

PUBLIC WORKS COMMISSION  
MEETING OF WEDNESDAY, SEPTEMBER 26, 2018  
8:30 A.M.

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

Others Present: David W. Trego, CEO/General Manager  
Jay Reinstein, Assistant City Manager  
Johnny Dawkins, City Council Liaison  
Melissa Adams, Hope Mills Town Manager/Liaison  
Robert Van Geons, FCEDC  
PWC Staff

Absent: Michael Boose, Cumberland County Liaison  
Media

REGULAR BUSINESS

Chairman Wade R. Fowler, Jr., called the meeting of Wednesday, September 26, 2018, to order. Prior to approval of the agenda, Chairman Fowler gave the Commissioners opportunity to comment on staff's efforts regarding Hurricane Florence.

Commissioner Shaw stated as a team she was proud of the work that was done for the City during Hurricane Florence. She stated the staff performed in a most sterling manner from beginning to end. She received many positive comments from citizens. She stated the staff's social media communications were 'spot-on' and were able to keep the citizens educated about our efforts.

Commissioner Huff stated he called the newspaper to run a follow-up article to the one they previously ran which would speak of our Hometown Utility. He stated his firm has also created ads which thank everyone, especially PWC, our Hometown Utility. He stated Communications' frequent updates were a great help which assisted him in providing responses to the calls he received. He stated staff did a remarkable job and he is proud to say that he is on this board.

Commissioner Rogers stated the ability to keep people abreast of what was going on was critical. He stated having gone through Matthew; the lessons learned are very clear. We learned a lot from Matthew to Florence and it is a real testament in what we have learned and implemented.

Commissioner Fowler thanked Jay Reinstein and the City's efforts. Jay Reinstein coordinated the communication between the EOCs. He thanked the City Council and their willingness to coordinate their calls through him. He also thanked PWC. He stated they were awesome. The linemen, water/sewer construction are at the point of the spear and did a fabulous job. He stated staff also slept on cots, sleeping bags and air mattresses. He saw officers/staff serving one another. He stated he has never been a part of a team that gave so much to help out in the time of crises. He stated the lessons learned and communications were awesome. He is really proud to be associated with a group like this. And this is a good time to promote the value of a public utility.

**APPROVAL OF AGENDA**

Upon motion by Commissioner Shaw and seconded by Commissioner Rogers, the agenda was unanimously approved.

**CONSENT ITEMS**

Upon motion by Commissioner Huff and seconded by Commissioner Shaw, the consent items were unanimously approved.

- A. Approve Minutes of meeting of September 12, 2018
- B. Approve bid recommendation to award contract for the construction of Beaver Creek Outfall Rehabilitation Phase 1 to Insituform Technologies, LLC, Chesterfield, MO in the total amount of \$2,240,880.00 and forward to City Council for approval.

The Beaver Creek Outfall Rehabilitation Phase 1 is budgeted in FY2019 CIP WS80 – Beaver Creek Outfall Rehabilitation Phase 1 - \$2,490,000 was budgeted for construction of this project.

Bids were received on September 11, 2018, as follows:

<u>Bidders</u>	<u>Total Cost</u>
Insituform Technologies, LLC, Chesterfield, MO	\$2,240,880.00
Granite Inliner, Gastonia, NC	\$2,937,425.00
IPR Southeast, Stone Mountain, GA	\$3,552,230.00
SAK Construction, O'Fallon, MO	\$3,984,975.00

**COMMENTS:** Plans and specifications were requested by six (6) contractors with four (4) contractors responding. Insituform Technologies, LLC was deemed the lowest, responsive, responsible bidder. **LOCAL:** Insituform Technologies, LLC will utilize Taylors Grading and Utility, Fayetteville, NC for site work, grading, and seeding; Sunbelt Rentals, Fayetteville, NC for equipment needs.

- C. Approve bid recommendation to award bid for purchase and delivery of one (1) 15' Four-Wheel Drive Backhoe Loader, with the option to purchase additional units for a period of up to 3 years from the original bid date as stated in the bid documents to Hills Machinery

Company, LLC, Raleigh, NC, in the total amount of \$94,587.19 and forward to City Council for approval.

The 15' Four-Wheel Drive Backhoe Loader is budgeted in FY2019 – Operating Capital – Budget Code 1906201208 - \$100,000.00.

Bids were received on August 17, 2018, as follows:

<u>Bidders</u>	<u>Total Cost</u>
Hills Machinery Company, LLC, Raleigh, NC	\$ 94,587.19
James River Equipment, Hope Mills, NC	\$110,750.00

**COMMENTS:** Bids were solicited from eight (8) suppliers with two (2) suppliers responding. The lowest responsible, responsive bidder is recommended. **Local/SDBE Participation:** Hills Machinery Company, LLC is not classified as a SDDBE, minority or women-owned business.

END OF CONSENT

#### GENDER SALARY STATISTICS PRESENTATION

Presented by: Bobby Russell, Human Resources Officer  
Jason Briggs, Auditor

Mr. Russell presented the national view of the gender pay gap. He stated the gender pay gap stubbornly persists in 2018. He stated women earn 77.9 cents for every \$ earned by men. He stated this figure lumps everyone in the same category. He noted this figure is representative of the uncontrolled — or “raw” gender pay gap, which looks at the median salary for all men and women regardless of the job type or worker seniority.

In other words, the median salary for women is roughly 22% lower than the median salary for men. This is a slight improvement from 2016, when the median salary for women was roughly 24 percent lower than the median salary for men. Discussion ensued.

Mr. Russell went on to state the gap widens as women climb the corporate ladder. He noted over the course of one’s career, men move into higher level positions rose at significantly higher rates than women. By midcareer, men (age 30-44) are 70% more likely to be in VP or C-suite roles than women. By age 45+, men are 142% more likely to be in a higher paying roles. Women over the age of 30 are more likely than men to remain in individual contributor positions (not desiring to take on managerial roles). By mid-career, 60% of women are in individual contributor positions vs. 52% of men. By late career, 59% of women are in still individual contributor positions vs. 43 % of men.

Workers in higher-level roles almost always earn a higher salary, so the lack of women in these roles means the average woman is almost certainly destined to make less than the average man.

Career Disruptions: An Explanation Why Gender Pay Gap Persists

Mr. Russell went on to state wage penalty on unemployment is significant, the longer the career disruption, the greater the penalty. On average and controlling for relevant factors, those unemployed at the time of receiving a job offer make **4% less** than someone who has not recently had a career disruption. Those unemployed for longer periods face larger unemployment penalties. Someone unemployed for less than 3 months faces only a 3.4% penalty (on avg.) while someone who has not worked in over a year experiences a 7.3% penalty.

Unemployment penalty is harder on women because women take more breaks & longer breaks than men. Returning women in the prime child-rearing yrs. of 30-44 are 10% points more likely than men to be unemployed for longer than a year.

Jason Briggs, PWC Internal Auditor (IA) updated the Commission on PWC's statistics.

He stated in FY18 Internal Audit (IA) submitted Report IA18.07 titled Human Resources. The audit focused on areas within the Human Resource Department, one of them being pay equity. The initial assessment performed by Internal Audit did not indicate any abnormalities within gender pay. During annual audit meetings, Mr. Trego, PWC CEO/General Manager suggested a more in-depth analysis focusing on time in position verses % of midpoint.

Internal Audit used HR provided Oracle reports to perform the equity analysis. The overall analysis found the average female employee has worked for PWC 8.51 years and the average compensation rate is 94% of midpoint. The average male has worked for PWC 9.12 years with average compensation rate at 93% of midpoint. The table below outlines this information.

Pay Grade	Gender	Headcount	Avg time in position (yrs.)	Avg % to midpoint
All	F	185	8.51	94%
	M	<u>439</u>	<u>9.12</u>	<u>93%</u>
		624	8.94	93%

Mr. Briggs gave examples based on pay grades.

Pay Grade 403 encompasses positions such as Admin Assistant II; Utility Field Service Tech; Utility Worker; and Customer Service Representative, etc.

Pay Grade	Gender	Headcount	Avg time in Position (yrs.)	Avg % to Midpoint
403	F	52	6.43	94.26%
	M	<u>32</u>	<u>7.31</u>	<u>94.44%</u>
		84	6.77	94.33%

Pay Grade 411 encompasses positions such as Apparatus Repair Shop Supervisor; Claims Adjuster; Executive Assistant; and End User Device Analyst, etc.

Pay Grade	Gender	Headcount	Avg time in Position (yrs.)	Avg % to Midpoint
411	F	10	12.80	95.65%
	M	<u>6</u>	<u>10.38</u>	<u>89.42%</u>
		16	11.89	93.31%

Pay Grade 413 encompasses positions such as Fleet Supervisor; IS End User Coordinator; Senior Project Coordinator; Corporate Analyst, etc.

Pay Grade	Gender	Headcount	Avg time in Position (yrs.)	Avg % to Midpoint
413	F	11	6.16	87.02%
	M	<u>23</u>	<u>9.57</u>	<u>89.96%</u>
		34	8.47	89.01%

### Conclusion

Mr. Briggs stated Internal Audit concludes that PWC’s compensation policies and procedures are working effectively to maintain pay equity within the workforce.

Staff responded to questions from Commissioners regarding how pay grades and job descriptions are determined; and as well as industry and regional comparisons.

### PWC SERIES 2018 REVENUE BONDS

Presented by: Rhonda Haskins, Chief Financial Officer

Rhonda Haskins stated staff is requesting for the Commission to approve a resolution which is required by the Local Government Commission (Resolution No. PWC2018.13), where the Commission is ascertaining to certain findings; such as the projects are feasible; they are necessary; and we have the sufficient funds to carry out the debt. Ms. Haskins stated the resolution also details the finance team. Staff is only asking for the Commission to approve the application to the LGC at this time. She stated the LGC meets the first Tuesday of every month and we are trying to meet their November calendar to have this application submitted.

### Proposed Bond Funded Projects

Project	Estimated Cost	Construction Start	Expected Completion
Water Distribution System Rehabilitation	10,750,000	Oct-18	Jun-20
Sanitary Sewer Main Rehabilitation	11,000,000	Oct-18	Jun-20
Annexation Phase V, Area 20	7,635,309	Jul-18	May-19
US Highway 401-N Water System Improvements	1,766,090	Nov-18	Aug-19
US Highway 401-N Booster Pump Station	1,419,000	Jan-19	Sep-19
Scottsdale Water Main Replacement	2,041,600	Jun-19	Feb-20
Cottonade Water Main Replacement	2,423,300	Mar-19	Dec-19
Line Cross Creek Outfall	7,315,000	Jul-19	Jul-20
Line Beaver Creek Outfall, Phase 1	2,761,000	Jan-19	Oct-19
Carver's Creek Sewer Line	4,688,250	Aug-18	Aug-19
Clifton Dr Sewer Main Relocation	3,421,000	May-19	Dec-19
Rehabilitate 20" North Fayetteville Force Main	5,522,000	Feb-19	Dec-19
Cross Creek Secondary Screening Improvements	2,068,500	Nov-18	Jun-19
Rehabilitate the Cross Creek Influent Pump Station	9,325,350	Jan-19	Jan-20
<b>Total</b>	<b>72,136,399</b>		

## Series 2018 Overview

Ms. Haskins highlighted the proposed debt service structure for the Series 2018 Revenue Bonds based on the following assumptions:

- Closing date: 12/11/18
- Project fund deposit: \$72,136,399
- COI/UD: \$704,000
- Structure: 25 year, level debt service with principal repayment beginning 3/1/22
- Capitalized interest: thru 12/1/19
- Market conditions as of 9/20/18 + 0.25%

She stated the analysis does not take into account projected debt service savings via a refunding of the Series 2009A Bonds.

### Future Borrowings

The PWC also anticipates closing on three SRF loans over the next year (with repayment on one loan beginning in FY2022 and in FY2023 for the other two loans) as well as an additional revenue bond issue in the fall of 2020.

### Refunding Overview

The PWC has \$22,590,000 of Revenue Refunding Bonds, Series 2009A currently outstanding, \$15,510,000 of which is callable beginning March 1, 2019.

The following analysis assumes the callable Series 2009A Bonds are currently refunded (within 90 days of the call date) on a tax-exempt basis via a public sale in connection with the new money borrowing.

### Refunding Results

- Closing date: 12/11/18
- COI/UD: \$140,000
- Market conditions: 9/20/18 + 0.25%
- NPV savings: \$747,673 (4.82%)
- Total savings: \$839,750

## Financing Schedule

DATE	TASK
August 23	LGC Pre-Application Call
September 26	Fayetteville PWC Meeting – Request City Adopt Findings Resolution and Approve Submission of LGC Application
October 8	City Council Meeting – Adopt Findings Resolution and Approve Submission of LGC Application
By October 12	Submit LGC Application
October 24	Fayetteville PWC Meeting – Request City Adopt Bond Order
Week of October 29	Rating Calls
November 6	LGC Approval
By November 8	Receive Ratings
November 13	City Council Meeting – Adopt Bond Order
November 16	Finalize Preliminary Official Statement
November 19	Post Preliminary Official Statement / Notice of Sale
November 27	Pricing
December 10	Pre-Closing
December 11	Closing

In response to Commissioner Shaw, Ms. Haskins stated First Tryon is our financial advisor. Our Bond Counsel is Womble Dickson and our co-Bond Counsel is The Charleston Group.

As required the following resolution title was read aloud by the Clerk to the PWC Board.

“Adopt Resolution No. PWC2018.13 “Resolution Making Certain Findings And Determinations, Authorizing The Filing Of An Application With The Local Government Commission, Requesting The Local Government Commission To Sell Bonds At A Competitive Sale And Approving The Financing Team All In Connection With The Issuance Of Revenue Bonds By The City Of Fayetteville, North Carolina”

Upon motion by Commission Rogers and seconded by Commission Huff Resolution # PWC2018.13 was unanimously approved.

### ELECTRIC RATE DISCUSSION

Presented by: David W. Trego, CEO/General Manager

Mr. Trego stated he and the Commission have had discussions since the Commission approved rates in the spring regarding a lot of moving parts, primarily dealing with some of the rates we are charged by Duke.

Mr. Trego provided a background on recent Commission action:

- ▶ On March 14, 2018, Commission approved electric rates changes to go into effect May 1, 2018 & May 1, 2019, respectively:
  - May 1, 2018 changes resulted in 2.7% revenue increase
  - May 1, 2019 changes resulted in 2.7% revenue increase
- ▶ Also approved with the May 1, 2019 revenue increase were structural changes to PWC rates
  - Changed to Time-of-Use rates for Residential and Small commercial customers

- Changed the threshold for Medium Power: 10 kW to 30 kW
- Switched to formula based Coincident Peak rate structure for Large Power Customers

### Changes in Duke Energy Projected Rates

- ▶ Since Commission adopted new rates on March 14, several events have occurred reducing Duke Energy’s projected rates they will charge PWC including
  - A settlement on State deferred taxes
  - A pending settlement on losses
- ▶ Changes primarily impact the capacity (demand) portion of the Duke billing not the energy portion
- ▶ Also have some pending actions that could result in future lowering of the estimates further
  - FERC will issue ruling on how utilities credit wholesale customers on federal deferred taxes, not likely impact the rates charged by Duke until 2020 but likely would be retroactive to January 1, 2018
- ▶ We believe that the Material and Supplies credits that PWC got as part of our formal challenge of Duke will be upheld on appeal
- ▶ So what is the bottom line.....?

### Staff Recommendation to Commission

- ▶ Based on the revised 5 year projection of Power Supply costs from Duke and projected PWC cash flows, Staff recommends Commission consider rolling back the 2.7% overall revenue increase approved by the Commission scheduled to be implemented on May 1, 2019
- ▶ Still implement the rate design changes approved by the Commission effective May 1, 2019 but those will be done on an overall revenue neutral basis to current rates
- ▶ Following are the individual rate recommendations from staff we would like the Commission to consider
  - These recommendations are still based on the updated cost of service analysis done by our consultant NewGen

### Recommended May 1, 2019 Changes

#### Residential

	May 1, 2018 Approved	May 1, 2019 Approved	May 1, 2019 Recommended
Single Phase Fac. Charge	\$17.50	\$20.00	\$20.00
3-Phase Fac. Charge	\$22.50	\$25.00	\$25.00
Energy Charge per kWh	\$0.1010	N/A	N/A
On Peak Energy Charge per kWh	N/A	\$0.1340	\$0.1300
Off Peak Energy Charge per kWh	N/A	\$0.0950	\$0.0910



### Small Power (Non-Residential) - Demand <=30kW

	May 1, 2018 Approved	May 1, 2019 Approved	May 1, 2019 Recommended
Single Phase Fac. Charge	\$27.00	\$30.00	\$30.00
3-Phase Fac. Charge	\$42.00	\$45.00	\$45.00
Energy Charge per kWh	\$0.1050	N/A	N/A
On Peak energy Charge per kWh	N/A	\$0.1350	\$0.1350
Off Peak energy Charge per kWh	N/A	\$0.1000	\$0.0960

### Medium Power – Demand > 30kW but < 1000kW

	May 1, 2018 Approved	May 1, 2019 Approved	May 1, 2019 Recommended
Single Phase Fac. Charge	\$35.00	\$37.00	\$37.00
3-Phase Fac. Charge	\$50.00	\$52.00	\$52.00
Demand Charge per kW	\$14.00	\$15.25	\$14.75
Energy Charge per kWh	\$0.0520	\$0.0520	\$0.0500

- ▶ No changes required for Large Power Coincident Peak or Large Power Coincident Peak Owing Transmission
  - These customers have formulas that will automatically capture the reductions in cost from Duke.
- ▶ Will also have some minor technical changes recommended in our Service Regulations

Mr. Trego stated if the Commission is agreeable to rolling back the Rates as presented, staff suggests the Commission to approve setting a public hearing and schedule a vote at the October 24, 2018, Commission meeting.

Upon motion by Commissioner Shaw, seconded by Commissioner Huff and unanimously approved, the Commission set a public hearing and vote on Rates for October 24, 2018 during the regularly scheduled Commission Meeting at 8:30 a.m.

### GENERAL MANAGER REPORT

#### **PWC Jay Walkers**

Mr. Trego stated as we mentioned PWC participated in the Walk to End Alzheimer’s several weeks ago. We had 20 employees to walk and we raised over \$2,000.00. Mr. Trego stated we were “proud to support our friend Jay”.

## **IS Phishing Test**

Mr. Trego stated IS completed a test of our employees to test our security IQ. They purposefully sent out phishing emails. The emails were sent to employees, presumably from employees, and they looked just fishy enough to cause someone to become suspicious. He stated the national average is 13.3% of employees would open such phishing emails. PWC's average was just 7.5%. He stated though our stats were half of the national average we still have some work to do.

Commissioner Rogers asked if we did anything proactive with the employees who opened the emails. Ms. Fritzen stated for those employees who opened the email more than once, their names were given to the Chief Officers to pass to the supervisors to help educate the particular employee.

## **Hurricane Florence**

Mr. Trego stated we started preparing for the storm a week before it hit. We were as prepared as we possibly could be, though it was different than Hurricane Matthew. The dynamics of the storm and the impact on our operations were completely different. We had a peak of 54,000 customers without power. We were able to get 97% of our customers back on within 96 hours when other utilities were struggling. Mr. Trego stated this was achieved because the Commission has routinely approved our capital budget and we make our system as robust as possible. He stated we converted our 66kV transmission poles from wood to steel. We only had one steel pole to fail. He went on to state we have worked for many years to make our system as robust as possible and it shows in times such as this. It was also noted that our rates are still among the lowest in the state.

Mr. Trego also stated that we never lost our water system. The water was very high at the Cape Fear River. Many other utilities lost their water plants. Rockfish and Cross Creek were limping but we never shut them off. We never lost water service or had a boil water advisory. A lot of it was because of the dynamics of the storm and we did not have a washout in the roads. He stated we were prepared for washouts and brought in crews from Raleigh to help us pump out lift stations to minimize any spills we may have.

We coordinated with the City and we also coordinated with the County. He stated the Commissioners have commented on our communications and we know that customers do not like bad news, but they dislike no news more. He brought this point to the Community Advisory Group (CAG) that Duke's rate of getting customers back on was almost identical to ours, but the difference was the communication. They had only one message and that was "they may be out until Saturday". Their customers were not given updates and they were in the dark as to when to expect their services to be restored. He stated this shows the value of communicating. This was perhaps the biggest lesson learned from Hurricane Matthew: communications.

## ***Finance***

Ms. Haskins stated Customer Service falls within her area of responsibility. According to their data, calls received over a four day period (October 14 thru October 17) were 22,500. They answered 15,500 calls. She stated with the help of Communications, they were able to

get really good IVR messages out to the customers and when the customers heard the messages they were satisfied and did not need to speak to a representative. They answered an average of 4,000 calls per day (normally they answer about 2,500). They also responded to about 1,300 calls (a day) that went into the overflow system. They will have another lessons learned facilitation as they realize the benefits of the 'lessons learned'.

Ms. Haskins stated we are already approved for certain categories of the storm through FEMA. Ike Copeland's group is facilitating this process. She also stated this was a great experience for her and from the Finance side, working with Corporate Services, Electric, Water, HR, and Customer Programs, appreciating everything each group does and goes through.

Ms. Haskins stated she would be remiss if she did not thank Ike Copeland's group (Risk Management). In an emergency, they wear many, many hats, working with all the areas, making sure everyone is supported. They ensure we have the crews here. They ensure there is food and housing. They ensure we have the needed fuel for the vehicles and the plants, and so much more.

Mr. Trego mentioned as we were winding down the storm he received an email from Jay Reinstein that there were employees at the City that needed somewhere to stay (because of the road closures they could not make it home). He was able to get Mr. Reinstein in touch with Ike Copeland and they found places for all those employees. It was good to work as a team.

### *Electric Systems*

Jon Rynne stated this storm turned out to be a wind event. A little less water related to flooding. It sat over the area for quite a while and caused a lot of damage (like Irene). We had a lot of work to do on the Electric side in order to restore power. We had a very good plan in place to review the areas while the winds were high, before we could begin repairing. We brought in resources this time, resources we did not utilize before and this was because of our lessons learned from Matthew.

We brought in line workers, contractors and five mutual aid crews through our ElectriCities coordinator (ElectriCities of Georgia; Athens, Tennessee; Greeneville, TN; Opelika, AL; and Huntsville, Alabama) to restore power to the substations and transmission. Between Friday evening to Saturday evening we restored approximately 38,000 customers.

Duke Energy Progress shut down several plants and Butler Warner was dispatched. It has been a critical element of the hurricane restoration efforts in its own way. Almost all customers' power was restored by Tuesday evening (September 18<sup>th</sup>). As of last Friday almost all the customers who had viable power was restored. As of Monday, there were fewer than 30 customers who still needed power restored. These are customers who are waiting for repairs or inspections. We will continue to work with these customers as well as repair street lights and the underground system.

Commissioner Shaw thanked Mr. Rynne. She stated her neighbors thought she was wonder-woman. Their lights were restored so quickly, the neighbors thought it was because she lived on the street.

Commissioner Fowler requested for Mr. Rynne to give Marc Tunstall a special thanks, especially for the help in restoring the Van Story area.

### ***Customer Programs***

Mr. Brown stated storms at their heart are an information problem. PWC staff worked very closely with the City before, during and after the storm to support the best interest of our customers and the City. PWC established a clear communication channel between Jay Reinstein and himself. Mr. Reinstein established the City's priorities for restoration and for clearing the downed electric lines for support of emergency response. Mr. Brown communicated that information to PWC Dispatch, which is the protocol Mr. Trego established. All information was coming through Jay Reinstein. We also had the same system for the County.

The City set up a Google Docs online document which we shared. It detailed the downed lines and other items regarding public safety. Mr. Brown stated this system worked well. Jay Reinstein identified customers with special circumstances and it was passed on to Dispatch to for priority restoration. We also worked to ensure power was restored to customers who were in shelters so when they returned to their homes, they returned to power.

Last weekend, the City's Chief Electrical Inspector worked Saturday and Sunday so customers who repaired damage from the storm could have their equipment inspected and subsequently have their power restored. Customer Programs and Dispatch worked with the Inspector to facilitate the power being restored.

Customer Programs was able to capture the power outage and the restoration data. They were able to feed this information to Communications. The AMI system allowed them to capture and record this information. Mr. Brown also thanked the Customer Programs team for their assistance during the storm. They are a support team and all were on hand and provided support.

### ***City of Fayetteville - Jay Reinstein, Assistant City Manager***

Mr. Reinstein stated this was 'collaboration at its best'. The ability to develop a communications channel between Mark Brown and himself worked very well.

He thanked David Trego, Ike Copeland and Nicole Stiff for helping the City's employees find sleeping arrangements for the night. They had no cots or air mattresses left. The collaborative effort was a highlight.

He also thanked Chairman Fowler for bringing over sandwiches for the first responders.

He thanked the PWC Jay-Walkers for raising funds to help end Alzheimer's. He stated it meant a lot to him. Between PWC and the City they raised over \$23,000. His last day will be October 19<sup>th</sup>. He will work in the background over the next few months. He thanked all for making him feel a part of the PWC family.

### ***Human Resources***

Mr. Russell stated we had a little more than 400 employees who were required to be here 24/7 during the storm. He partnered with Ike Copeland who had the leadership on his shoulders to provide meals and other services to employees. He thanked Ike Copeland, Risk Management and Procurement for doing a tremendous job.

Mr. Russell stated we served 1,500 meals a day. We secured a lunch at work vendor who stayed on the premises and we aided her in that process. We also took meals out to the crews in the field. Employees were very appreciative they had a warm meal. Mr. Russell also thanked the local vendors who were open and available.

He stated Ike Copeland secured Nicole Stiff (Communications) at the hotel to ensure our crews had somewhere to stay. The PWC Nurse was here 24/7 during the storm to take care of any potential injuries. Mr. Trego stated everyone pitched in to do what they needed to do.

Mr. Russell stated when the employees saw the Officers get involved and step out of their ordinary work assignments to service them the idea of 'family' went a long way.

### ***Water Resources***

Mr. Noland stated on the Water Resources side there was a lot of crisis management; it just wasn't in the middle of the street where everyone could see.

In summary, the waste water plants were getting flooded from both sides. There was some waste water that was discharged without being treated. The Rockfish facility and collection basin overflows began on Tuesday, September 18 and ended Friday, September 21 when flows were still registering 31 MGD (design flow is 21 MGD and average flow is 13.3 MGD). Peak flow at the plant was 92.5 MGD.

The Cross Creek facility and collection basin overflows began on Sunday, September 16<sup>th</sup> and ended Friday, September 21 when flows were still registering 62 MGD. The design flow is 25 MGD and average flow is 10.5 MGD. Peak flow was 72 MGD.

The Cross Creek biomass was completely washed out and is being re-seeded today with activated sludge from the Raleigh Neuse River WWTP. Rockfish plant is recovering and will not require re-seeding.

The Cape Fear River crested at 61.58 feet Wednesday, September 19<sup>th</sup> and did not fall back to minor flood stage (35 feet) until Sunday, September 23.

We did not have any water customers without water and there wasn't a need for boil water advisory. Our plants have been placed above the 100 year flood plain. Since there was some concern at one time the Rockfish Plant would be flooded if the projection was off by a couple feet (which is completely possible) we sandbagged the Rockfish Plant. He thanked the Southeast River Forecast Group for doing an amazing job. He also stated we were very fortunate to have our electric providers here at the table and they coordinated very closely with Jon Rynne in connecting and disconnecting. The plants ran on generators when needed.

He stated we had help to come in from Raleigh to help keep the lift stations pumped out.

He thanked Ike Copeland for doing a tremendous job in keeping the staff, mutual aid and contractors fed. And a special thanks to families who had to take care of their homes during the storms.

### ***Corporate Services***

Mr. Trego stated Susan Fritzen's groups are a lot of the backbone behind the scenes (IS, Warehouse, Facilities).

Ms. Fritzen stated during Matthew our campus flooded. A reason for a lot of the flooding was pine straw in the drains. She stated we began a proactive plan to remove a lot of the pine trees and over time began removing pine straw in the landscaping. Also during Matthew we had flooded personal vehicles, PWC vehicles and also a flooded building in the back of the campus. This time we had none of it. She attributed this to post-Matthew and pre-Florence planning.

Though we recently cleaned the canals we cleaned them again as a precautionary method. During the storm, the Facilities staff went out whenever they could to clean the basins. They swept the lots with a street sweeper.

Ms. Fritzen stated we also created a parking plan. We opened up areas to allow employees to park. We had designated parking areas for the crews, contractors, and other employees. We utilized the RC Williams Building for employee parking and shuttled employees back and forth. We were fortunate the City allowed us to use one of their mini buses.

We lost primary and secondary power to this building. Our generator kicked right in. We brought in a contractor to make sure the generator continued to operate. Ms. Fritzen stated she discovered the Warehouse did not have power or a generator and it will be addressed.

We had 24/7 operations in Fleet. We supported Water Resources and Electric by fueling vehicles in the field as well as fueling the generators at the plants. Ike Copeland and Procurement was a great assist in finding the fuel and determining when the tankers needed to be onsite.

She stated we also assisted the City with fueling generators before the storm. We assisted with vehicle repairs for our contractors and mutual aid crews.

When the power went out, a lot of the network connections came down. At the worst case there were about 108 City, County and PWC buildings without fiber connection. Our IT staff went out to reconnect them.

Ms. Fritzen stated while we talked about how well it went with the maps and getting the data from the meters, it is still a manual process. We are beginning the implementation of our Outage Management System (which will take about a year) and it will automate the process and make it quite easier.

### ***Communications/Community Relations***

Ms. Hinson stated her department began communications the Friday before the storm to let customers/residents know to begin preparing for the hurricane. We also set up a text notification for our customers and sent updates throughout the storm.

She stated during the storm we sent updates through our text/emails/social media. We had almost 36 updates through our board/media/City of Fayetteville/County and other groups. We introduced our outage map on Friday during the storm. We had 35,000 – 40,000 hits on the map during the 24-48 hour period. Overall, throughout the storm we had about 140,000 storm related page views on the website. We gained about 2,500 Facebook followers. We reached almost 500,000 people through our posts on Facebook alone. We did 148 storm related posts and 26 were live reports from the field. We wanted to show people the damage and our crews in the field.

Ms. Justice-Hinson stated in addition to the calls that were coming in, our staff engaged in 1,300 (800 on Saturday and Sunday) private message conversations on our Facebook page. Hopefully they were alleviating some of the Customer Service calls.

**Robert Van Geons, FCEDC**, stated the job done here was so impressive. In the days ahead there is just an incredible opportunity to tell our story. He stated we could have been open on Monday and much of the City could have been. Though we were hit by the storm of a lifetime, PWC literally had the City up and running for almost all businesses Monday morning. Adversity happens in every community. But the incredible way it was overcome; the way it was delivered; the way it was communicated; the way people knew; the way we took our past lessons and turned it around. He stated he doesn't know if everyone can comprehend because minutes seemed like hours in that situation but by Sunday night the power was coming back on and the storm had hardly left. Additional discussion ensued.

### ***City Council Liaison***

Council Member Dawkins congratulated Wade Fowler for his unanimously re-appointment to the PWC Board. He stated he is normally tough on PWC but he sang PWC's praises on Monday night (at the City Council meeting). He thanked the Call Center, the PWC Linemen and Bucket Truck crews.

He stated it actually matters that PWC is Fayetteville's Hometown Utility. He thanked Mick Noland and the Water Resources team; Jon Rynne and the Electric Systems team, in particular Marc Tunstall; Mark Brown and the Customer Programs team; Carolyn Justice Hinson and the Communications team; Susan Fritzen and her team; Ike Copeland for his efforts. He also thanked Mr. Trego, PWC's General Manager, Wade Fowler, the Chairman of the Board and the other Commissioners for responding to his 50+ emails.

He stated "Planning is everything; the Plan is nothing". What PWC did effected thousands of people.

### ***Hope Mills Liaison***

Melissa Adams stated she appreciated the information that was received and they posted almost everything we sent. Unfortunately there was some misinformation about the Hope Mills dam and they attempted to keep us informed of what was really going on with the dam.

They learned from Matthew, which were hard lessons and they took proactive steps in preparing for this storm.

Commissioner Fowler stated regarding safety, he doesn't believe there was a lost time incident. Mr. Trego stated there was only 1 finger laceration.

Commissioner Rogers suggested a way to say thank you to the PWC Employees as well as City Employees. Discussion ensued.

## REPORTS AND INFORMATION

The Commission acknowledges receipt of the following reports and information.

- A. Position Vacancies
- B. Approved N.C. Department of Transportation Encroachment Agreement(s):
  - Encr. # 18773 – Installation of 8" C900 water main on SR1593 (Hoke Loop Rd.)
- C. Approved NCDOT Relocation Agreement(s):
  - Relocation Agreement Number 18284R – relocation of PWC 69kV Electric Transmission, 25kV and 15kV Electric Distribution and relocation of PWC Fiber Optic facilities along the project to accommodate NC Dot Project U-4405/WBS Element: 39049.2.1

## ADJOURNMENT

There being no further business, upon motion by Commissioner Rogers, seconded by Commissioner Shaw and unanimously approved, the meeting was adjourned at 10:25 a.m.