

PUBLIC WORKS COMMISSION  
MEETING OF WEDNESDAY, SEPTEMBER 25, 2019  
8:30 AM

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

Others Present: David W. Trego, CEO/General Manager  
Chancer McLaughlin, Hope Mills Dev. & Planning Admin.  
PWC Staff

Absent: Melissa Adams, Hope Mills Town Manager/Liaison  
Telly Whitfield, Assistant City Manager  
Kathy Jensen, City Council Liaison  
Michael Boose, Cumberland County Liaison  
Media

REGULAR BUSINESS

Chairman Darsweil Rogers called the meeting of Wednesday, September 25, 2019, to order.

APPROVAL OF AGENDA

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

CONSENT ITEMS

Upon motion by Commissioner Shaw and seconded by Commissioner Fowler, Consent Items were unanimously approved.

- A. Approve Minutes of meeting of September 11, 2019
- B. Approve bid recommendation to award bid for purchase of six (6) Trucks with Utility Body to Lafayette Ford, Fayetteville, NC, the lowest responsive, responsible bidder in the total amount of \$209,016.00, and forward to City Council for approval.

The six (6) Trucks with Utility Body are budgeted items in the Electric Construction and Maintenance Capital Budget for FY2020. Total budgeted is \$214,800.00, to replace units #28, 566, & 571. Budget codes are 2003221820, 2003221853, 2003221849, 2003221797, 2003221810 & 2003221842.

Bids were received on August 20, 2019, as follows:

<u>Bidders</u>	<u>Total Cost</u>
Lafayette Ford, Fayetteville, NC	\$209,016.00
Cooper Ford, Carthage, NC	\$211,464.00

COMMENTS: Notice of the bid was advertised through our normal channels on July 22, 2019. Addendum No. 1 was issued on August 9, 2019, to extend the bid opening date from August 13, 2019, to August 20, 2019. Bids were solicited from various vendors with two (2) vendors responding. Commission is asked to approve award for the purchase of six trucks with utility body, equivalent to the Ford Ranger. SDBE/Local: Lafayette Ford, Fayetteville, Nc, is a local vendor that is not classified as a SDBE, minority or woman-owned business.

- C. Approve bid recommendation to award bid for the purchase of one (1) 35,000 GVWR Crew Cab and Chassis with Enclosed Service Body and Air Compressor to White’s International Truck, Greensboro, NC, the lowest responsive, responsible bidder in the total amount of \$125,316.68, and forward to City Council for approval.

The 35,000 GVWR Crew Cab and Chassis with Enclosed Service Body and Air Compressor is a budgeted item in the Water Construction and Maintenance FY2020 budget (Capital Budget Code - 2006201796). Total budgeted is \$163,500.00, to replace unit #3322.

Bids were received on September 13, 2019, as follows:

<u>Bidders</u>	<u>Total Cost</u>
White’s International Truck, Greensboro, NC	\$125,316.68
H&H Truck, Fayetteville, NC	\$127,697.00
Triple T Freightliner, Wilmington, NC	\$130,941.66
Altec Industries, Inc., Mount Airy, NC	\$141,381.00

COMMENTS: Notice of the bid was advertised through our normal channels on July 22, 2019. Addendum No. 1 was issued on August 9, 2019, to extend the bid opening date from August 13, 2019, to August 20, 2019, to provide bidders sufficient time to produce their bids, as potential bidders were having difficulties obtaining pricing for the custom body build-out. However, no bids were received on August 20, 2019, and the bid was re-advertised on August 20, 2019, with a new bid date of September 13, 2019. The Procurement Dept. completed Constant Contact outreach to a list of prospective bidders; nine (9) bidders confirmed receipt of the bid invitation, with (4) bidders responding. SDBE: White’s International Truck, Greensboro, NC, is a local vendor that is not classified as a SDBE, minority or woman-owned business.

- D. Approve bid recommendation to award bid for purchase of one (1) 56,000 LBS Excavator to National Equipment Dealers, LLC, DBA May/RHI, LLC, Clayton, NC, the lowest responsive, responsible bidder in the total amount of \$169,737.00, and forward to City Council for approval.

The 56000 LBS Excavator is a budgeted item in the Electric Construction and Maintenance Budget for FY2020. Total budgeted is \$201,800.00, to replace unit #728. Capital budget code - 2006201809.

Bids were received on August 13, 2019, as follows:

<u>Bidders</u>	<u>Total Cost</u>
National Equipment Dealers, LLC dba May/RHI, LLC, Clayton, NC	\$169,737.00

Hills Machinery, Raleigh, NC	\$205,775.96
Gregory Poole, Hope Mills, NC	\$219,574.00
Linder Industrial Machinery, Raleigh, NC	\$223,950.00

COMMENTS: Bids were solicited from (8) eight vendors, with four (4) vendors responding. SDBE: National Equipment Dealers, LLC dba May/RHI, LLC, Clayton, NC, is not classified as a SDBE, minority or women-owned business.

- E. Approve PWC Resolution # PWC2019.05 – Resolution Adopting the Fayetteville Public Works Commission 2018 Local Water Supply Plan
- F. Approve PWC Resolution # PWC2019.06 – Resolution to Declare Property as Surplus and Authorize Sale of Property by Sealed Bid

Fayetteville Public Works Commission (PWC) manages and controls various pieces of equipment that are part of the Thermal Energy Storage System installed at the Butler Warner Generation Plant (which pieces are collectively the “Equipment”). The Equipment includes four 1200hp motor driven compressors, five 300hp chill water pumps and associated auxiliary items and materials. A detailed listing of the pieces of Equipment is attached. The Equipment was installed in (1993) and was used until year 2000 for the purpose of inlet air cooling for gas turbines. Use of the Equipment ceased around the year 2000 because PWC secured more favorable Power Supply Contract Agreement terms and the adoption of more stringent anhydrous ammonia regulations would have required a significant investment by PWC to ensure compliance, all of which rendered continued use of the Equipment economically infeasible. Staff has determined that there is no opportunity for PWC to reuse this Equipment for internal purposes and the value of the Equipment exceeds thirty thousand dollars (\$30,000.00). This request is to have the Commissioners declare the Equipment to be surplus property and to authorize the sale of this property by sealed bid, contingent upon approval of the sale by the City Council in accordance with Section 6A.9 of the Charter because the Equipment is currently affixed to the Butler Warner Generation Plant.

**COMMENTS:** Upon approval by the City Council of the proposed sale of surplus property by sealed bid, a public notice of the sealed bid opportunity for the sale shall be for a seven-day period after which time any bids received shall be publicly opened. The results of the bids will be provided to the Commission at their next scheduled meeting, at which time the Commission may award to the highest responsible bidder or reject all bids. As a condition of the sale, the bidders must agree to disassemble and remove all of the property from the facility and equipment pads must be broken below the existing slab. After removal of the equipment, that area of the Butler Warner Generation Plant would be used as the future Disaster Recovery Site for PWC.

PWC has received interest from a demolition company to dismantle and remove the property under the condition that they retain rights to the property and in turn provide monetary consideration to PWC. PWC has also considered alternative methods for disposal of this property. Procurement has made inquiries with a public auction firm, and while this firm was willing to advertise and perform the auction, they did not have any recent data on comparable sales of such equipment and could not guarantee that there would be interested bidders. Procurement also obtained budgetary quotes for a straight demolition and removal of the equipment whereby PWC could later sell the property. Those quotes ranged from \$100,000 to \$443,500. These amounts are not covered in PWC’s current budget. Therefore, the most efficient and advantageous approach is to use the sealed bid method to dispose of the property.

## END OF CONSENT

### CUSTOMER SATISFACTION SURVEY RESULTS

Presented by: David W. Trego, CEO/General Manager &  
Carolyn Justice-Hinson, Communications/Community Relations Officer

Mr. Trego stated we collaborated with ElectriCities to complete our Customer Satisfaction Survey. Ms. Justice-Hinson gave an overview of the survey and the benefits of using the ElectriCities Survey, which allows us to receive comparison data. Not only are we seeing our comparison data to the other cities, we can look at the last 2 years, and at our competitors' ratings.

Ms. Justice-Hinson stated she will go over the general service characteristics. She will also provide highlights of how we are meeting the expectations of our customers. We will also discuss how we are doing with Communicating the Value of Public Power.

She stated we will look at the segmentation data. This will help us to understand our customers; what they need; how we can tailor our communications; and our programs to them.

She stated for Residential Customer Satisfaction, PWC rated an average of 82% (percent of customers reporting PWC has met their expectations all or most of the time). This is slightly higher than the competitors. She stated for 'Providing Good Value for the Cost of Electricity, all dropped below 70%. We were rated 63%, but prior to this year's survey we were rated 73%. She stated there has been a steady decline every year.

For the question Responsible Steward of the Environment, PWC is higher than other utilities at 84.6%, and significantly higher than competitors (67.9%). PWC's highest ratings were in Reliability (90.4%) and Helpful and Knowledgeable Staff (87.2%).

For Overall Satisfaction the rating was 80.8%. That was slightly higher than in 2017 at 79%.

For Commercial Customer Satisfaction, the average rating is 91.5%. Our overall satisfaction was 5% higher than the other cities. Our highest score was in Reliability at 96.1%. For Providing a Good Value for the Cost of Electricity, we rated 82.3%. Ms. Hinson stated this was higher than the other Public Power cities. It was noted commercial customers entailed small, large and industrial customers.

Ms. Justice-Hinson noted for the Overall Satisfaction, Residential ratings are the highest since 2012 when it was 81%; there was a little dip and then the rating came back up. For Commercial, the Overall Satisfaction, is at its highest at 88%.

She stated our Customer Service scores have always been very high. For Residential customers, 83% answered they were very to somewhat satisfied, with 61% very satisfied. For Commercial customers, 88% responded they were very to somewhat satisfied, with 69% very satisfied.

In reply to the question regarding Meeting Expectations, 81.8% of Residential customers stated we meet expectations all or most of the time. For the Commercial customers, 84.1% stated we meet expectations all or most of the time.

The top expectations for Residential customers were:

- Low rates and affordable services – 44.6%
- Uninterrupted and reliable services – 44.2%
- Good Communications – 13.1%

The top expectations for Commercial customers were:

- Uninterrupted and reliable services - 53.3%
- Low rates and affordable services – 24%
- Good communications – 16%

Community Ownership, this is a new category. Ms. Justice Hinson stated 60% of PWC Residential customers were aware we are a public power municipal utility, compared to 64.6% statewide. For commercial customers, 66.7% knew we were a municipal utility, compared to 63.7% statewide. Mr. Trego stated we are looking to revamp our New Customer Communication packet. Discussion ensued.

57% of our residential customers stated it was important to be served by a public power entity, and 70% of our commercial customers stated it was important.

Ms. Justice Hinson stated the ElectriCities survey uses Segmentation, we did not have this previously with our other surveys. Segmentation uses demographics and helps to identify and analyze the customers to find out what their expectations and preferences are. There are five segments; Status Quo, Technology Cautious, Movers and Shakers, Green Champions and Savings Seekers.

PWC's breakdown is:

- Status Quo – 35%
- Green Champions – 28%
- Technology Cautious – 15%
- Savings Seekers – 13%
- Movers and Shakers – 9%

She stated we have a good mix of all the segments. This is good, and it is also challenging, because you can't make shifts too far one way or the other because of the significant amount of customers in all the ranges. Mr. Trego stated since he is on the ElectriCities board, he sees the stats from across the state. There are some of the small cities/towns in the western, mountain areas where the Status Quo is off the charts because they have little turnover in the community. He went on to state our demographic shows we have people who have dealt with multiple utilities in their lifetime and brings that experience, along with their expectations to the community.

Ms. Justice Hinson went on to detail the Segmentations, what their expectations are, and how they rated PWC.

She stated the general takeaways are:

- The Status Quo is our largest group, but there is not a lot of opportunity to improve scores with them because they are difficult to engage.
- There are several things we have implemented since this survey was completed that give us several opportunities to see satisfaction increase over the next year or two, because of our Green Champions and Savings Seekers
  - The Time of Use appeals to Savings Seekers and Green Champions
  - The Web Portal appeals to our Green Champions, Savings Seekers and possibly our Movers and Shakers
    - Next on the Web Portal will be customer incentive options.
  - The Mobile App should appeal to all the segments
  - Community Solar will appeal to our Green Champions

Discussion ensued on the survey results; future programs; communications and messaging.

## GENERAL MANAGER REPORT

### *Sustainable Sandhills Drive Electric Event*

Mr. Trego stated PWC participated in an electric vehicle demonstration hosted by Sustainable Sandhills. Ms. Justice-Hinson stated last week was the National Drive Electric Week and Sustainable Sandhills participated by having a Drive Electric Event. Over 20 community citizens offered to bring their electric cars and discuss their experiences and the benefits. Participants could also test drive a Tesla, a Chevy Volt, a Nisan Leaf (they have a rebate ongoing). She stated this event was very successful.

### *PWC Day – October 2<sup>nd</sup>*

Mr. Trego stated we have 30 individuals signed up for the PWC Day. We have a diverse group (realtors, local city government, media, arts council, and others).

### *United Way Kick-off*

The PWC Kickoff will be October 24<sup>th</sup>. Mr. Trego stated we will kick off the event with a breakfast in which he matches dollars brought in during that event.

### *TOU Rates Change – November 1<sup>st</sup>*

Mr. Trego stated we will change our TOU rates from the afternoon to the morning on November 1<sup>st</sup>. He stated because of our new AMI system, the system will automatically change it over. Customers' bills may reflect the two different TOU rates depending on when their bills are generated.

## COMMISSIONER/LIAISON COMMENTS

### *Chancer McLaughlin*

Mr. McLaughlin announced a community event, a Fashion Show for Seniors on October 19<sup>th</sup> from 10 am to 2pm, which will be held at Hope and Harmony.

### ***Wade Fowler***

Commissioner Fowler has a radio show on WIDU 1600 @ 9am on Saturday mornings, and Lexi Hasapis, PWC Procurement Department, was on with him discussing the Building Business Rally, and PWC's participation in it.

### ***Darsweil Rogers***

Commissioner Rogers spoke at the Chamber Breakfast last week regarding the BBR Rally and believes it went well.

## REPORTS AND INFORMATION

The Commission acknowledges receipt of the following reports and information.

- A. Monthly Incident Summary – August 2019
- B. Position Vacancies
- C. Approved N.C. Department of Transportation Encroachment Agreement(s):
  - Encr. #18825 – Install of 2” SDR-21 and 6” RJDIP, located @ SR1006 (Clinton Rd) and SR1835 (Rockhill Road)
- D. Actions by City Council during the meeting of September 9, 2019, related to PWC:
  - Approved Bid Recommendation – Fayetteville Annexation Phase V, Project X – Area 23, Section 1, Wells Place
  - Approved Bid Recommendation – The Fleet Maintenance Expansion and Renovation

## CLOSED SESSION PURSUANT TO N.C. GENERAL STATUTES 143-318.11(a)(3) TO DISCUSS LEGAL MATTERS

Commissioner Fowler motioned to go into closed session pursuant to NCGS 143-318.11(3) to discuss legal matters. Motion was seconded by Commissioner Shaw and unanimously approved at 9:16 a.m.

Following discussion, Commissioner Fowler motioned to return to open session. Motion was seconded by Commissioner Shaw and unanimously approved at 9:46 a.m.

## ADJOURNMENT

There being no further business, upon motion by Commissioner Fowler, seconded by Commissioner Shaw, and unanimously approved, the meeting adjourned at 9:47 a.m.