

**Water Works District No. 2  
St. Tammany Parish, State of Louisiana**

**Board of Waterworks Commissioners Meeting  
Water District No. 2 Office, Hwy. 36, Covington, LA**

**February 9, 2026– 5:00 p.m.**

**Staff Present:** Julie Williams – General Manager  
Jessica Puckett – Office Manager  
Grady Thigpen – Field Supervisor

**Board Present:** Benjamin Martino – President  
Pierre Fabre – Vice President  
Lorraine Saba – Secretary/Treasurer  
Sarah Holzhalb – Board Member  
Monique Stubbs – Board Member

**Call to Order:** The meeting was called to order by President Benjamin Martino.

**Minutes:** Minutes of the January 12, 2026 meeting were read. Motion to approve them was made by Monique Stubbs and seconded by Pierre Fabre.

**Bank Balances:** Bank balances for the month ending January 31, 2026 were read by Lorraine Saba.

**Julie Williams spoke:**

**Water Loss:** Water loss slightly increased to 18.55%. Julie said it was due to several things. We had to run water at the well site during the freeze, there was a big leak on Shady Lane and a leak at Covington Manor Mobile Home Park. Grady spoke with the owner there about the problem and that it is his responsibility to repair the line. Grady did not get a positive response from the owner, but the owner said he would get repaired when he had time. The water lines there were never dedicated to us so it is up to the owner to maintain the water lines in the mobile home park. Grady has suggested converting to a master meter but there are pros and cons to this. In the meantime, Ben suggested sending a letter to the new owner stating that our protocol is for property owners to fix their own water lines.

**Profit & Loss:** The 2025 Adopted Budget vs. Actual Budget looked good. The Total Operating Revenue was 104.96% and the Total Operating Expenses were 93.43% at year end.

**Sustainability Rate Study:** Timmy Lemoine from the Louisiana Rural Water Association is scheduled to come to our next meeting. He will explain the Sustainability Rate Study and why they would like us to have a sustainability factor of 1.15. But to get to 1.15, our minimum rate would have to go up by \$4.00 to a \$25.00 minimum and usage charge would go by \$0.75 to \$5.50 per thousand gallons.

**Adoration Place Subdivision:** Developers for the Adoration Place Subdivision have come and paid for the first two meters on the job site. There will be 21 new homes constructed selling for under \$300,000: 2 B/R, 1 ba. with 1100 sq. ft. and 3 B/R, 1-1/2 ba. with 1376 sq. ft.

**Payment Service Network:** When we first converted to the cloud, we had an issue with customers paying through PSN, especially with auto-draft payments. Something happened with the file transfer and customers had to reset their auto-draft account back up. We still have one or two customers that are having trouble with the auto-draft not working even though the account has been reset. PSN states there could have been an internet traffic glitch that possibly caused a communication error and did not process the payment. Julie advised customers to completely remove the old account and set up a new auto-draft account. Julie will continue to monitor the issue. She also noted that Caselle now has a Community Portal that has a lot more features available for the customers to view and manage their account online. She will inquire more about that program and get a cost to compare PSN to Community Portal.

**Grady Thigpen spoke:**

There is a broken 2-inch water main on Magnolia Gardens Dr. right past the small bridge that is scheduled to be repaired. Luckily, the repair will only affect three customers.

Repairs were made on water lines next to a gas line at the four-way stop sign on Holly Dr. and Magnolia Gardens Dr. The hydrant located at that intersection will now be relocated to the opposite side of the street. This will allow space for any future repairs.

No further business to discuss, a motion to adjourn was made by Sarah Holzhalb and seconded by Pierre Fabre.

Submitted by: Lorraine Saba

2/10/2026