

**MINUTES OF THE REGULAR MEETING OF
THE BOARD OF DIRECTORS OF
NORTHWEST FOREST MUNICIPAL UTILITY DISTRICT
HELD ON MAY 13, 2025**

The Board of Directors of the **NORTHWEST FOREST MUNICIPAL UTILITY DISTRICT** held a meeting on Tuesday, May 13, 2025, at **TEXAS FIRST BANK, 6363 Phelan Blvd, Beaumont, Texas 77706**.

Present were Mark McKee, Teresa Robertson and Kyle Knipple. Lisa Fenner and Kevin Roach were absent. Also, present was Joey Keel and a representative of Joey Keel Enterprises and Kate K. Leverett of Germer PLLC as legal counsel to the District.

Agenda Item No. 1: Call to Order. A quorum being present, the meeting was called to order at 3:00 p.m. by President McKee.

Agenda Item No. 2: Public Comments. None.

Agenda Item No. 3: Minutes of the meeting of March 11, 2025. After discussion and upon motion duly made by Director Knipple and seconded by Director Robertson, the Minutes of March 11, 2025, were approved with one revision, allowing Mr. Croley to make bank transfers.

Agenda Item No. 4: District utility system operational issues. The Board then recognized Mr. Keel who stated he reached out to the City of Beaumont to attempt to get an update on the new meter; however, he was unable to speak to anyone. Additionally, Mr. Keel discussed the results of obtaining quotes for the new electrical panel, and the Board agreed to allow Mr. Keel to move forward in replacing the panel.

Agenda Item No. 5: Update on utility system billing, remittances, and reconciliation corrections:

- **New gWorks CRM.** The Board recognized Keel Enterprises who explained the current issues with gWorks. She explained the issues getting service requests answered and the timely responsiveness. However, the alternative programs do not work very well either, so the Board decided to continue to use gWorks. Mr. McKee informed the Board that he was going to have a conference call with the account manager of gWorks in an attempt to get some of the issues resolved.
 - **Support issues. Possible alternatives.** See above.
- **Customer service issues.** None.
- **Reconciliation of chargeback services.** None.

Agenda Item No. 6: Administrative, financial and Board reports:

- **Monthly financial report.** Mr. Croley did not have reports for March or April, however, Mr. Croley did state that the water bill the District receives from the City of Beaumont had increased, and all cash balances look good. President McKee stated he planned to speak to the City of Beaumont Public Works Department yet again to attempt to get the billing issue resolved. The Board also agreed to allow Germer PLLC to reach out to the City to see if a resolution can be reached.
- **Administrative report.** See above.
- **Approval of checks.** None.

Agenda Item No. 7. Comments from Board Members. Mr. McKee informed the Board that Director Roach is resigning; therefore, there is an open position on the Board.

Agenda Item No. 8: **Adjournment.** There being no further business before the Board, the meeting was adjourned at 4:04 p.m.

Northwest Forest Municipal Utility District

President

ATTEST:

Secretary