

PUBLIC WORKS COMMISSION
MEETING OF WEDNESDAY, AUGUST 9, 2017
8:30 A.M.

Present: Evelyn O. Shaw, Chairwoman
Wade R. Fowler, Jr., Vice Chairman
D. Ralph Huff, III, Secretary
Darsweil L. Rogers, Treasurer

Others Present: David W. Trego, CEO/General Manager
Jay Reinstein, Assistant City Manager
Karen McDonald, City Attorney
Jim Arp, City Council Liaison
Chancer McLaughlin, Hope Mills Planning & Dev. Mgr.
PWC Staff

Absent: Michael Boose, County Liaison
Melissa Adams, Hope Mills Town Manager
Media

CALL TO ORDER

Chairwoman Shaw called the meeting of Wednesday, August 9, 2017, to order.

APPROVAL OF AGENDA

Upon motion by Commissioner Fowler and seconded by Commissioner Huff, the agenda was unanimously approved.

CONSENT ITEMS

Upon motion by Commissioner Rogers and seconded by Commissioner Huff the Consent Items were unanimously approved.

- A. Approve Minutes of meeting of July 26, 2017
- B. Approve Resolution No. PWC 2017.09 Authorizing Use of the Design-Build Contracting Method of the PWC Community Solar Project.

COMMENTS: In 2013, the General Assembly enacted legislation authorizing the use of new contracting methods for public construction projects, one of which is design-build.

Design-build is an integrated approach to a construction project that delivers both design (architectural or engineering) and construction services under one contract with a single point of responsibility. Selection of the design-build team is made via the “qualifications-based” selection method outlined in G.S. 143-64.31.

- C. Approve Award of a Contract in the Amount Of \$324,756.00 to ABB, Inc., Lake Mary, FL, for the Purchase of Twelve (12) 1200 Amp Vacuum Circuit Breakers in Accordance With N.C.G.S. 143-129(g) “Piggyback Exception”.

The twelve (12) 1200 Amp Vacuum Circuit Breakers are budgeted in FY2018-EL29 Distribution Circuit Breaker Replacement (budgeted amount of \$350,000).

COMMENTS: N.C.G.S. 143-129(g) allows governmental units to “piggyback” bids from any state, agency or political subdivision of the state when (i) a vendor has, within the previous 12 months, after having completed a public, formal bid process substantially similar to that required by the North Carolina General Statutes, contracted to furnish the apparatus, supplies, materials or equipment to a government entity; and (ii) the vendor has agreed to furnish the items at the same or more favorable prices, terms, and conditions as those provided under the contract with the other unit. Public Works Commission entered into a contract with ABB, Inc. on November 9, 2016, for the purchase of 1200 Amp Vacuum Circuit Breakers after a public formal bid process. ABB, Inc. has agreed to extend the same pricing structure to the Commission for the purchase of twelve additional units. PWC has included the replacement of twelve (12) power circuit breakers per year in the Capital Improvement Budget for the next six years, to replace aging breakers throughout the system and improve system reliability.

END OF CONSENT

COMMUNICATIONS & COMMUNITY RELATIONS FY2017 HIGHLIGHTS AND STRATEGIC PLAN PRIORITY ACTION ITEMS UPDATE

Presented by: Carolyn Justice Hinson, Communications and Community Relations Officer

Nicole Stiff, Community Relations Associate provided an update of the projects the Communications and Community Relations Office has worked on in FY2017. Ms. Justice-Hinson created a video to highlight the accomplishments of the office.

Ms. Stiff also provided an update on the Strategic Plan Priority Actions for Communications and Community Relations.

Showcase Value to Community

Action: Enact ongoing customer service improvements, bill readability

Staff has completed the bill review, increased the text size, updated wording and returned the usage graphs on the bills. Based on Customer Surveys the following categories increased:

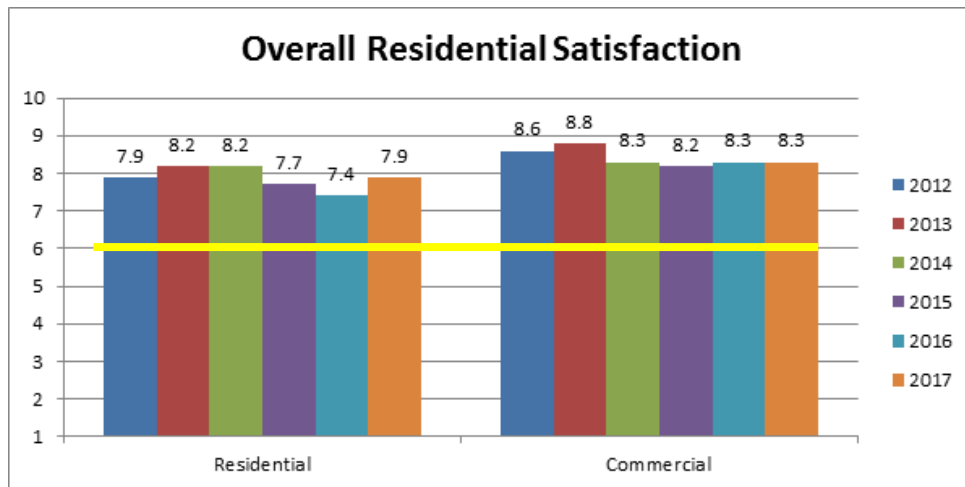
- “Clear and understandable bills” rating increased from 7.9 to 8.6 in 2017
- “Extremely satisfied” increased from 69% to 79%.

Full results of the Customer Survey will be reported shortly.

Showcase Value to Community -

Action: Conduct Customer Survey

Staff completed the Customer Survey in June. There was a significant increase in overall residential satisfaction. In fact is it the best overall satisfaction we have had since 2014.



Ms. Stiff noted anything that is rated 6 and above is considered good; anything that is rated 8 and above is considered extremely good.

Showcase Value to Community -

Action: Proactive outreach for better understanding of reliability & rates

Staff developed an educational ‘canned’ presentation. Some of the members of the Speakers Bureau have already used it. Communications & Community Relations Staff trained 31 employees on public speaking. Staff developed the Info graphic, showing PWC rate comparisons. Staff facilitated three PWC Days for leadership of local organizations and also produced/introduced a new PWC video.

Staff responded to Commissioner Rogers’ question regarding coverage of presentations. Ms. Lucas stated staff completed eight presentations. Discussion ensued.

Ms. Stiff noted the next PWC Day is scheduled for October 3rd. She also explained the various ways it is advertised.

Showcase Value to Community -

Action: Engage Community Advisory Group (CAG) to Support Effort

The first Community Advisory Group meeting was held in 2002 and staff continues to meet monthly. The first CAG Alumni meeting was held in October 2016. An additional one is scheduled for this year.

Showcase Value to Community –

Action: Develop educational outreach programs with local schools and colleges.

Ms. Stiff stated staff continues to support job shadowing with Cumberland County Schools. Staff is supporting the S.T.E.M. Program, as well as participates in it. PWC also supports and is committed to the FSU Outbound Program.

Chairwoman Shaw thanked Ms. Stiff for the Communications & Community Relations Presentation as well as the Strategic Plan Priority Action Items Update.

GENERAL MANAGER REPORT

STRATEGIC PLAN ACTION ITEMS UPDATE

Mr. Trego stated staff will continue to update the Commission on Strategic Plan Action Items. They will continue through the next couple of months.

BASEBALL STADIUM UPDATE

The groundbreaking is coming up on the Baseball Stadium. Mr. Trego stated PWC is working with the City and different designers regarding the electric, water and wastewater service to that area. He stated PWC needs to take a look at the entire site. The hotel is being upgraded and a new parking lot is being created. Mr. Trego stated we are in good shape with the water, though we need to get the fire flow information so we can do testing. He also stated we are in good shape with the electric, though we need to get the load data from the City. We have some concerns with the sewer. The site is a triangle and it is surrounded on two sides by the railroad. The only open side is on Hay Street and it only has one eight inch sewer line that will not be sufficient to serve all three facilities. Mr. Trego stated when dealing with the railroad you must be very detailed in what you plan to do. We are gathering as much information as we can. We are planning to have a meeting with the railroad soon to see what our options are.

Mr. Trego stated PWC will have to do some upgrading because of all the development that will take place in the area. We want the designers to have one point of service for each utility (electric, water and sewer). Discussion ensued.

AMI METERS

Mr. Trego stated we have begun outreach to customers who originally decided they did not want AMI meters. We have 68 customers out of over 110,000 who initially decided to not schedule or allow a change out. Mark Brown's group is calling each customer and

educating them on the Commission policy and seeing if we can schedule a change out. On a case by case basis, depending on what the issue is, schedule a follow-up with the customer. So far we have called each customer; 21 have scheduled a change-out; 1 requires a follow-up; we left 30 voice-mails; the phone numbers were no longer active for 8 accounts; 6 no answers with no voicemail. There were 3 customers with varying degrees of resistance (privacy concerns and health concerns). One PWC Representative has made all the calls, to ensure there is unity in the message to the customers. He stated we will attempt to reach the customers personally by going out to the home if necessary, before we send letters. Discussion ensued.

PWC ASSISTS THE OUTERBANKS

Mr. Trego stated the Fayetteville Observer ran an article that highlighted our role in helping to get the Outer Banks' power back on. A call went out through our mutual aid network saying they needed cable. They determined it may take three to four weeks to repair the line that was underneath 10 feet of water and quite a bit of sand. It was determined the power could be restored quicker if a temporary overhead line was installed, but they needed to get a cable that could handle the load. PWC had the cable and we were happy to assist them. The power was restored in a week as opposed to a month. PWC was also featured in Public Power Daily for our assistance with the Outer Banks.

ENERGY BILL PASSED BY LEGISLATURE

The State Legislature passed an energy bill related primarily to solar. It may be in the paper on Sunday. The bill does not have any direct impact on PWC. We were excluded from most parts of it. It pertained mostly to the investor owned utilities. The paper asked what the impact of it was; obviously we told the paper not a lot. We took the opportunity to promote our community solar project which we will be considering over the next several months. One of the things in the energy bill was the community solar model for the investor owned utilities.

LOCAL PURCHASING AND INFORMAL BIDS

Gloria Wrench updated the Commission on the Procurement Department's efforts to support this initiative. She stated staff brainstormed on how to receive the information they will need to provide the reports the Commission is requesting as well as look for trends to determine if departments are using the same contractors and if they contacting local vendors they should. Ms. Wrench stated staff determined it needed to be a Commission wide initiative.

She stated the Procurement Department developed a requisition checklist. This document will be a tool that is useful to the individual departments and to Procurement. She stated the form will be on the intranet. It will be a fillable form and needs (mandatory) to be attached to the requisition. Staff will also be furnished with a local vendor catalog, which will be updated as needed. Ms. Wrench stated vendor feedback is also being worked on as well as updates to the New Vendor Welcome Letter; and an Award / Non-Award Letter.

Mr. Trego stated the Fayetteville MSA's definition of local is Cumberland and Hoke Counties. He asked the Commission if they wanted to define local as Cumberland only or include Hoke County as the Fayetteville MSA does. Commission is fine with defining local the same as the City.

Mr. Trego stated Ms. Wrench is also planning to give a more detailed presentation at his Senior Staff Meeting later this month. He stated he is endorsing this initiative. Discussion ensued.

Commissioner Arp stated the Council received a presentation relative to HB198 (Small Business), the legislation that passed in the Assembly. Several PWC employees also attended the meeting. More discussion ensued.

LOAN APPROVAL

Mick Noland stated staff received the official notification of the Rockfish Creek Project loan approval which is \$18 Million at an interest rate of 1.9%

IMPACT FEES

Mr. Trego stated there is another piece of legislation passed by the legislature and signed into law which surrounds impact fees that water and wastewater utilities can charge. Gray Styers has been watching the progression of this legislation closely. Mr. Trego stated Dwight Miller and he are working together on a presentation to the Commission. He stated the way we have our fees organized pretty much comply with the law but there are some additional things we will need to do, as far as have a public notice and a public discussion.

COMMISSIONER COMMENTS:

Commissioner Rogers:

Commissioner Rogers updated the Commission on the effort to speak to local businesses with one voice. He stated the City, County, Cape Fear Valley and School Board were originally on the list. After further discussions Hope Mills and Spring Lake were added. We have received several responses and have made calls to several others.

Commissioners Fowler:

Commissioner Fowler gave an update on Fleet. He stated the group will take a trip to Concord on August 31st. He stated one of the biggest parts of the Fleet issue is sanitation trucks. They are looking at the possibility of outsourcing the sanitation for the City of Fayetteville. Commissioner Fowler stated the group will see how Concord has outsourced their trucks. The City has brought up the issue of PWC meeting the market rate. If we cannot meet the market rate then we cannot do it. The group is looking at options. They are attempting to have a decision before the new Council comes in. Mr. Trego stated he believes the goal with having a decision made before the turnover with the Council is a policymaking decision.

Mr. Reinstein stated City staff is working on a Request for Information (RFI) and they have received support from PWC. They plan to have a draft RFI by next week. They will give it to the committee to review in the next few weeks.

Mr. Trego stated some of the more difficult vehicles to service are police cars. A lot of local dealers will not touch them because of the nature of the vehicle. Council Member Arp stated one of the questions that need to be asked is how to mitigate the liability issue. Mr. Reinstein stated before the draft RFI is sent out, the City staff will want the committee to look at it to ensure it is all inclusive. Discussion ensued.

Commissioner Fowler stated the relationship has been very solid. The years of strained and difficult relationships has been washed away. He stated it has been a great group of people to work with. Each appreciating what the other brings to the table.

Commissioner Huff:

Commissioner Huff asked if PWC has received any more unsolicited bids on the RC Williams Building. Mr. Trego responded, no. He stated he informed Patrick (Murray) of the Commission action and Patrick was to contact the two interested parties to inform them of the deadline. Mr. Trego stated they were given 30 calendar days.

Commissioner Huff asked a question regarding engineers who follow companies when they set up buildings. Mr. Noland stated PWC has the information on its website to inform them of our rules.

REPORTS AND INFORMATION

Commission acknowledges receipt of the following reports and information.

- A. Monthly Incident Summary – July 2017
- B. Personnel Report – July 2017
- C. Position Vacancies

ADJOURNMENT

There being no further business, upon motion by Commissioner Rogers, seconded by Commissioner Huff and unanimously approved, the meeting was adjourned at 9:35 a.m.