

PUBLIC WORKS COMMISSION
MEETING OF WEDNESDAY NOVEMBER 11, 2020
8:30 AM

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

Others Present: David W. Trego, CEO/General Manager

Absent: Telly Whitfield, Assistant City Manager
Christopher Davis, City Council Liaison
Melissa Adams, Hope Mills Town Manager/Liaison
Media

I. REGULAR BUSINESS

Chairman Wade Fowler called the meeting of Wednesday, November 11, 2020, to order.

Approval of Agenda

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

II. PRESENTATION OF APPA COMMUNICATION AWARDS

Ms. Justice-Hinson stated PWC received three Excellence in Public Power Communication Awards from APPA, during their Customer Connections Virtual Conference. Each year the APPA recognizes utilities in three categories.

PWC received an Award of Merit in the following categories:

- Print and Digital for PWC's 2020 Storm Preparation Guide
- Web and Social – for PWC's Time of Use Electric Rate Education Campaign
- Video for Introduction of PWC's Solar Kids

Ms. Justice-Hinson stated Greenville Utilities and ElectriCities of NC also received awards from APPA.

Mr. Trego stated the Commission had a lot to do with pushing the education on the TOU Rates. He stated it is great to be recognized on something that we all know was a big success and was supported by the Commission.

III. CONSENT ITEMS

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

- A. Approve Minutes of meeting of October 28, 2020
- B. Approve Loan from the Electric Rate Stabilization Fund (ERSF) to the Water/Wastewater Fund (W/WW Fund) or Annexation Reserve Fund (as may be determined)

In order to effectively manage the PWC’s cash reserves and target metrics, staff recommends the Commission approve a loan from the Electric Rate Stabilization Fund (ERSF) to the W/WW Fund to assist in meeting its current and future obligations related to the CIP for bond funded projects anticipated to be funded, and the loan reimbursed, from the Series¹ 2021 and 2023 Bond proceeds.

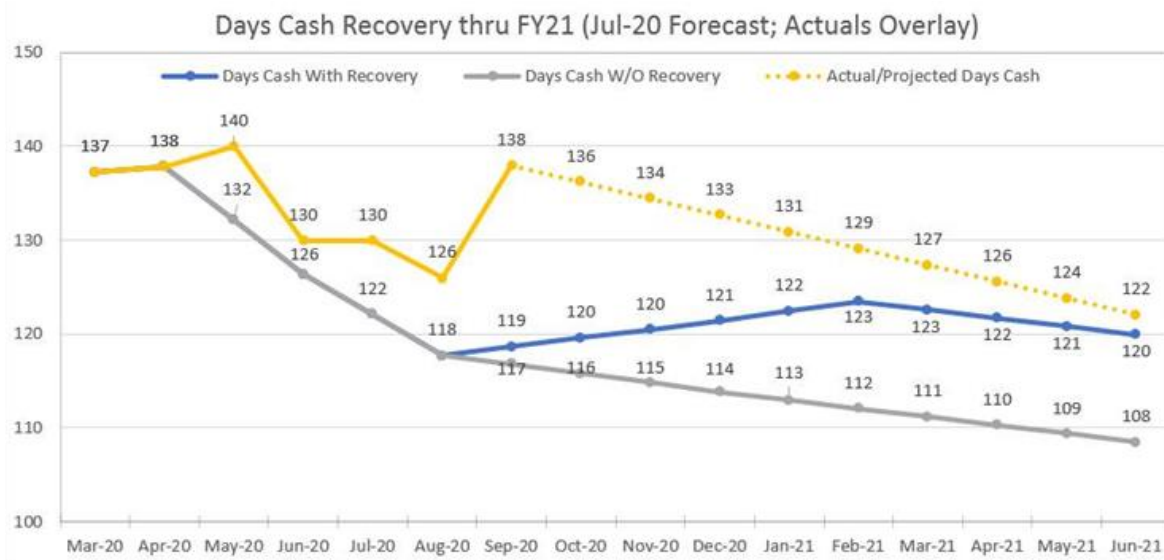
¹ Currently anticipated; allowing for a delay of one year for Series and Final Maturity.

END OF CONSENT

IV. EXECUTIVE ORDER 124/142 UPDATE

Presented by: Rhonda Haskins, Chief Financial Officer

Ms. Haskins provided an update on actual Days Cash Recovery compared to forecasts. She noted the yellow line measures where we have landed as of the end of the respective month. She and Mr. Trego explained why the month-end figure for September was 138.



FEMA Recovery

Ms. Haskins noted FEMA stopped reimbursing as of September 15th. Any expenses incurred after this date are not reimbursable.

As of 10/31/20	Amount
Total submitted to FEMA	\$ 1.6M

Total incurred but not submitted	\$.4M
Total submitted & incurred	\$ 2.0M
Total PWC COVID Expenditures	\$ 2.0M

She also noted the top five COVID Expenses

Expense Type	Cost
Disinfectant Services	\$1,000,000
Employee Sequestrations (RV Rentals)	\$ 350,000
Employee Overtime	\$ 330,000
Computers/Remote Work Resources	\$ 220,000
PPE/Personal Hygiene	\$ 100,000
Total	\$2,000,000
Other Items (likely ineligible)	\$ 40,000

Local Vendor Engagement COVID Services

Ms. Haskins noted the following:

- COVID opportunities extremely unique, but the local market has responded well.
- PWC partnered with several local suppliers to include CSI, CINTAS, A-1 Supply, S-Coals.
- COVID cleanup/response was an “uncertain” process so vendors were initially reluctant to commit.
- PWC conducted its first disinfectant process using EHC in late March 2020 in response to our first COVID incident.
- EHC is a current PWC Emergency Response vendor from Red Springs and they were fortunate to have the rare resources.
- COVID supplies/PPE/sanitizer/respirators were extremely hard to find, but we purchased about 75% locally.
- September 2020 RFP released for COVID Disinfectant Services 11 Bids received; 6 were local.
- Local capacity to provide PWC with hand sanitizer, PPE other COVID specific supplies is now more stable.
- Local Vendors are more aware of PWC’s COVID needs and they view PWC as a priority.
- Future Monthly COVID spend is estimated \$50,000-\$75,000.

Arrears for Residential Customers

	Total >25 Days		Total >37 Days	
	Number of Accounts	Dollars	Number of Accounts	Dollars
September	19,155	\$ 3.1M	9,214	\$ 1.4M
October	21,575	\$ 4.0M	12,962	\$ 1.9M

Residential Payment Arrangements

	Total PA	Total PA Dollars
August	33,200	\$ 11.0M
September (thru 9/22)	28,900	\$ 9.1M
October	26,342	\$ 6.1M
	Disconnected	Reconnected
Inception to date 10/31	2,298	2,004

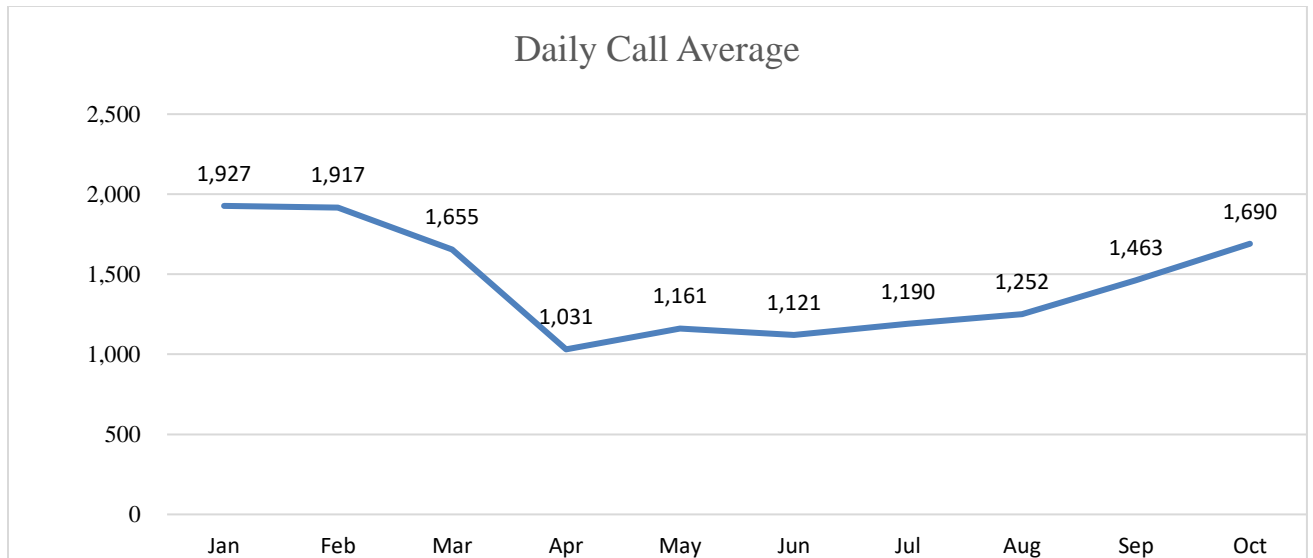
Residential Payment Extensions

- 3,241 payment extensions granted (from Aug 13 thru Oct 31)
- Total payment extensions comparison
 - Oct 2019: 4,106
 - Oct 2020: 1,314
- 62 revised payment arrangements

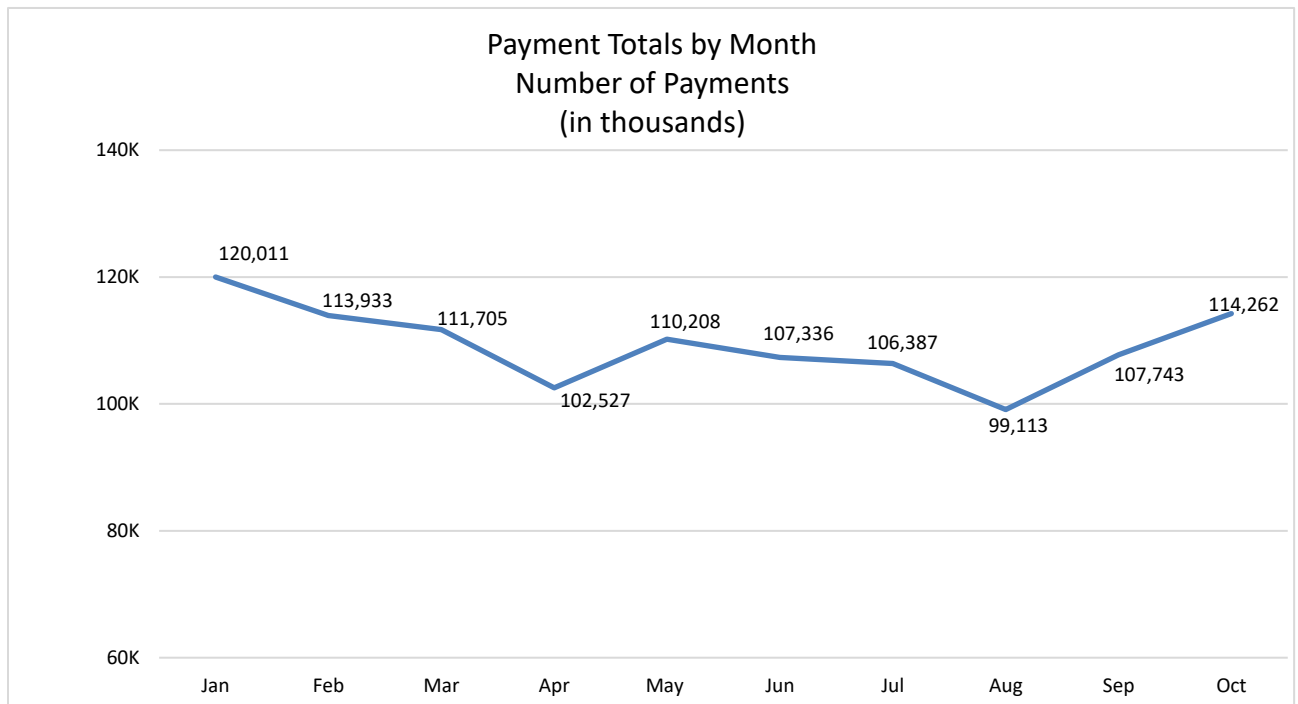
Customer Assistance

As of 10/31/20	Number of Accounts	Amount
DSS ¹ (beginning Sept 1)	872	\$256,495
Action Pathways	41	\$ 17,183
Connections of Cumberland County	71	\$ 48,439
Operation Blessings	6	\$ 900
Miscellaneous ²	23	\$ 8,247
Total	1,013	\$331,264

The customer call volume dipped to 1,031 in April. It began to slowly increase, and by October the volume was 1,690.



Payment Totals



Commissioner Shaw asked if the customer portal allows for customers to make payments without contact with a representative. Discussion ensued.

Commissioner Rogers asked for an explanation on the options customers have when online without speaking to a customer representative.

Mr. Trego requested for Mr. Brown to update the Commission on the business customer payments.

Mr. Brown stated we have placed 356 customers on payment arrangements, of this total 46 have closed their accounts and will not return. We have 284 on payment arrangements as of now and this process will end in December. There are four companies who have filed bankruptcy who will stay in business through the bankruptcy process. There are sixteen companies who are still adversely affected by the EO. Once the EO is cleared and they are fully operational again, we will set up payment arrangements for them.

V. GENERAL MANAGER REPORT

Mutual Aid Request

Mr. Trego stated the City of Morganton sent a resolution thanking the City of Fayetteville and PWC for providing mutual aid because of Tropical Storm Zeta. There were three crews sent, totaling seven employees (Christopher McArthur, Brian Owen, Marshall Jackson, Troy Spell, Andrew Albertson, Matthew McCloud & Nick Graham). Mr. Trego stated we were happy to assist them, and am proud of the excellent work our employees provided.

United Way Campaign Kick-off

Mr. Trego stated we kicked off the UW Campaign last week. Because of COVID-19 we held the kick-off virtually. There were over 100 employees on the line, and even before the campaign has been opened to all employees, we have over \$23,000 in contributions from the extended leadership team, which is over 19% of our goal.

He stated employees stepped up to the piggy-bank challenge, in which he and Elaina Ball will double the money put into them (\$2,400.00),

Fleet Renovation Update

Mr. Trego stated we will give a tour of the new Fleet Facility following the meeting today, and Ms. Fritzen will provide an update of the Fleet Renovation project.

She stated the following:

TOTAL PROJECT BUDGET (FY20 & FY21)	\$ 8,840,000
TOTAL AMOUNT SPENT:	<u>\$ 6,981,000</u>
Under budget by:	\$ 1,859,000
Construction Contract Awarded:	\$ 6,400,000
Final Amount Paid to Contractor:	<u>\$ 6,384,000</u>
Under contract by:	\$ 16,000

Fleet Facility Renovation

TOTAL NUMBER OF SUBCONTRACTORS:	33
Number of Local Subcontractors:	7
Local Subcontractor Spend:	\$ 3,160,229

Local Spend of Total Contract: 49.37 %

VI. COMMISSIONER/LIAISON COMMENTS

No Comments

VII. REPORTS AND INFORMATION

The Commission acknowledges receipt of the following reports and information.

- A. Personnel Report - October 2020
- B. Position Vacancies
- C. Approved N.C. Department of Transportation Encroachment Agreement(s):
 - Encr. #18781 – install sewer main and sewer laterals @ HWY401 & SR 1400
 - Encr. #18873 – install sewer lateral @ SR1403 (Reilly Road)
 - Encr. #19151 – install RJDI water main @ NCHWY24 (Bragg Blvd.)
- D. Approved Railroad Encroachment Agreement(s):
 - Encr. #CSX914703 – replacement of existing sewer main on Russell Street
 - Encr. #CSX921094 – Replacement of existing water main on Bruner Street
- E. Actions by City Council during the meeting of October 26, 2020, related to PWC:
 - Approved Bid Recommendation – Rockfish Creek Basin Peak Flow Facility Project.
 - Approved Bid Recommendation – Boiler Tube Replacement/Installation of 3 Heat Recovery Steam Generators at BWGP
 - Approved Bid Recommendation – Two 33,000 GVWR Cab and Chassis Equipped with Service Body and PTO Mount Compressor

VIII. ADJOURNMENT

There being no further business, upon motion by Commissioner Rogers, seconded by Commissioner Huff, and unanimously approved, the meeting was adjourned at 9:12 a.m.

Following the meeting. PWC Staff will provide a tour of the new Fleet Building.