CLIFTON PARK WATER AUTHORITY

BOARD MEETING MINUTES

May 6, 2026

Those present were: Mr. Helmut Gerstenberger, Chairman; Mr. John Ryan, Vice Chairman; Mr. William Butler, Treasurer; Mr. Peter Taubkin, Board Secretary; Mr. Chris Wheland, Administrator; Mr. James Trainor, Attorney. Absent: Mr. Kenneth Bowman.

Mr. Gerstenberger called the meeting to order at 7:04pm.

Pledge of Allegiance

Approve Minutes of March 18, 2026 Meeting

Mr. Ryan made a **motion** to approve the March 18, 2026, board meeting minutes; seconded by Mr. Gerstenberger. The **motion** carried 4-0.

Privilege of the Floor

None

Old Business

Peacock Glen Property

Stormwater paperwork is being reviewed by the Town.

Vertical Bridge

Vertical Bridge regarding a proposed tower installation. Chris reported meeting with Vertical Bridge's construction team about placing a tower near Blue Spruce, but expressed concerns about doing business with them again due to past handling of issues.

New Business

Daupler Presentation

Response Management System Overview

Ellen introduced Doppler, a response management system serving over 200 utilities across the United States, particularly in the water and wastewater industry. She explained Doppler's five main components, focusing on how the system handles resident calls, triages issues as critical or non-critical, and facilitates automatic dispatch. Ellen demonstrated the web-based engagement portal that allows residents to submit photos and notes after reporting issues, which are immediately sent to on-call staff for better context and clarity.

Ellen demonstrated Doppler's emergency response system, explaining how it handles on-call notifications through text messages and phone calls, with automatic escalation if no response is received within 60 seconds. The system allows crew members to acknowledge issues and view resident reports with photos, while also providing call screening to protect staff privacy. Chris inquired about system integration with their existing CRM, and Ellen confirmed that Doppler integrates with various systems including Edmunds through

API connections. The discussion also covered the event detection tool, which deploys an IVR system to manage multiple similar reports and provides a dashboard for internal staff to track and communicate updates to affected residents.

Ellen explained that the platform can handle an unlimited number of simultaneous outages and uses spatial analysis based on service territory shapefiles to group similar reports. She described how the platform documents all calls and displays them on heat maps, allowing for filtering by date range or call type. Regarding rollout and training, Ellen outlined that Doppler provides comprehensive implementation support including user and manager training, with ongoing access to refresher courses through the account manager. She also explained their approach to maintaining the authority's branding while ensuring residents can contact the platform through existing phone numbers, with additional tools available for marketing the new system to residents.

The team discussed implementing a new collaboration module for customer communications and outage management. Chris raised questions about why they would need this additional platform when they already use Edmunds for billing and work orders, questioning whether it could be integrated into their existing system. Ellen explained that while some integration is possible, the new system offers benefits beyond what Edmunds provides, including call handling, crew dispatch, resident engagement, and analytics. The group agreed that having customer references who use the system with Edmunds would be helpful for understanding the integration details, and they recognized the value of the system in improving customer communication during outages and planned maintenance.

Investment Policy Review

Clifton Park Water Authority
Resolution #14, 2026
Adopting CPWA Investment Policy

Resolved, that the Clifton Park Water Authority Board of Directors hereby approves the policy with regard to the investment of Authority funds as attached.

Motion to Accept: Mr. Ryan   Seconded: Mr. Butler

Roll Call Vote:

	Ayes	Noes
Mr. Gerstenberger	_X__	____
Mr. Ryan	_X_	____
Mr. Taubkin	_X__	____
Mr. Butler	_X__	____
Mr. Bowman	___	Absent

CLIFTON PARK WATER AUTHORITY
AND SUBSIDIARIES

INVESTMENT POLICY

The objectives of the investment policy of the Clifton Park Water Authority (Authority) and Subsidiaries are to minimize risk, to ensure that investments mature when the cash is required to finance operations, construction schedules and debt service payments, and to ensure a competitive rate of return. In accordance with this policy, the Authority Administrator is hereby authorized to invest all funds, exclusive of those held by the bond trustee(s) in accounts directly related to the Authority's bond obligations, in:

1. Direct obligations of the United States of America,

2. Securities fully and unconditionally guaranteed by the United States of America,

3. Direct obligations of any state of the United States of America or any subdivision or agency thereof,

4. Federal funds, certificates of deposit, time deposits, or bankers' acceptances of any domestic bank authorized to do business in New York State,

5. Investment in money market funds,

6. Time deposit accounts in a bank or trust company authorized to do business in New York State. All investments made pursuant to this investment policy shall comply with the following conditions:

1. Collateral

a. Certificates of deposit and time deposit accounts shall be fully secured by insurance of the Federal Deposit Insurance Corporation, obligations of New York State, obligations of the United States, obligations of federal agencies with principal and interest which are guaranteed by the United States or obligations of New York State local governments. Collateral shall be delivered to the custodial bank with which the Authority has entered into a custodial agreement. The market value of the collateral shall at all times equal or exceed the principal amount of the certificate of deposit or balance of the time deposit accounts.

b. Collateral shall not be required with respect to the direct purchase obligations of New York State, obligations of the United States, and the obligations of federal agencies with principal and interest of which are guaranteed by the United States government.

2. Delivery of securities

Payment shall be made by or on behalf of the Authority for obligations of New York State, obligations the principal and interest of which are guaranteed by the United States. United States obligations, certificates of deposits, and other purchase securities upon the delivery thereof to the custodial bank, or in the case of a book-entry transactions, when the purchased securities are credited to the custodial bank's federal reserve system account. All transactions shall be confirmed in writing.

3. Written contracts

Written contracts are required for certificates of deposit, and custodial undertakings. With respect to the purchase of obligations of the United States, New York State, or other governmental entities, etc., in which monies may be invested, the interest of the Authority will be adequately protected by conditioning payment on the physical delivery of purchased securities to the Authority or custodian, or in the case of book-entry transactions, on the crediting of purchases security to the custodian's federal reserve system account. All purchases will be confirmed in writing to the Authority.

It is therefore the policy of the authority to require written contracts as follows:

a. Written contracts shall be required for the purchase of all certificates of deposit.

b. A written contract shall be required with the custodial bank.

4. Designation of custodial bank

KeyBank and BNY Mellon, chartered by the State of New York, are designated to act as custodial banks of the Authority's investments. However, securities may not be purchased through a repurchase agreement with the custodial bank.

5. Investment of Bond Obligations and Bond Reserve Funds

Investment of bond obligations and bond reserve funds are subject to the limitations and guidelines set forth in the Water System Revenue Bond Resolution, Article 1, Section 1.01 under "Authorized Investments", Section 6.03 "Investment of Certain Funds" and Section 6.04 "Valuation or Sale of Investments", adopted November 16, 1993.

6. Financial strength of institutions

All trading partners must be credit worthy. Their financial statements must be reviewed at least annually by the Authority Administrator, or the Authority Administrator may use credit rating agencies or credible online rating services to determine satisfactory financial strength of trading partners. Concentration of investments in financial institutions should be avoided.

Investments in time deposits and certificates of deposit are to be made with banks or trust companies. Their annual reports must be reviewed by the Authority Administrator to determine satisfactory financial strength. When purchasing eligible securities, the seller shall be required to deliver the securities to the custodial bank.

7. Operations audit and reporting

The Authority Administrator or Business Manager shall authorize the purchase or sale of all securities and execute contracts for certificates of deposit on behalf of the Authority. Oral directions concerning the purchase or sale of securities shall be confirmed in writing. The Authority shall pay for purchased securities upon the delivery or book entry thereof.

The Authority will encourage the purchase and sale of securities and certificates of deposit through a competitive or negotiated price involving telephone solicitation of at least three bids for each transaction.

At the time independent auditors conduct the annual audit of the accounts and financial affairs of the Authority, the independent auditors shall audit the investments of the Authority for compliance with provisions of these investment guidelines.

Within 120 days of the end of the fiscal year, the Authority Administrator or Business Manager shall prepare and submit to the Board of the Authority, or designated committee thereof, an annual investment report, recommendations for change in these investment guidelines, the results of the annual independent audit, the investment income record, a list of total fees, commissions, or other charges (if any) paid to the custodial bank, and such other matters as the Authority Administrator or Business Manager deems appropriate. The Board of the Authority shall review and approve the annual investment report if practicable at its May meeting.

At least annually, and if practicable, at the May meeting of the Board of the Authority, the members shall review and amend, if necessary, these investment guidelines.

The provisions of these investment guidelines and any amendments hereto shall take effect prospectively and shall not invalidate the prior selection of any custodial bank or prior investment.

Procurement Policy Review

Clifton Park Water Authority
Resolution #15, 2026
Adopting CPWA Procurement Policy

RESOLVED, that the Clifton Park Water Authority Board of Directors hereby approves the Procurement Policy as attached.

Motion to Accept: Mr. Ryan Seconded: Mr. Gerstenberger

Roll Call Vote:

	Ayes	Noes
Mr. Gerstenberger	X	
Mr. Ryan	X	
Mr. Taubkin	X	
Mr. Butler	X	
Mr. Bowman		Absent

CPWA Procurement Policy

Determination of the Need for Competitive Bidding:

General Municipal Law requires purchase contracts exceeding $20,000 and public works contracts exceeding $35,000, be awarded to the lowest responsible bidder after public advertising requesting sealed bids.

In determining the necessity for competitive bidding, the aggregate cost of an item or commodity estimated to be purchased in a fiscal year would be considered.

The term “public works contract” would apply to those items or projects involving labor, or both materials and labor. Included in this category would be construction, paving, printing, repair contracts, etc.

The advertisement for bids shall contain a statement of the time and place where all bids will be publicly opened and read. The Authority retains the right to reject any and all bids at any time.

The bid announcement will be placed in the Authority’s designated official newspaper for at least one day as a minimum.

Purchases Exempt from Competitive Bidding:

Provisions in State Law allow certain procurements to be exempt from the competitive bidding requirements as follows:

1. Purchases made from state contracts issued by the Office of General Services.

2. Prison Industries and Industries of the Blind purchases.

3. Professional services such as: insurances, medical services, legal services, engineering services, and accounting services.

4. Emergencies arising out of accident or unforeseen circumstances that impair the CPWA’s ability to pump, treat or deliver water, as necessary, to its customers.

5. Purchases made under “piggyback” contracts that are made available through any county within the State of New York.

Standardization of Purchase:

When deemed necessary, for reasons of economy and efficiency, the Authority may approve a standard of purchase of a material or equipment.

Standardization, as the word implies, restricts a purchase to a specific make, model, or type of equipment or supply. For example, to limit the purchase of trucks to a particular make or model based on past performance or to reduce the inventory of spare parts, may be acceptable, provided that sufficient justification is supplied to the Authority Board of Directors.

In order to apply this standardization, the Board must approve the purchase by a two-thirds majority vote.

Inspection of Commodities after Delivery:

Primary responsibility to ensure full vendor performance with contract requirements and commodity specifications, lies in the inspection at the point of receipt. This is particularly true with regard to delivery specifications, including damage to or shortage of, merchandise. Staff must inspect immediately upon delivery, and damaged goods should be refused for delivery.

If there is a shortage, personnel should insist on a notation to that effect on the freight receipt. Both the Authority and the contractor must be notified immediately. All packing slips must be forwarded to the office.

Purchase Requisitions:

All requirements for goods and services shall be recorded on a requisition form and forwarded to the Administrator for approval and line item assignment.

The following information is necessary on the requisition:

1. Date
2. Person requesting order
3. Place material is to be delivered
4. Delivery requirements (rush, time frame, special delivery vehicle requirements)
5. Description of item/service required, including part/catalog numbers (if applicable)
6. Suggested vendor and cost if available
7. Signature of person making request

Any additional information, such as price quotes or other available vendors or literature for specialized equipment should accompany the requisition form at the time of presentation to the Administrator.

All approved requisitions will generate a purchase order. One copy of the purchase order (pink) will be returned to the requisitioner. This copy will serve to verify that the item has been ordered. Another copy (yellow) will be forwarded to the Business Manager. Once the item has been delivered and inspected, the packing slip should be attached to the requisitioner's copy of the purchase order, and the copy should be signed indicating that the item has been received in satisfactory condition. This copy shall be forwarded to the Business Manager for payment.

Blanket Purchase Orders:

Blanket purchase orders are set up with vendors from whom the Authority purchases a number of small items, such as nuts, bolts, small hand tools, hose, etc., or for purchases of identical items or services that are made from an individual vendor frequently over the course of the year.

Vendors that may be issued blanket purchase orders are:

- Local hardware stores
- Treatment chemical suppliers
- Suppliers of cartridge filters for the Boyack Treatment Plant
- Contracted IT service provider
- Shipping vendors (UPS, Fedex)

Authorized Authority staff may make purchases at these specified vendors. Vendors will be approved by the Authority Administrator and will be set up with maximum per-purchase dollar amounts, determined by historical purchases, at the time the blanket purchase order is created. All invoices will be matched to receipts or delivery tickets by the Business Manager for verification of approved purchase.

The vendor may bill the Authority monthly for a partial payment against the open purchase order.

Purchase Order Quotations:

The following rules apply to all Authority purchases:

1. Purchases of more than $1,500, but less than $3,000, will require at least two verbal quotes recorded.
2. Purchases of $3,000 or more, but less than $5,000, will require three verbal quotes recorded.
3. Purchases of $5,000 or more, but less than $20,000, will require three written quotes filed.
4. Purchases of $20,000 or more will require competitive bidding.

Approval of Purchases:

All purchases require the prior approval of the Authority Administrator. In the absence of the Administrator, in instances where the purchase cannot be delayed, approvals will be determined by the Business Manager.

Payment:

All payments require signature of the Authority Administrator. In the absence of the Administrator, in instances where the payment cannot be delayed, approvals will be determined by the Business Manager.

Any individual payment over $5,000 will require a second signature from the Board Chairperson or Treasurer before payment is issued, the second signature can be issued via electronic signature (ie, Docusign or similar). The following categories are exempt from requiring a second signature:

- Utility bills
- Equipment/Software service contracts
- Fuel
- Health insurance
- General Liability Insurance
- Workers' compensation insurance
- Treatment chemicals
- Purchased water
- Property and school taxes
- Emergency repairs

Mission and Vision Statement

Clifton Park Water Authority
Resolution # 16, 2026
Approve the Mission and Vision Statement

WHEREAS, the Clifton Park Water Authority (CPWA) is committed to providing safe, reliable, and affordable drinking water to the communities it serves; and

WHEREAS, a clear and consistent Mission, Vision, and Core Values framework supports effective governance, strategic planning, and public communication; and

WHEREAS, the CPWA seeks to reaffirm its commitment to public health, environmental stewardship, system reliability, fiscal responsibility, and customer service;

NOW, THEREFORE, BE IT RESOLVED, that the Board of the Clifton Park Water Authority hereby adopts the following Mission, Vision, and Core Values:

Mission

The Clifton Park Water Authority is committed to the reliable delivery of safe, high-quality drinking water and responsive customer service at reasonable rates, while protecting public health, safeguarding environmental resources, and maintaining a resilient water system for the communities it serves.

Vision

A future where safe, sustainable, and resilient water systems support healthy communities, protect natural resources, and deliver exceptional service to every customer we serve.

Core Values

Public Health & Safety: We prioritize the delivery of safe, clean, and reliable water to protect public health at all times.

Stewardship & Sustainability: We responsibly manage water resources and infrastructure to protect the environment and preserve them for future generations.

Reliability & Resilience: We invest in and operate our system to ensure dependable service and long-term resilience.

Customer Service & Accessibility: We are committed to responsive, respectful, and equitable service, ensuring access to safe water at fair and reasonable rates.

Transparency & Accountability: We operate with integrity, openness, and fiscal responsibility to earn and maintain public trust.

Continuous Improvement & Excellence: We embrace innovation, data-driven decision-making, and best practices to improve performance and service quality.

BE IT FURTHER RESOLVED, that this framework shall serve as a guiding foundation for the CPWA's operations, communications, planning, and public engagement.

Motion By: **Mr. Ryan** Seconded By: **Mr. Butler**

Roll Call Vote:

	Ayes	Noes
Mr. Gerstenberger	X	
Mr. Ryan	X	
Mr. Butler	X	
Mr. Taubkin	X	
Mr. Bowman		Absent

Bass Pro Easement

Clifton Park Water Authority
Resolution # 17, 2026
Approving Utility Easement with Bass Pro Shops

Whereas, Bass Pro Shops constructed a facility at 400 Clifton Park Center Rd, Clifton Park, NY and,

Whereas, Water infrastructure is located on property owned and/or operated by Bass Pro Shops, and/or Clifton Park Auto Properties, and,

Whereas, CPWA needs an easement to maintain and repair water infrastructure that is on the Bass Pro and/or Clifton Park Auto property.

NOW, THEREFORE BE IT RESOLVED, that the Clifton Park Water Authority Board of Directors hereby approves an easement with Bass Pro Shops and/or Clifton Park Auto.

Motion By: Mr. Butler Seconded By: Mr. Taubkin

Roll Call Vote

	Ayes	Noes
Mr. Gerstenberger	X	
Mr. Ryan	X	
Mr. Butler	X	
Mr. Taubkin	X	
Mr. Bowman		Absent

Other Business

Annual Water Quality Report

A discussion was had regarding violations that will be included in the Annual Water Quality Report due to a contract laboratory not completing water testing that was ordered and listed on the Chain of Custody forms. Chris informed the Board that this contract lab will not be doing any more testing for CPWA. The Board wants Chris to explore options for recourse to get fees charged refunded and also ask Mr. Trainor to assist in writing letters to the lab. Mr. Taubkin and Mr. Ryan want to explore options to automate the internal review of data to ensure all required analytes are sampled for. Chris will look into AI options to review reports for inclusive data.

National Grid Easement

Mr. Trainor has a meeting with representative from National Grid in the coming weeks to discuss a relevant easement for a water line crossing a gas line on Settlers Ridge. The first draft provided by National Grid was overkill and didn't meet many of the requirements required.

Health Insurance Reserve Fund

Mr. Trainor investigated options for retirement and health insurance trust fund. There are no legal options for a retirement trust. It seems as though a health insurance trust fund can be set up and funded through annual budgeting. After investigation only one attorney in NY is available to complete such a task. Mr. Trainor has contacted the attorney and waiting for a proposal to determine costs to set up the trust and how the fund would work.

Water Meter Purchases

Mr. Ryan reviewed the Check History Report and questioned purchases to Ti-Sales for $33,400 in both March and April. Chris explained that these purchases were for water meters. Water meters are purchased as needed and in a set amount of quantities. To avoid quarterly increases to meter costs and unknown tariff increases Chris placed an order for meters for 2026 with deliveries being scheduled throughout 2026. CPWA uses Neptune meters a choice that was made many years ago. Ti-Sales is the representative of Neptune in the Clifton Park area. To change meter vendors would require two sets of reading equipment until a new meter system is installed (~15 years to complete). Once complete the other meter vendor will have the same "sole source" proprietary. Chris will receive quotes from other meter companies to ensure prices of meters are inline.

Executive Session

NONE

Privilege of the Floor

None

Motion to Adjourn

Mr. Gerstenberger made a **motion** to adjourn at 8:28pm; seconded by Mr. Ryan. The **motion** carried 4-0.