chloride graphs the high levels seem to be staying horizontal (same value, not making new highs). He is hopeful that persists and is a change in trend.

#59 - Tracking Water Quality Complaints

Still in the very beginning stage of designing the utility side of implementing anything. There have been some delays particularly with ADA requirements for the website. The whole website had to be revamped.

Business Manager Lavoie spoke of a company that is making everything on our site compliant. It has to be done by the end of 2027.

Commissioner Sabens asked if there is a rough idea of the number of calls/complaints in the past 6 months. Business Manager Lavoie stated there to have been approx. 3 for taste/odor. The caller is

walked through what to look for, e.g., check aerator. She has not received a return call from anyone. Commissioner Sabens stated he made 2 complaints himself.

Asked, Business Manager Lavoie stated if she is having a conversation we don't place a work order. If we have to go out and do sampling, etc., then we consider it a complaint and that gets a work order.

Chair Provencher commented it would be unfortunate to lose years of history when the program is up and running. He questioned why the new software could not be backfilled with historical information.

Asked if there would be two work order systems, Director Maher stated there would be customer related and MVD related.

Chair Provencher stated water quality complaints would be customer related. He asked if Director Maher could identify the number of forms/work orders currently being stored manually. Business Manager Lavoie stated when a work order is created and someone goes out they can put in notes, close the work order and send it for review. When she gets it, it is closed, but still in the system as a water quality complaint work order.

Chair Provencher asked if the new system would be able to correlate type of issue. Business Manager Lavoie stated there to be check boxes on work orders. Chair Provencher asked if the new system would be set up like that and stated his assumption that information would be placed into the system as it is collected in the field. He asked if the old ones would be able to be incorporated. Director Maher stated whatever data is collected now they will be certain it is collected in the new system. It does have the ability to connect to GIS maps.

Operations Manager Hieken is tracking water quality complaints on the GIS map. It is still there; we would just have to go back to the old system to look at it and say what were these complaints about. Commissioner Sabens requested the company be asked if the data can be brought in.

#87 - Salt Reduction Letter

Commissioner Sabens commented on discussion that took place at the last meeting around inviting State Representatives to the Steering Committee and asked if that has occurred.

Superintendent Miner stated the need for a meeting. The invitation has not happened yet. Chair Provencher asked if a bill could be proposed for the zoning ordinance for salt restriction.

Vice Chair Clement remarked at the last Town Council meeting Representatives present discussed the Legislative Service Requests (LSRs) one of which was related to salt.

Commissioner Sabens had suggested the letter show the impacts; how wells are affected, what the cost looks like, etc. Business Manager Lavoie stated the last letter included graphs, etc., and was really wordy. They did not want to send out the same one fearing recipients would just throw it away having already seen it. Commissioner Sabens provided the example of if our wells become

fully chlorinated and we cannot use the water what is next and what does that look like to our ratepayer; something that can illustrate that.

Chair Provencher stated his recollection UEI calculated an estimate of cost for a surface water treatment plant in the source alternatives evaluations. Vice Chair Clement stated it to have been surface water treatment, which is probably what we would do before deceleration.

Vice Chair Clement remarked if the salt in the wells were to become too high we would be forced to build a surface water treatment plant. Chair Provencher added we could buy water from Pennichuck if they had enough to serve us.

Vice Chair Clement commented she felt we were missing out on responding to the question of what can I do about it. She is pleased that MVD has a maintenance page. Business Manager Lavoie stated the desire to have been for the recipients to be able to read and absorb the letter but also provide ideas of what they could do to help. At some point, we will be sending out information about brine.

Commissioner Sabens stated he believes people understand things better when they understand how it impacts the water.

Chair Provencher asked and was told the letter will go out in October. Vice Chair Clement spoke of having used a QR code last year. Superintendent Miner spoke of getting into the transitional phase with brine, trying to push the brine use and make that recommendation with the salt letter.

Chair Provencher suggested incorporating comments provided by Commissioner Sabens into a different communication going forward. Superintendent Miner stated the salt letter is with the printer, but nothing is set in stone. It can be amended. Vice Chair Clement suggested additional language could say losing additional wells to sodium chloride could render groundwater unusable/untreatable, well replacement costs are this, a surface water treatment plant is X amount, etc.

Chair Provencher stated his belief UEI did a source alternative report that said something about the cost of a surface water plant. Vice Chair Clement recalled it saying it would be cost prohibitive. Commissioner Sabens stated it appears it would double if not triple the rates.

#89 - Salt Mitigation Ordinance Update

Chair Provencher stated he would reach out to Representatives Rung and / or Murphy to see if they proposed any legislation he is unaware of.

7. Old Business - None

8. New Business

Chair Provencher spoke of the Pennichuck connection being used as an emergency backup not wanting to turn it on permanently as it is compliant with respect to regulated PFAS limits, but still has detectable PFOA in the water. He wonders what the cost of our own MVD water is in hundred

cubic feet units. We might want to calculate that and compare it to what our wholesale rate is. If we take the operating budget, subtract out the cost of the Pennichuck wholesale agreement, and whatever that number is, divide by our total annual pumped, that will give us our non-Pennichuck related cost per 100 cubic feet of water pumped. We know what we are billing it at, but don't know what it is costing us.

Vice Chair Clement remarked you would remove not only the 100 cubic foot cost but also the cost of the contract to hold the space.

Chair Provencher stated we are not using the water at all but are paying a fixed rate fee to have the ability to use it. He would like to know if it is less expensive to use the wholesale water at the rate we would be paying for wholesale than to produce our own water, plus having the filtration.

Chair Provencher asked if the source evaluation that UEI finalized included putting in a temporary one carbon vessel with re-chlorination station at the Pennichuck connection. Director Maher stated the cost information could be provided (as of June 30th). If the cost of production is higher than what we would purchase wholesale from Pennichuck we have to consider that. It is probably not, but he wants to know the cost.

9. Questions from the Public or Press – None

ADJOURNMENT

MOTION BY COMMISSIONER ALLEN TO ADJOURN

MOTION SECONDED BY COMMISSIONER SABENS

MOTION CARRIED

4-0-0

The September 21, 2026, meeting of the Board of Commissioners was adjourned at 7:20 p.m.

Submitted by: Dawn MacMillan, Recording Secretary