

PUBLIC WORKS COMMISSION
MEETING OF WEDNESDAY DECEMBER 8, 2021
8:30 AM

Present: Evelyn O. Shaw, Chairwoman
Ronna Rowe Garrett, Vice Chairwoman (VIA WEBEX)
Donald L. Porter, Secretary
Wade R. Fowler, Jr., Treasurer

Others Present: Elaina L. Ball, CEO/General Manager
Telly Whitfield, Assistant City Manager (VIA WEBEX)
Mitch Colvin, Mayor, City of Fayetteville
Chris Davis, City Council Liaison
K. C. Bryce, Escalent (VIA WEBEX)
T. Veitengruber, Escalent (VIA WEBEX)

Absent: Michael Boose, Cumberland County Commissioner, Liaison
Scott Meszaros, Hope Mills Town Manager
Media

ADMINISTER OATH OF OFFICE:

- ❖ Mayor Mitch Colvin Administered the Oath of Office to Colonel (Ret.) Donald L. Porter as Commissioner of the Fayetteville Public Works Commission. Commissioner Porter was appointed Commissioner of the Public Works Commission by the Fayetteville City Council on Monday, November 22, 2021.

REGULAR BUSINESS

Chairwoman Evelyn Shaw called the meeting of December 8, 2021 to order.

Election of Officers for Fiscal Year 2021-2022

- ❖ Secretary

Commissioner Wade Fowler motioned to elect Commissioner Donald L. Porter as Secretary of the Public Works Commission. Motion was seconded by Commissioner Ronna Rowe Garrett, and unanimously approved.

Approval of Agenda

Upon motion by Commissioner Wade Fowler, seconded by Commissioner Donald Porter, the agenda was unanimously approved.

AWARD PRESENTATION

Presentation to Fallen Lineman Foundation

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

Ms. Justice-Hinson stated during Public Power Week our employees purchased over 2,000 candy-grams to show appreciation to their co-workers. We raised over \$1,800 that will go to the Fallen Linemen Association. The initiative is coordinated through the CCR Department (Katie Mehan, Nicole Stiff, Courtney Lucas, and Lamont Hinson). We also had volunteers who prepared and helped to deliver our candy grams (Courtney York, Brittany Freeman, Dawn Furr, Brandy Davis, Suzanne Doll). Trent Jacobs and Lee Heflin from our Electric Line Department are also present.

Ms. Justice-Hinson stated Kevin Dyson was scheduled to be in attendance to receive the award, but due to unforeseen circumstances he is unable to be here. Ms. Justice-Hinson went on to give a background of the foundation, its mission and support to fallen linemen throughout the state.

CONSENT ITEMS

Upon motion by Commissioner Wade Fowler, seconded by Commissioner Donald Porter, the Consent Items were unanimously approved.

- A. Approve Minutes of meeting of November 10, 2021
- B. Adopt PWC Resolution PWC2021.36 to declare personal property described as one (1) 2005 International 4400 (Flatbed Truck) VIN # #1HTMSAARX5J055798, as surplus and sell by public auction.

COMMENTS: North Carolina General Statute 160A-270 permits the sale of personal property with an estimated value of \$30,000 or more by public auction upon authorization by the governing board.

- C. Approve bid recommendation to award the Black and Decker Substation Rebuild Installation Labor Contract to Carolina Power Signalization, Fayetteville, NC, the lowest responsive, responsible bidder in the total amount of \$1,241,288.23 and forward to City Council for approval.

The Black & Decker Substation Rebuild Installation Labor Contract is budgeted in CIP Project EL 28-101.000.0802.2201103-03.690151..CPR1000321

Bids were received October 28, 2021, as follows:

BIDDERS	TOTAL COST
Carolina Power Signalization, Fayetteville, NC	\$1,241,288.23
Lee Electric Construction, Aberdeen, NC	\$1,358,824.35
Service Electric Company, Chattanooga, TN	\$1,804,900.00

COMMENTS: Notice of the bid was advertised through our normal channels on October 4, 2021, with a bid opening date of October 28, 2021. Bids were solicited from sixteen (16) vendors with three (3) bids received. SDBE/LOCAL PARTICIPATION: Carolina Signalization, Fayetteville, NC, is a local business and is not classified as a SDBE Minority or Woman-Owned Business.

- D. Approve bid recommendation to reject non-responsive bid submitted by Peak Substation Services for the Black & Decker Rebuild Structures & Equipment Contract and approve to award contract to Substation Enterprises, Alabaster, AL, the lowest responsive, responsible bidder in the total amount of \$407,324.00 and forward to City Council for approval.

The funding for this project will be from CIP Project EL 28 – 101.000.0802.2201103-03.690151..CPR1000321

Bids were received on November 12, 2021, as follows:

BIDDERS	TOTAL COST
Peak Substation Services, Birmingham, AL	\$379,900.00
Substation Enterprises, Alabaster, AL	\$407,324.00

COMMENTS: Notice of the bid was advertised through PWC’s normal procedures on October 4, 2021, with a bid opening date of October 28, 2021. PWC received one late bid that could not be opened and did not receive the requisite three (3) bids. Notice of the bid readvertisement through PWC’s normal procedures occurred on October 29, 2021, with a bid opening date of November 12, 2021. PWC received two (2) bids, which were timely opened and evaluated by PWC staff. After evaluation of the lowest apparent bidder’s bid, being Peak Substation Services, PWC staff concluded that Peak Substation Services was a non-responsive bidder due to delivery timing issues and providing pricing that is only valid for thirty (30) days from the bid opening date. PWC then evaluated the second lowest bidder, Substation Enterprises, and concluded that Substation Enterprises was the lowest responsive, responsible bidder for the subject project. It is therefore PWC staff’s recommendation to award this project to the lowest responsive, responsible bidder, Substation Enterprises. **SDBE/LOCAL PARTICIPATION:** Substation Enterprises, Alabaster, AL, is not a local business and is not classified as a SDBE Minority or Woman-Owned business.

- E. Approve bid recommendation for the contract to purchase of Steel Poles to Meyer Utility Structures, Memphis, TN, the lowest responsive, responsible bidder in the total amount of \$1,679,348.00, and forward to City Council for approval.

The funding from this project will be from the Warehouse Inventory budget.

Bids were received on November 10, 2021, as follows:

BIDDERS	MANUFACTURER	TOTAL PRICE	DELIVERY
Meyer Utility Structures Memphis, TN	Meyer Utility Structures	\$1,679,348.00	18 Weeks ARO
ROHN Products Peoria, IL	ROHN Products	\$1,700,800.00	8-10 Weeks
WESCO Distribution Inc. Clayton, NC	CHM Industries	\$1,797,505.40	20 Weeks
Southland Grid Structures Amite, LA	Southland Grid Structures	\$1,808,839.00	20 WK ARO/IFC
Valmont Industries Valley, NE	Valmont Industries	\$1,921,779.00	20-22 Weeks
Summit Utility Structures West Hazleton, PA	Summit Utility Structures	\$2,294,662.00	June 2022
V&S Schuler Engineering Canton, OH	V&S Engineering	\$2,520,281.00	Truck Delivery
Engineered Pole Structures Lighthouse Point, FL	Maico Industries	\$2,923,764.00	12 Weeks

COMMENTS: Notice of the bid was advertised through our normal procedures on October 21, 2021 with a bid opening date of November 10, 2021. Bids were solicited from ten (10) vendors and eight (8) bids were received. The bid prices were based upon pricing for eight (8) separate poles with forecasted anticipated quantities for each type of pole for the first year. The bid documents included the requirement for bidders to price each specified type of steel pole identified in the bid documents, including two types with an estimated anticipated quantity of zero (0) for the first year. PWC staff determined the total price for each bid by multiplying the forecasted quantities by the proposed price for each specific pole, and then adding the totals for a final total price per bidder. The bid documents provided that quantity estimates could be increased or decreased during the year or subsequent years. Pricing presented in the bids are base prices that will be held valid for the first quarter of the initial

contact period; thereafter, pricing may be adjusted up or down quarterly based upon index prices published in the American Metal Market. This approach will ensure product availability at a fair price due to continued volatility in the steel market. SDBE/LOCAL PARTICIPATION: Meyer Utility Structures is not a local business and is not classified as a SDBE Minority or Woman-Owned business

- F. Adopt PWC Ordinance PWCORD2021.44 – Electric Fund amendment with \$0 impact to the fund balance of \$299,329,100.00.

The purpose of this amendment is to recognize an adjustment which is based upon a Coal Combustion Residuals (CCR) provision in the Power Supply and Coordination Agreement (PSCA) that requires any insurance proceed that DEP receives regarding CCR cost recovery to be rebated to PWC based on its allocable share. The CCR credit adjustment of \$2,184,500 reduces Purchased Power expenses and is offset by increasing the Transfer to Coal Ash Reserve.

END OF CONSENT

CUSTOMER SATISFACTION SURVEY RESULTS

Presented by: Mark Brown, Chief Customer Officer

Ms. Ball stated Customer Satisfaction is one of our strategic priorities in our strategic plan. For the first time we have taken steps to measure our customer satisfaction on a national level. Ms. Ball introduced Mark Brown, Chief Customer Officer.

Mr. Brown stated Escalent is a national firm who performs national customer satisfaction surveys. This survey is a first step in identifying where we are, and in determining how we will achieve our mission and vision. Mr. Brown stated Tim Vietengruber and KC Boyce are presented via WebEx.

Mr. Vietengruber, the Director of Research and Consulting in Escalent’s Energy Group, stated the following:

- ▶ Surveys were conducted in September 2021
- ▶ Approximately 40 Questions were Asked
 - 27 Electric Questions Benchmarked
 - 29 Water Questions Benchmarked
 - Remainder Included to Correspond to Previous PWC Surveys or Specific Topics of Interest
- ▶ Residential Survey – Emailed, with 1,734 Responses
 - Electric and Water Customers – 821
 - Electric Only Customers – 362
 - Water Only Customer - 551
- ▶ Non-Residential Survey – Email and Phone – 152 Responses
 - Electric and Water Customers – 81
 - Electric Only Customers – 50
 - Water Only Customer - 21

Mr. Vietengruber stated the survey was built around having data to benchmark against other utilities. Specific Benchmarking Utilities included Duke Energy Utilities and Top Performing Customer Satisfaction Utilities.

	Residential	Electric	Municipal Utility	Water	Business
Austin Energy	X	X	X	X	X
Colorado Springs Utilities	X	X	X	X	
CPS Energy	X	X	X		X
Duke Energy Carolinas	X	X			X
Duke Energy Progress	X	X			X
Florida Power and Light	X	X			X
Gulf Power	X	X			X
JEA	X	X	X	X	X
Kentucky Utilities	X	X			X
Los Angeles Department of Water & Power	X	X	X	X	X
Nashville Electric	X	X	X		
OUC	X	X	X	X	
Salt River Project	X	X	X	X	
Seattle Light	X	X	X		
SMUD	X	X	X		X

Regional Benchmarking Utilities

- ▶ Residential
 - Only Electric Utilities from Texas to Virginia
 - No Water Utilities
- ▶ Non-Residential
 - Combination Electric and Gas Utilities from Texas to Virginia
 - Electric Only Utilities from Texas to Virginia
 - No Gas Only Utilities
 - No Water Utilities

Commissioner Fowler asked if the responses are more from those who are dissatisfied than those who are satisfied. He asked if there is a weight factor figured in when Escalent completes these surveys. Mr. Vietengruber stated PWC has a lot of customers who appreciate the things we are doing. The surveys are not only completed by those who are dissatisfied. He stated they do not factor that in, in terms of weighting it, but they perform the surveys across the residential and non-residential groups that point to highest satisfaction, and other customers who point out issues with their satisfaction. He stated they try to make sure they are going across the different service types and other metrics within PWC's database to make sure they are getting a reasonable representation across the view of satisfaction and dissatisfaction. Commissioner Fowler stated he just wanted to know in general if they receive more responses from dissatisfied than satisfied customers.

Ms. Ball requested for Mr. Vietengruber to highlight the difference in responses from web responses and telephone responses. He stated there is a difference from telephone surveys and web surveys. He stated nationally, since utilities have focused on customer satisfaction, the satisfaction tends to be on the higher end of things, particularly because utilities were so helpful during the pandemic. Mr. Bryce stated on the syndicated side, we provide through the panel partners we use an incentive for respondents to complete the survey. They receive some sort of monetary or non-monetary compensation. We see a fairly wide array of responses (from the satisfied to dissatisfied).

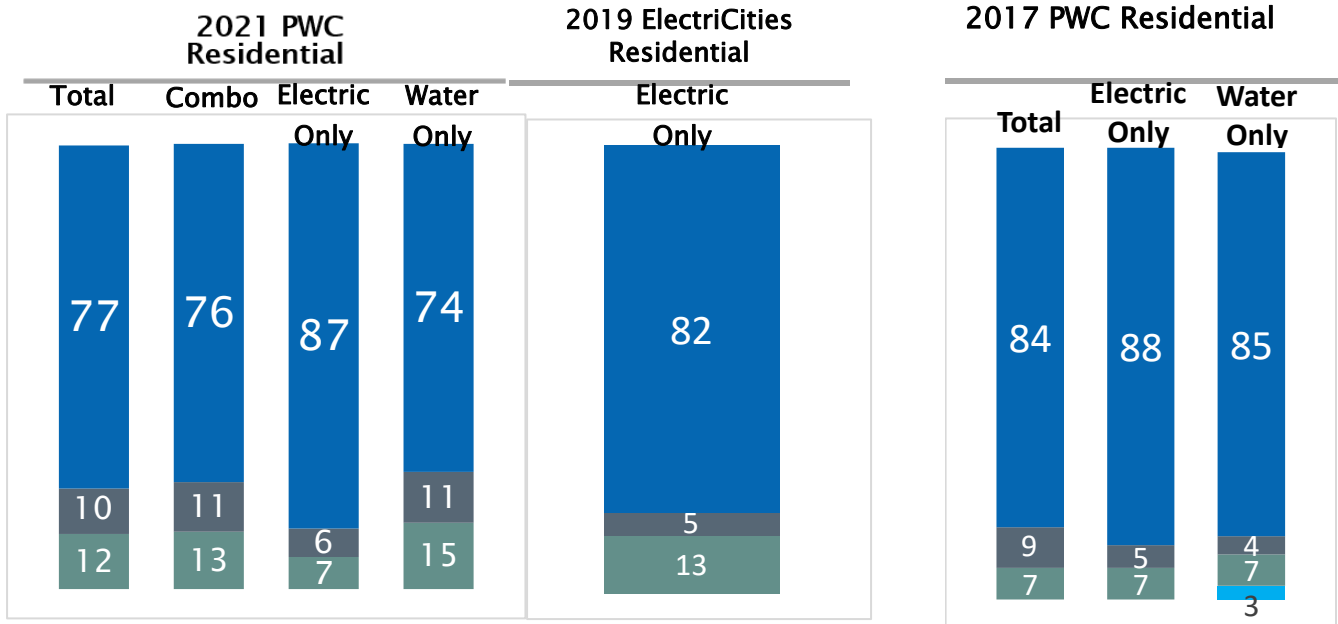
Ms. Ball stated our intent is to benchmark amongst the best utilities and to be very self-critical. Ms. Ball stated the last time we did a survey, it was a phone survey. We took the same questions and created an online

survey, and sent it out. It was not a random selection. We wanted to see how the online compared to the telephone survey, and the responses were comparable.

Mr. Brown discussed the Residential Survey Results.

Residential Survey Overview

► Residential Survey History – Overall Satisfaction



Mr. Brown stated this is the first time we have taken survey results and compared them to other utilities. Though our scores are good, when compared to other top performing utilities we rank in the 4th quartile.

► Residential Benchmarking Results – Overall Satisfaction

	Number of Utilities	PWC Rank	PWC Quartile
Selected Electric Utilities	16	14	4
Selected Municipal Utilities	11	10	4
Selected Water Utilities	7	6	4
Selected Southeast Utilities	26		4

Reasons for High Satisfaction

Residential Electric Service

- Reliable service – 28%
- Quick/efficient service – 22%
- Overall satisfied/good service – 12%
- Good communication – 9%
- Reasonable rates – 8%

Residential Water Service

- Reliable service – 20%
- Overall satisfied/good service – 20%
- Quality/cleanliness – 14%
- Quick/efficient service – 8%
- Reasonable rates – 6%

Payment arrangements – 6%
Customer service – 5%
Helpful/resolve issues – 4%
Polite/professional

Good communication – 5%
Customer service – 4%
Helpful/resolve issues – 3%

*What does Fayetteville PWC do well to earn your satisfaction related to your electric/water service?
Customers giving %8-10 ratings*

The reason why respondents ranked PWC high.

▶ **Residential Strengths**

- Electric and Water Reliability
- Customer Service
- Customer Communications
- Energy and Water Conservation
- Billing
- Community Support

Improvement Opportunities

Residential Electric Service

High/increasing rates – 45%
Reliable service/less outages – 9%
Peak hours/time of use rates – 7%
Improved communication/transparency – 4%
Estimated/inaccurate billing – 4%
Billing issues/confusion – 3%
Customer service – 3%
Improve maintenance/tree trimming – 3%
Improve solar power programs – 3%
Monopoly/no choice – 3%

Residential Water Service

High/increasing rates – 47%
Quality/cleanliness – 13%
Billing issues/confusion – 4%
Eliminate higher rates for outside of city – 4%
Estimated/inaccurate billing – 4%
Water pressure – 3%
Improved communication/transparency – 3%
Improve maintenance – 3%

What does Fayetteville PWC need to improve most to earn your satisfaction related to your electric/water service? Customers giving %0-7 ratings

Reasons why residential respondents rated PWC lower. Discussion ensued.

▶ **Residential Opportunities**

- High and Increasing Rates
- Water Quality, Cleanliness
- Outside City Bills
- Monthly Bill Amount is Manageable
- Customer Opinions of PWC Management
- Considers Customers When Making Decisions
- Cares About My Local Community
- Supports Environmental Causes

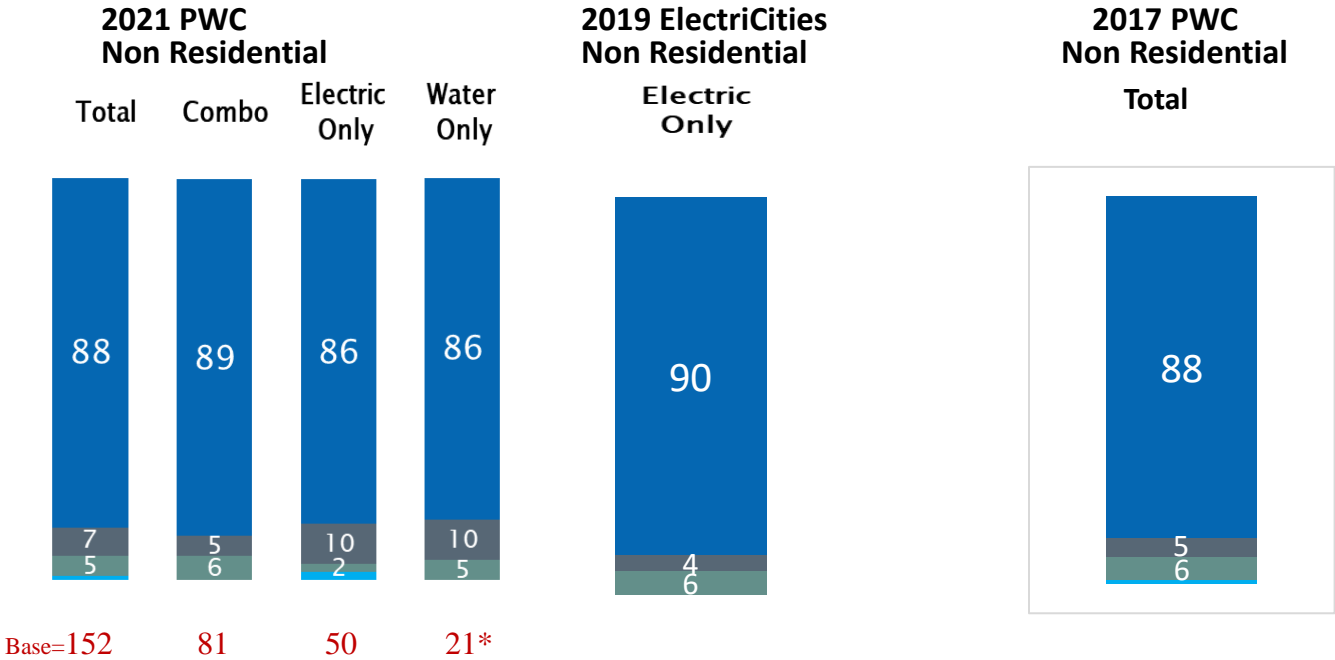
Commissioner Porter asked if demographics are considered when PWC compares with the best rated utilities. Mr. Bryce stated that the biggest piece from a demographic perspective is the tenure of customers. PWC

tends to have a number of customers that are relatively new to PWC. As a result, their perceptions are influenced by the experiences they may have had with other utilities, whereas a lot of the other benchmarked utilities may not have populations that are moving through as much.

Ms. Ball stated in any given year we have about 20% of our customers turn-over. This is partially impacted by Ft. Bragg, some of it is attributable to the demographics of our community. That is absolutely in the numbers. Commissioner Fowler asked if the average income impacts it as well? Discussion ensued.

Non-Residential Survey Overview

Non-Residential Survey History - Overall Satisfaction



Non-Residential Survey Overview

Non-Residential Benchmarking Results – Overall Satisfaction

	Number of Utilities	PWC Rank	PWC Quartile
Selected Electric Utilities	11	4	2
Selected Southeast Utilities	20		2

Reasons for High Satisfaction

Non Residential Electric Service

- Quick/efficient service – 31%
- Reliable service – 29%
- Overall satisfied/good service – 19%
- Good communication – 12%
- Polite/professional – 9%

Non Residential Water Service

- Overall satisfied/good service – 30%
- Reliable service – 22%
- Quality/cleanliness – 16%
- Quick/efficient service -15%
- Good communication – 12%

Helpful/resolve issues – 6%
Customer service - 5%
Reasonable rates – 4%
Payment arrangements – 3%

Helpful/resolve issues – 5%
Reasonable rates – 3%
Customer service – 3%

*What does Fayetteville PWC do well to earn your satisfaction related to your electric/water service?
Customers giving %8-10 ratings*

Non-Residential Strengths

- Electric and Water Reliability
- Customer Service
- Customer Communications
- Billing
- Monthly Bill Amount is Manageable
- Cares About My Local Community
- Energy and Water Conservation

Improvement Opportunities

Non-Residential Electric Service

High/increasing rates – 43%
Reliable service/less outages – 13%
Estimated/inaccurate billing – 10%
Peak hours/time of use rates – 7%
Improved communication/transparency – 7%
Improve maintenance/tree trimming – 7%
Monopoly/no choice – 3%
Improve solar power programs – 3%
Billing issues/confusion – 3%

Non-Residential Water Service

High/increasing rates – 29%
Quality/cleanliness – 19%
Improved communication/
Transparency – 10%
Water pressure – 5%

What does Fayetteville PWC need to improve most to earn your satisfaction related to your electric/water service? Customers giving %0-7 ratings

Non-Residential Opportunities

- High and Increasing Rates
- Water Quality, Cleanliness
- Others' Opinions of PWC Management
- Supports Economic Development
- Supports Local Charities and Causes I Care About
- Encourages Employees to Volunteer
- Supports Environmental Causes
- Offers Reasonable Rates for Services Provided

Commissioner Fowler discussed PWC's change in how customers' bills were classified. Staff and Commission also discussed TOU, which decreased some customers' bills.

Mr. Bryce discussed what other utilities, Escalent worked with, have done to respond to customer satisfaction surveys. He stated the following:

- ▶ “Value” is more about what customers get than what they pay; high-performing utilities focus on this part of the equation
- ▶ High/unmanageable bills are often about customers’ feelings about control – programs like pre-pay and budget bill put customers in the driver’s seat

Commissioner Garrett commented she appreciates when Escalent provides effective utility responses to customers’ feedback. She stated regarding the value piece, you may want to prescribe to the theory ‘what we will do for you’. She went on to expound on this statement. Discussion ensued.

She also stated her assumption is the strategic process is iterative; and the annual review will consider all of these things. She asked how does this tie into the strategic process. Ms. Ball affirmed Commissioner Garrett’s assumption and discussed these points. Additional discussion ensued.

Mr. Bryce also discussed the following:

- ▶ Customers need to see regular communication about how their utility supports environmental causes
- ▶ Invest in design to make water quality reports meaningful to customers

Next Steps

Mr. Brown stated the Customer Care Team is developing recommendations to address opportunities. They are also planning to do the following:

- ▶ Implement Apogee Customer Bill Communication Application
- ▶ Implement Targeted New Customer Letter
- ▶ Implement Targeted Customer Communications
- ▶ Implement Pre-Pay Application in Our Existing Software
- ▶ Implement PWC Staff Afterhours Engagement with Customers in:
 - Homeowner’s Association Meetings
 - Neighborhood and Community Watch Meetings
 - Apartment Complex Resident Events
 - Outside City Water Customer Groups
 - Church Organizations

Commissioner Porter stated he is excited to see us deal with the residents and non-residents separately. He stated in his experience in economic development, residential customers when they are coming are worried about everything except power rates. They are concerned about quality of life; the best schools; and crime rates. It is only when they receive their first bill, they are concerned with it. He went on to state businesses are engaged upfront. They are at the table.

Commissioner Shaw asked if there is a thermostat that may be (or is) in a home that when the homeowner goes to raise (or lower) the temperature, knows how many kilowatts have been used and the equivalency in dollars? Discussion ensued.

Commissioner Shaw thanked Mr. Brown and the Escalent team for the presentation.

GENERAL MANAGER REPORT

New OD (Organizational Development) Manager

Ms. Ball introduced Olivia Hall, PWC's new Organizational Development Manager. She will be responsible for Performance Management, Succession Planning, and Training & Development. Ms. Hall provided a brief overview of her education and experience.

Safety

Ms. Ball stated we currently have four employees as of Friday that are COVID positive. We are having an onsite vaccination clinic with the Health Department on this Friday.

Regarding the Defense Logistics Agencies Directive which was ensuring adequate COVID 19 safety protocols for Federal Contractors. As part of our water supply agreement with Ft. Bragg, we determined and our contracting officer agreed, the contracting amendment does not apply to PWC because it is a contract for the sale of a commodity and not a service contract.

We are aware there are legal challenges to the Federal ETS, and we are monitoring those with our outside legal counsel. We are maintaining all our COVID protocols and precautions. And we will continue to do so for the foreseeable future.

1,4 Dioxane

We recently signed a settlement agreement which will impose lower limits on the City of Greensboro's discharges of 1,4 Dioxane from the TZ Osborne Wastewater Treatment Plant. It will also impose sharper penalties for non-compliance and increased samplings, and pollution control requirements to improve the water quality in the Cape Fear River Basin. In addition, it outlines a basin wide approach to upstream contamination.

Ms. Ball stated we believe the most economic, equitable and logical solution to the problem of industrial discharges that are contaminating downstream drinking water is to control them at the source. We, as a wastewater utility downstream, and others will benefit by not having to put in expensive treatment facilities if we can control these at the source.

Ms. Ball thanked Mr. Mick Noland, Mr. James West, Mr. Dustin Doty, and other outside consultants, for months of persistent negotiations. They have put in a tremendous amount of work to get this great settlement for our region, and introduces a new approach that will be helpful regarding emerging contaminants.

TEXFI Site

We continue to work with the City of Fayetteville on assignment of an agreement to allow us to get moving on the pilot technology to test removal of the industrial pollution at the TEXFI site. With the passage of the state budget, we have funds to support that work.

Our team has begun to evaluate grant opportunities from the Infrastructure Investment and Jobs Act. We will hire a grant writer and we may issue an RFQ for a legal resource to help on the water side. Ms. Ball stated we see several grant opportunities that directly support or are in alignment with, not only initiatives in our strategic plan, but projects also we have, as well as projects the City is contemplating around stormwater.

Additional Items of Interest

- We are in the midst of our Electric Cost of Service Study and we will present the results to the Commission in the future.
- Our budget preparation for 2022-2023 is underway.
- We received our most recent wholesale bill from Duke. Market conditions for underlying commodities, most notably gas and coal continue to drive up the price above what was projected last December. Ms. Ball stated she is thankful we acted earlier in the year to use Rate Stabilization to ensure our customers will not see a huge shock.
- We are in the winter time of use (TOU). One way we can all save is to encourage each other to conserve electricity between the hours of 6am to 10am. It helps us as individual customers, it also helps everyone.
- Thanked the Electric Construction teams for lighting downtown. Fayetteville looks terrific for the holiday. These things are part of who we are as a hometown utility.
- Held our first Veterans Day Breakfast to recognize our own service men and women. Ms. Thanked Commissioner Fowler for speaking to our veterans.
- Commissioner Porter spoke yesterday at the Cape Fear Kiwanis on the anniversary of Pearl Harbor.
- We sponsored the Community Impact Awards at Segra recently.
- Christmas in the Park powered by PWC is underway at Arnette Park.
- The Christmas Parade will be Saturday. We will have the PWC bucket truck with PWC team members. Ms. Ball thanked the PWC team members who are participating in the parade and those who helped to set it up as well.
- The United Way is wrapping up. We had a campaign goal of \$125K, and we are coming up on \$140K. In January we will have our pie event. Ms. Ball thanked Ms. Justice-Hinson and her team for all their help in setting up events and organizing the project.
- In January the Commission will be briefed on Operational Health, as well as some of the operational excellence initiatives we have in our strategic plan.

COMMISSIONER/LIAISON COMMENTS

Commissioner Ronna Garrett

Commissioner Garrett stated she regrets she could not be here in person for the December meeting. Happy Holiday to everyone (Mayor Colvin, the PWC staff and her colleagues on the Board). She also thanked Mr. Noland, Mr. West, and Mr. Doty, as well as others for the hard work and effort on the settlement to bring it to a good result.

She welcomed Commissioner Porter, and is looking forward to getting to know and work with him. She stated they are happy he is here, and it has been long awaited.

Commissioner Garrett stated this is the month of Elaina Ball's anniversary, and she has made a significant, positive contribution to the staff, the City, and our community. She looks forward to continuing to work with Ms. Ball and achieving all they have put in place and worked together. Congratulations on achieving her first year. The Commission is glad she is here.

She stated she has been on the Board for nine months and she is thankful to be a part of this highly motivated, genuinely authentic, and caring team.

Commissioner Wade Fowler

Commissioner Fowler also thanked Mr. Noland, Mr. West, and Mr. Doty for their assistance with 1,4 Dioxane. He thanked the team for their work in the past with the Cape Fear River Basin, by preventing Cary from sending water into the Neuse Basin. He stated the utility has done a lot on the water that benefits this community that does not get published. He stated he was shocked to see that some have issues with the clarity and quality of PWC.

He also thanked the entire organization for their efforts over the past year. He has been associated with PWC for 10 years (as a liaison or member of the board). He is more excited about this coming year than any other year we have had. We have been through a lot of changes, and he thinks we are on the right track. Especially after our Customer Satisfaction survey, being a customer service oriented organization will be a great thing for our customers and the city.

Commissioner Donald Porter

Commissioner Porter thanked the Mayor for taking the time to come and swear him in. He stated he appreciates and respects the seriousness the Council took in making this selection. He looks forward to joining this great board and working with the Council and other organizations. Commissioner Porter thanked Chairwoman Shaw for her early welcome, as well as Commissioner Garrett and Commissioner Fowler. He also thanked Ms. Ball and Ms. Durant for their assistance.

He stated it is great to come into a high-powered organization like this. The reputation of PWC is renown and he is glad to be a part of it. He looks forward to contributing as he can. Commissioner Porter also thanked former Commissioner Rogers for his congratulations.

On behalf of his wife Mary, they are glad to be a part of their second family.

Council Member Chris Davis

Council Member Davis volunteered to participate in PWC's Pie in the Face for UW.

Mayor Mitch Colvin

Mayor Colvin greeted Commissioners Shaw, Fowler and Garrett. He also congratulated Commissioner Porter for his appointment. He stated he is impressed by the team that has been assembled. It has taken some time to bring all of these diverse skill-sets together. Listening to the presentation today, there are a number of things he will take back with him that he hopes the City and PWC can collaboratively align with. They struggle as well with getting credit for good work. The teams at the City are like the teams at PWC, they are

doing a lot of great things but they struggle messaging they struggle with. He hopes as they message about environmental stewardship and community investment, the Commission will consider collaborating with the City on grant writers who can scour for infrastructure dollars. It is on top of the City's list. They have federal lobbyists looking; however, they need someone whose focus is writing grants and ensure we can compete for what we can give back to the community. Ms. Ball stated she and Mr. Hewett are collaborating, and Mr. Van Geons has offered to assist as well.

Mr. Colvin also stated he likes the direction the City and PWC are headed with their relationship. In the last nine years, it had not been where it is today, and he is inspired by that and continues to work with PWC.

Commissioner Evelyn Shaw

Commissioner Shaw stated she echoes the compliments that have been shared regarding the water quality issue that Mr. Noland, Attorney West, and Mr. Doty worked to mitigate on behalf of the public. It is absolutely important for the public to hear the work that has been done on behalf of this community as well as other communities. PWC felt it was important enough to challenge the upstream discharge that trickles down to us. These three gentlemen were willing to go to bat for the quality of the water we will consume. She stated we want to find a more meaningful way to say thank you. This is a huge win for not only PWC but for those who are downstream. She sincerely appreciates their efforts.

Mr. Noland stated as always it was a team effort. He thanked everyone who helped, to include our outside counsel and the support of the Southern Environmental Law Center.

Commissioner Shaw also requested the Mayor to assist with PWC's efforts to clean up the TEXFI site. This issue has been around for years, and she thanked him for all he will do (in advance).

Finally, she said, we are coming on a season we have much to be grateful for, especially with so much illness around. She encouraged everyone to reach out to someone near you.

She wished everyone a wonderful season and an opportunity to spend time together.

REPORTS AND INFORMATION

The Commission acknowledges receipt of the following reports and information.

- A. Monthly Cash Flow Report – October 2021
- B. Recap of Uncollectible Accounts – October 2021
- C. Investment Report – October 2021
- D. Purchase Orders – October 2021
- E. Personnel Report – November 2021
- F. Position Vacancies
- G. Financial Statement Recaps – October 2021
 - Electric
 - Water/Wastewater
- H. Approved N.C. Department of Transportation Encroachment Agreement(s):
 - Encr. # 19176 – install sewer main @ SR1108 (King Rd) & SR1112 (Rockfish Rd)
 - Encr. 19177 – install water line @ SR1112 (Rockfish Rd) & SR1109 (Dundle Rd)
 - Encr. # 19178 – install sanitary sewer main @ SR 1108 (Lakewood Dr) & SR3670 (Lull Water Rd)
 - Encr. # 19179 – install water main @ SR1108 (King Rd) & SR1109 (Dundle Rd)

- Encr. # 19180 – install water main @ SR1112 (Stoney Point Rd) & SR 1109 (Dundle Rd)
 - Encr. # 19181 – install sewer main @ SR1109 (Dundle Rd) & SR 1108 (King Rd)
 - Encr. #19182 – install sewer main @ SR1112 (Stoney Point Rd) & SR1109 (Dundle Rd)
 - Encr. 19183 – install water main @ SR1108 (King Rd) & SR1109 (Dundle Rd)
 - Encr. 19184 – install sewer main @ SR1112 (Stoney Point Rd) & SR1108 (King Rd)
 - Encr. 19185 – install of water lines @ SR1108 (King Rd) & SR1109 (Dundle Rd)
 - Encr. 19508 – install of watermain w/fire hydrant @ SR2252 (Chicken Foot Rd) & I-95 Southbound
 - Encr. 19521 – install of watermain @ I-95 Southbound & SR2252 (Chicken Foot Rd)
- I. Actions by City Council during the meeting of November 22, 2021, related to PWC:
- Approved - Phase 5 Annexation Area 23 Section 1 – Resolution Confirming Assessment Roll and Levying Assessments

CLOSED SESSION TO CONSULT WITH AN ATTORNEY PURSUANT TO N.C.G.S. 143-318.11(A)(3) REGARDING DUKE ENERGY CAROLINAS, LLC VS. NTE CAROLINAS II, LLC, NTE CAROLINAS II HOLDINGS, LLC, NTE ENERGY LLC, NTE SOUTHEAST ELECTRIC COMPANY, LLC VS. DUKE ENERGY PROGRESS, LLC, AND DUKE ENERGY CORPORATION, CIVIL ACTION NO. 3:19-CV-515 IN THE UNITED STATES DISTRICT COURT FOR THE WESTERN DISTRICT OF NORTH CAROLINA, CHARLOTTE DIVISION

Commission Fowler motioned to go into Closed Session To Consult With An Attorney Pursuant To N.C.G.S. 143-318.11(A)(3) Regarding Duke Energy Carolinas, LLC vs. NTE Carolinas II, LLC, NTE Carolinas II Holdings, LLC, NTE Energy LLC, NTE Southeast Electric Company, LLC Vs. Duke Energy Progress, LLC, And Duke Energy Corporation, Civil Action No. 3:19-Cv-515 In The United States District Court For The Western District Of North Carolina, Charlotte Division. Motion was seconded by Commissioner Porter, and unanimously approved at 10:21 am.

Following discussion on the above mention subject, Commission Fowler motioned to return to open session. Motion was seconded by Commissioner Porter, and unanimously approved at 10:54 am.

Commission and Mayor discussed universally discussed bids.

CLOSED SESSION TO CONSULT WITH AN ATTORNEY PURSUANT TO N.C.G.S. 143-318.11(A)(3)

Commissioner Fowler motioned to go into Closed Session to Consult with an Attorney Pursuant to NCSG 143-318.11(a)(3). Motion was seconded by Commissioner Porter, and unanimously approved at 11:08 am.

Following discussion, upon motion by Commissioner Fowler, seconded by Commissioner Garrett, the meeting returned to open session at 11:20 a.m.

ADJOURNMENT

There being no further business, upon motion by Commissioner Fowler, seconded by Commissioner Porter, and unanimously approved, the meeting adjourned at 11:20 am.