

**SPECIAL MEETING
OF THE BOARD OF DIRECTORS
Rural Water, Sewer, Gas and Solid Waste Management District #16
Cherokee County, Oklahoma**

Amended & Corrected Minutes

Friday, October 31, 2025 at 10:00 a.m.

The Directors of the Rural Water, Sewer, Gas and Solid Waste Management District #16 held a special meeting at 10:00 a.m., Friday, October 31 at Chicken Creek Volunteer Fire Department, 34116 S 526 Road, Cookson, OK, 74427.

The minutes for said meeting are as follows:

1. Meeting called to order at 10:00 a.m. by Walter Armstrong.
2. Roll call and quorum declared present by Bill Wilcoxon. Present were Walter Armstrong, Bill Wilcoxon, Terry Noble and Laci Klinger (by phone). Paul Laney was not present. Also present were Daniel Napier and Charlene Ferris.
3. Public comment. None.
4. Discussion/Consideration/Action concerning the October autopay double posting transaction by our Billing company, MuniBilling and their payment processing vendor, Heartland Merchant Services. Over 530 members on autopay, processed October 16, were debited twice by Heartland against their financial payment sources; their water accounts were only credited once. We have been actively working with MuniBilling to seek restitution to our members, but none have yet to receive reimbursement. Board Member, Laci Klinger, has also spoken with MuniBilling concerning the steps they are taking to correct the issues. Laci Klinger made motion directing staff to ask our legal representative, John Young, to reach out to MuniBilling. In addition, staff is to ask MuniBilling to do an urgent mass mailing detailing steps to correct accounts and apologize to our members. Staff was also asked to consider the MuniBilling issues with concern to late fees and disconnection of service. In addition, staff will begin to research a new billing company. Terry Noble seconded the motion, all aye.
5. Unforeseen business (for discussion only). None.
6. Walter Armstrong motioned to adjourn the meeting at 10:35 a.m. Terry Noble seconded the motion, all aye.