Waterville Estates Village District
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*WEVD Commission APPROVED Meeting Minutes
January 21, 2026 – 6:00 PM

Approved as amended on February 4, 2026

Attendees in physical location: Commissioners Maureen Patti, Mark Canfield, and Gerry Panuczak, General Manager (GM) Helen Chatel, Administrative Assistant Allison Smith, Treasurer Denise Aguiló, and Finance Administrator Lisa Magerer.

Attendees on Zoom: na

Members of the Public in physical location: David Ketcham, Stan Bujalski

Members of the Public on Zoom: na

Members Excused: na

Call to Order: Commissioner Patti called the meeting to order at 6:02 PM.

Pledge of Allegiance: The meeting began with the Pledge of Allegiance.

Roll Call of Commissioners: Ms. Patti, Mr. Canfield, and Mr. Panuczak were present at the physical location.

If remote attendance, reason & vote: na

Adoption of Agenda:
By consensus the Commissioners it was decided to hear the General Manager's report first as Stan Bujalski was present in the audience and he wanted to speak to the Commission regarding one of the matters in the report.

GM Report

Ms. Chatel spoke about the following:

Water Department
The Water Department experienced an operational issue on January 20, 2026. Mr. Baert worked throughout the morning to stabilize the system, and an additional update will be provided once more information becomes available. Ms. Chatel added that at this time, homeowners and tenants are being asked to conserve water, as the District is currently operating on one active well. Initially, the Variable Frequency Drives (VFDs) for both wells were out. The VFD regulates flow and has a component which may include a power surge protector. Mr. Baert was able to re-start the VFD for one well but the second has failed (Well #2). The electrical engineering firm which responded

to assist discovered, based upon the version of the failed VFD, the components could be as many as 30 years old. A replacement was thought to take 10 to 15 days for delivery but one was located in Oregon and has been shipped "overnight" – due to arrive very soon (in light of extreme weather issues). The Water Department believes the disruption and loss of the VFD was due to a power surge. The department is monitoring the situation closely and will continue to keep the community informed.
Ms. Chatel added that the same part has been ordered for well #1 to make sure it is replaced as it is also over 30 years old.

- Stan Bujalski – 11/2 Carey Circle – asked a few questions about the incident. He asked about the specs of the parts ordered. He also suggested making sure that there is surge suppression in place to protect the equipment.

There was a lengthy discussion about possible causes of the incident and ways to prevent it from happening again.

Food & Beverage / Ski Lodge Operations
Food & Beverage delivered an exceptional performance over the MLK Weekend. Sales were well above last year's Three-Day MLK Holiday Weekend, with every category showing significant growth. The team executed at a high level across kitchen, bar, and lodge operations, and the results reflect that effort. Chef Tony Pierce and Concessions and Events Coordinator Heather Pierce along with their dedicated staff did an outstanding job and demonstrated that the mountain is moving in a positive direction.

Ski Lodge Sales Comparison – MLK Weekend
Ms. Patti noted that the table for the MLK Weekend in the GM Report should have amended dates.

Ms. Patti made a motion to amend the GM Report for MLK Weekend table headers as follows: 2024 Sales to 2025 Sales and 2025 Sales to 2026 Sales. By consensus motion carried.

Category	**~~2024~~ 2025 Sales**	**~~2025~~ 2026 Sales**	**Positive Difference**
Food	$3,466.00	$11,113.75	$7,647.73
Beverage – Liquor, Beer, Wine, NA	$3,167.56	$11,646.75	$8,479.19
Ski Tickets	$2,782.00	$4,625.00	$1,843.00
Merchandise	$0	$1,073.00	$1,073.00
Total Sales	$9,415.58	$28,458.50	$19,042.93

Summary:

Food & Beverage sales for the MLK weekend nearly tripled year-over last year. Ski ticket revenue increased by 66%. Merchandise generated over $1,000, compared to zero last year. Overall lodge revenue increased by 202%,

Buildings & Grounds
Buildings & Grounds have been extremely busy this week, focusing on snowmaking operations and maintaining clean, safe parking lots and walkways for our visitors. Mr. Pelchat and the entire Building & Grounds team, along with Custodial staff, deserve recognition for their hard work and dedication. Their efforts ensured that all systems remained up and running at both the ski area and the recreation center during a high-traffic holiday weekend.

Roads
Mr. Baert has been ordering additional salt and sand to ensure roads remain safe and passable throughout the season. As a reminder, residents must bring their own buckets to the Service Yard (on Snow Trail) and may fill up to two buckets with district-provided sand and salt for use on their personal driveways within the district. This helps ensure supplies remain available for everyone during periods of heavy icing.

Front Desk
The Front Desk was busy throughout the weekend, supporting a steady flow of homeowners, renters, and guests. The team handled the increased activity efficiently, and they continue to perform well in managing check-ins, answering inquiries, and assisting visitors during this high-traffic period.

Administration
The Administrative staff has been busy closing out the year-end, ensuring all financials and records are finalized accurately. The team is also actively working on budgets and annual reports in preparation for the District's Annual Meeting in April. Their attention to detail and steady progress are keeping all required documentation on track for timely completion.

Ski Area Update
The District wishes to clearly state that no District staff member shut off the power or heat to the snowmaking building. This action is being treated as vandalism. If an individual inadvertently flipped the switch, they are encouraged to come forward; however, only District staff are authorized to handle District property. The District has implemented additional precautions to ensure this does not occur again, and any future incident will be considered intentional.

The District also wishes to clarify that the photos included in the Community Updates sent on December 23, 2025, and January 14, 2026, were captured from District security footage. These images were reduced in size for distribution purposes, but they accurately reflect the conditions and circumstances at the time.

Ms. Chatel continued with her report and said that regarding the decision not to open on December 26, 2025, the mountain had no snow base following the December 18 storm, which eliminated all previously made snow.

When Mr. Pelchat arrived on December 22 to resume snowmaking, he discovered that the power to the building with snowmaking equipment and infrastructure had been shut off. He was able to restore the system by the afternoon of December 24. Although some natural snow fell afterward, it was not sufficient to create a safe base for skiing.

Snowmaking resumed on December 26, and the District, together with Mr. Pelchat and his team, worked diligently to prepare the mountain. The ski area successfully opened on January 16, 2026. Mr. Beard served as Mountain Manager, and Mr. Gilbert operated the lift on opening day. Recruitment efforts continue, and we expect to have additional Ski Patrol staff and more lift attendants on board soon.

Ms. Patti thanked Ms. Chatel for taking the time to allow her to look through the security footage herself to ensure that the above-mentioned photos were not doctored as claimed in the rumor circulating the community. Having reviewed the footage, Ms. Patti said that she wants to assure the community that those photos have not been doctored in any way and invited anyone to check out the security footage themselves or run the photos through artificial intelligence detection software available on the web.

Ms. Patti also noted the need to evaluate what other security measures need to be implemented to avoid similar issues in the future. Ms. Chatel said that she is meeting with a security vendor to discuss this as well.

Ms. Chatel added that the District plans to be opening the ski mountain this weekend, except for Saturday, January 24, 2026, due to extreme cold weather.

Approval of Minutes

December 12, 2025

*Ms. Patti moved to amend **December 12, 2025** draft minutes according to the 1 amendment she proposed in the packet. Mr. Panuczak duly seconded, and motion carried with a 3:0 roll call vote: Ms. Patti – aye, Mr. Panuczak – aye, Mr. Canfield – aye.*

*Ms. Pati moved to approve **December 12, 2025** amended minutes as official minutes. Mr. Panuczak duly seconded, and motion carried with a 3:0 roll call vote: Ms. Patti – aye, Mr. Panuczak – aye, Mr. Canfield – aye.*

*Ms. Patti moved to approve **December 12, 2025** draft non-public minutes as written. Mr. Panuczak duly seconded, and motion carried with a 3:0 roll call vote: Ms. Patti – aye, Mr. Panuczak – aye, Mr. Canfield – aye.*

*Ms. Patti moved to amend **January 7, 2026** draft minutes according to the 16 amendments she proposed in the packet. Mr. Panuczak duly seconded, and motion carried with a 3:0 roll call vote: Ms. Patti – aye, Mr. Panuczak – aye, Mr. Canfield – aye.*

*Ms. Pati moved to approve **January 7, 2026** amended minutes as official minutes. Mr. Panuczak duly seconded, and motion carried with a 3:0 roll call vote: Ms. Patti – aye, Mr. Panuczak – aye, Mr. Canfield – aye.*

*Ms. Patti moved to approve **January 7, 2026** draft non-public minutes as written. Mr. Panuczak duly seconded, and motion carried with a 3:0 roll call vote: Ms. Patti – aye, Mr. Panuczak – aye, Mr. Canfield – aye.*

Treasurer's Report

Treasurer Denise Aguiló presented the report and briefly answered questions about tax collections from Thornton and Campton, for which she said that checks should be picked up very soon.

CONSENT CALENDAR

Committee/Board reports

Planning Board

Planning Board did not have a quorum and the meeting was cancelled.

There was a discussion about the CIP committee not being able to meet due to the Planning Board not having the CIP handbook done. Mr. Panuczak noted that the CIP handbook is in draft form and just needs the Planning Board to vote to approve, and CIP could meet to discuss the draft before it is approved by the Planning Board. Ms. Smith will facilitate the distribution of the draft to CIP committee members.

There was also a short discussion about Planning Board current membership and the need to attract and appoint alternates.

Water and Roads

Committee is scheduled to meet on February 3, 2026.

Budget Advisory

BAC report was in the packet. The BAC voted on the opinion since the report had been written and sent it out to the Commission. There was discussion about the BAC looking at the Recreation budget and the need to consult with WEA Board for this process.

There was another discussion about the list of capital improvements for the District and the need to show either the savings, the necessity, or future efficiencies that will be associated with these capital improvements.

After a brief discussion about public hearing dates for the budget season, it was decided to have a discussion about capital investments at the Commission February 4, 2026 meeting.

Records and Retention

Ms. Patti provided a brief update and said that the committee is slowly making progress.

CIP Committee

The committee needs to get the CIP handbook to start planning a meeting to be scheduled in April and the meeting schedule for 2026.

Manifests

Ms. Patti called for a vote to accept the manifests as presented in the packet. Motion carried with a 3:0 roll call vote: Mr. Panuczak - aye, Ms. Patti – aye, Mr. Canfield – aye

Committee/Board reports
Ms. Patti called for a vote to approve the BAC report as presented in the packet. Motion carried with a 3:0 roll call vote: Mr. Panuczak - aye, Ms. Patti – aye, Mr. Canfield – aye.

GENERAL CALENDAR ITEMS

Pegwood fence deadline approaches: February 2 marks 60 days
Ms. Patti said that this is just a reminder that the plan for the Pegwood Fence is due on February 2, 2026, which is fast approaching.

Rumor re: doctored photo being published by District
Ms. Patti reiterated that the rumor was not true as she stated before. She herself did the due diligence to check for its authenticity and invited anyone to check the security footage themselves or run the photos through artificial intelligence software available on the internet to check for their authenticity.

RMA
Ms. Patti said that discussions are continuing with the WEA Board.

Mr. Canfield said that he met with Nancy Seward who is the WEA Board president to discuss what they expect from the RMA. He made clear to Ms. Seward that the District cannot accept contributions from WEA toward recreation costs without a contract in place between the two entities. Without an updated RMA, WEVD will have to operate the Community Center and Mountain without the $600,000 from the homeowners association. He suggested to Ms. Seward increasing the annual fee to $650,000 to offset some of the expenses. From what he heard back,

WEA did not agree to that. Ms. Seward suggested involving Mr. Spinney in the negotiations as he is very familiar with both sides and could be helpful in negotiating a deal.

Ms. Patti said that she hopes that RMA will be negotiated and it will include things that both entities need. She also noted that it was very important to recognize that recreational costs are rising and putting that burden on only the District property owners is not sustainable. There should be a way to earn revenue from the outside community, like selling public passes, which has been done before with success.

Policy reorganization
Ms. Patti provided a brief overview of the issue. Then Ms. Smith explained her vision of the District policies' reorganization and changes. She will be providing updated policies for the Commission to review. They will also be posted on the website for transparency.

Ms. Patti said that any policies that the District lacks should be developed during this process as well.

Laserfiche
Ms. Patti provided a recap of the approval of the contract with RICOH. She said that originally there was an omission in the initial scope of work which was discovered later on. The service that was omitted was Laserfiche records management with basic support which would cost $3,950 a year. Ms. Smith explained that the municipalities require this feature when contracting with RICOH; however, to RICOH the District is not considered a municipality and was not initially quoted the service. It was later discovered that the service is needed for the District records retention purposes.

Ms. Patti moved to add the additional expenditure of 3,950 to the scope of work by RICOH. Mr. Panuczak duly seconded.

There was discussion about the importance of this feature to the District and whether the quoted price is fair given the size of the District.

Mr. Canfield offered a friendly amendment to Ms. Patti's motion stating that the District will spend the maximum of $3,950 on the service by RICOH, but Management needs to negotiate the amount on fairness terms.

Ms. Patti agreed to the friendly amendment and restated the motion as follows: the District will authorize the expenditure of up to but not to exceed $3,950 and will vote to empower Management to negotiate on the basis of fairness due to the failure to recognize the District as a municipality by RICOH; as the discussion with them clearly included this module from the beginning, and it was due to RICOH's oversight in the contract they presented to the District, and any other basis Management may come up with. Mr. Canfield duly seconded the amended motion and motion carried with a 3:0 roll call vote: Mr. Panuczak - aye, Ms. Patti – aye, Mr. Canfield – aye.

Discussion re: remote participation capabilities

Ms. Smith said that there are three options to proceed with remote participation presented in the packet and went over each one.
Commissioners asked about the cost of the current plan, which is about $860 annually making it $100 less than the cheapest option offered here.
Commissioners discussed various options like live streaming, recording, etc. that are available via the new platforms/options.
It was also noted that there is no statutory requirement to livestream meetings or to keep the recording after the official meeting minutes have been approved. The District, however, does have a procedure for keeping remote meeting recordings for a limited time.

Mr. Canfield made a motion to go with the Zoom webinar option. Ms. Patti duly seconded the amended motion and motion carried with a 3:0 roll call vote: Mr. Panuczak - aye, Ms. Patti – aye, Mr. Canfield – aye.

Updated commissioner meeting procedure
Ms. Smith noted that the policy referred to Zoom specifically, therefore, she removed it to generalize in case the Commission decides to switch streaming platforms at this time or in the future. She went over the rest of the changes, which were pretty minor, like making the Request for Commissioner Action (RCA) form an appendix to the procedure, having one RCA form for both employees and members of the public and making.

Mr. Canfield noted that the revision date needs to state 2026.

Ms. Patti moved to approve the revised Commissioner Meeting Procedure with the revision date amended as well. Mr. Panuczak duly seconded the amended motion and motion carried with a 3:0 roll call vote: Mr. Panuczak - aye, Ms. Patti – aye, Mr. Canfield – aye.

Employee Handbook

Ms. Chatel spoke about the changes in the personal time off (PTO) in the employee handbook. Mr. Panuzcak noted that for consistency PTO should be used throughout the book.

Discussion ensued about the amounts of time off that would be allowed to roll over each year and the liability for the District associated with that.

- David Ketchum, 111 Hodgeman Hill Road, asked about certain terms carry over versus having a maximum bank of allowable time off.

There was a question about the sick time that had already been accrued and what happens to those hours when this policy gets introduced. It was also noted that sick time is not required to be paid out upon either the end of the year or employee leaving. There were other clarifying questions about language used in the new policy about reimbursement of PTO time at the end of the year and whether the employees would need to ask for their PTO and sick leave to be rolled over or it would be done automatically. Another issue was brought up about what would happen if someone accrues the maximum allowable time earlier in the year, and whether the overages would be paid out to them immediately as they hit the maximum allowable time limit.

Ms. Magerer and Ms. Chatel noted that this is only a suggestion. Ms. Magerer also spoke about the District possibly providing short-term disability benefits to its employees, as right now it is a supplemental plan they could purchase. Short-term disability would be another way to protect the employees who have less sick time.

There was another discussion about giving the employees 10 days of sick time upfront as those are not being paid out if unused and the employee leaves WEVD.

- Dave Ketcham – asked about ways to encourage people taking time off during the year if there is a payout promised to them at the end of each year for the unused time. He suggested encouraging the employees to use their time off or they would lose it.

Ms. Smith also noted that the accrual of sick time was historically at 3.3 hours for all employees and it never matched what the Employee Handbook had specified.

There was a lengthy discussion about how it may work if people had no way to carry over their vacation time and would have to take it during the year, possibly leaving the end of the year with very few employees during a busy time for the District.

Mr. Panuzcak suggested that if the PTO is used then it remains PTO for both sick leave and vacation/personal leave.

Ms. Patti noted that the Commission was not yet ready to make any decisions on the PTO policy and would allow Management to develop it further before voting on it.

Cyber Security and Etiquette training for staff, officials, and volunteers and Code of Conduct: Commissioners, Elected Officials, Volunteers re: Cyber Security

Ms. Patti spoke about attending related training at the NHMA Annual Conference, which made her think that such training is very necessary for all District staff, officials, and volunteers, and how it would be beneficial for Management to develop that policy after training. She also noted the need for Management to draft the Code of Conduct for Commissioners, Elected Officials, Volunteers regarding Cyber Security.

Ms. Patti made the following motion: to have WEVD Management secure training for all District staff, elected officials, appointed volunteers, and, any who want to participate, Waterville Estates Association Board members in CYBER SECURITY and CYBER ETIQUETTE. Mr. Canfield duly seconded the motion.

Discussion ensued about implementation and related costs. It was deliberated whether the training should be made mandatory or not. Consensus was that the form/delivery of such training shall be determined by WEVD Management.

Ms. Patti added a friendly amendment to her motion that The form/delivery of such training shall be determined by WEVD Management. Mr. Canfield duly seconded the amended motion.

After a question by Mr. Panuczak about whether this should be investigated before the vote, the Commissioners decided to allow Management to provide more information on what is possible before the Commissioners can vote on it.

Ms. Patti then rescinded her motion.

Next Meeting: February 4, 2026 @ 6 p.m.

Public Comment Period

Ms. Chatel said that Heather Pierce had asked to close the kitchen on Wednesday during the February 13 Massachusetts winter break start to give staff some rest between the holidays and the vacation week. Ms. Smith will publish the announcement on the website.

After checking with Ms. Smith, it was determined that there was no one willing to address the Commission at the physical location, on the phone, or electronically.

Non-Public Session

Ms. Patti motioned at 8:40 PM to enter non-public session for the purposes described in RSA 91-A:3, II (c). Mr. Panuczak duly seconded. Motion carried with a 3:0 roll call vote: Mr. Panuczak - aye, Ms. Patti – aye, Mr. Canfield - aye.

Non-public session was entered at 8:40 PM, Commissioners Patti, Canfield and Panuczak were present in person. Also present were General Manager Helen Chatel, Finance Administrator Lisa Magerer, and Administrative Assistant Allison Smith.

Resumption of Public Session.
Mr. Panuczak motioned to exit non-public session. Mr. Canfield duly seconded. Motion carried with a 3:0 roll call vote: Mr. Panuczak - aye, Ms. Patti – aye, Mr. Canfield - aye.

Public session was entered at 9:39 PM. Commissioners Patti, Canfield, and Panuczak were present in person.

Mr. Panuczak moved to seal the nonpublic session minutes as divulgence of the minutes would adversely affect the reputation of someone other than a commissioner. This motion was seconded by Ms. Patti. Motion carried with a 3:0 roll call vote: Mr. Panuczak - aye, Ms. Patti – aye, Mr. Canfield - aye.

Adjourn Meeting
Ms. Patti made a motion to adjourn the meeting. Mr. Panuczak duly seconded. Motion carried with a 3:0 roll call vote: Mr. Panuczak - aye, Ms. Patti – aye, Mr. Canfield - aye.

Meeting adjourned at 9:41 PM.

Minutes prepared by Alvina Snegach