

PUBLIC WORKS COMMISSION  
MEETING OF WEDNESDAY JUNE 14, 2023  
8:30 AM

Present:       Ronna Rowe Garrett, Chairwoman  
              Donald L. Porter, Vice Chairman  
              Evelyn O. Shaw, Secretary  
              Christopher Davis, Treasurer

Others Present:   Mick Noland, Interim CEO/General Manager  
                  Deno Hondros, City Council Liaison  
                  Amy Navejas, UWCC Executive Director/CEO

Absent:       Adam Lindsay, Assistant City Manager  
              Jimmy Keefe, Cumberland County Liaison  
              Chancer McLaughlin, Hope Mills Interim Town Mgr.  
              Media

I.     REGULAR BUSINESS

Chairwoman Ronna Rowe Garrett called the meeting to order at 8:31 a.m.

APPROVAL OF AGENDA

Commissioner Evelyn Shaw motioned to amend the agenda to add new Item V, Employment Agreements, to the meeting agenda and renumber existing items V through IX as items VI through X. Motion was seconded by Commissioner Donald Porter, and the amended agenda was unanimously approved.

II.    AWARD PRESENTATION

- A.     Presentation of United Way of Cumberland County Marquis Leadership Giving Award  
          Presented by: Amy Navejas, UWCC Executive Director/CEO

Ms. Justice Hinson introduced Ms. Amy Navejas, United Way of Cumberland County Executive Director/CEO. Ms. Navejas stated several weeks ago, she was here to present to PWC several awards that were through the State of North Carolina. However, the Marquis Leadership Giving Award is an award from the UW of Cumberland County. Each year, after the campaign, they assess the impact to the community, and the company who ran campaigns.

Ms. Navejas stated without fail, PWC always has the highest number of Marquis givers. These are donors who contribute or pledge at least \$1,000 for the year. They are leaders at PWC, and it is a culture. She believes this culture was created early on and there is great creativity and real effort in understanding that helping those in need comes through the community coming together.

Ms. Justice-Hinson stated not only do our employees contribute, but our board members and retirees contribute as well. Mr. Noland thanked all the staff who are not present today for their

participation in this effort. He also thanked Communications and HR. Ms. Garrett stated it really is a culture. It doesn't come from one person, or one year. It comes from years of sowing seeds and sustaining the culture.

### III. CONSENT ITEMS

Upon motion by Commissioner Donald Porter, seconded by Commissioner Christopher Davis, Consent Items were unanimously approved.

- A. Approve Minutes of meeting of May 24, 2023
- B. Approve Setting a Public Hearing on the Proposed Minority, Women, Disadvantaged Business Enterprise Program and Adoption of Verifiable Percentage Goals for Participation by Minority Businesses in the Total Value of Work for PWC Projects for June 28, 2023; Direct Staff to give Public Notice.

Following the disparity study completed by Griffin & Strong, P.C. and the recommendations proposed as a result of that study, PWC staff has developed a draft Minority, Women, Disadvantaged Business Enterprise Program, and verifiable percentage goals for participation by minority businesses in the total value of work for PWC projects. Staff requests that the Board set a public hearing for June 28, 2023, to consider the proposed program, policies, and percentage goals, receive public comment, and adopt such programs, policies, and goals as are determined to be in the best interest of PWC and the City.

- C. Approve PWC Resolution # PWC2023.12 - Resolution to Authorize Sale of Property to Fayetteville State University

Staff recommends the Commission grant authority to the CEO/General Manager of the Fayetteville Public Works Commission to sell to Fayetteville State University ("FSU"), a constituent institution of the University of North Carolina System, a pad mount, three-phase 2500 KVA transformer more specifically identified in PWC's inventory as TSFMR, PDMT, 3-PH, 2500 KVA 12.47GRDY/7.2-480Y/277 (the "Property") in exchange for \$156,971.55. Staff has determined that the Property is no longer being used in, and is not needed for, the regular business operations of PWC. As such, PWC staff recommends the sale of the Property to FSU using the inter-governmental agreement provided.

- D. Approve sole source purchase of 27 kV class outdoor distribution 1200-amp vacuum interrupting circuit breakers with arc-resistant enclosure (the "circuit breakers") manufactured by Siemens Industry, Inc. ("Siemens").

**COMMENTS:** The Commission is asked to approve a sole source exception to the competitive bidding requirements to allow PWC staff to purchase Siemens circuit breakers and associated equipment for PWC's electric system as long as the justification set forth herein remains. N.C.G.S. 143-129(e)(6) allows an exception to the bidding requirements when (i) performance or price competition for a product are not available; (ii) a needed product is available from only one source of supply; or (iii) standardization or compatibility is the overriding consideration. As further explained in the provided support document, Siemens is the only company currently manufacturing circuit breakers with arc-resistant enclosures. The arc-resistant enclosure is specific to the circuit breakers and provides a safety mechanism that

is intended to mitigate the risk and liability to workers and operators of dangerous power distribution equipment by diverting electrical explosions (arc flash events) away from those in the potential path of danger. PWC's overriding consideration regarding the system is standardization and compatibility for, among other reasons, reliability, and safety purposes. Therefore, PWC staff requests authority from the Commission to approve a sole source exception to the bidding requirements to purchase the Siemens circuit breakers and associated equipment in order to mitigate risk, continue to provide standardization and compatibility of components to ensure reliability and safety.

**Budget Information:** Funding for this purchase will be from FY2023 Operating Capital – Security Monitoring Equipment Upgrade and staff anticipates similar budgeted funding for future purchases.

- E. Approve sole source purchase of 230 kV, 3,000-amp outdoor breakers (the “breaker”) manufactured by Siemens Energy, Inc. (“Siemens”).

The Commission is asked to approve a sole source exception to the competitive bidding requirements to allow PWC staff to purchase Siemens breakers and associated equipment for PWC's Points of Delivery (the “PODs”) as long as the justification set forth herein remains. N.C.G.S. 143-129(e)(6) allows an exception to the bidding requirements when (i) performance or price competition for a product are not available; (ii) a needed product is available from only one source of supply; or (iii) standardization or compatibility is the overriding consideration. As further explained in the provided support document, PWC received a recommendation from one of its insurers to protect the PWC main transformers and breakers for reliability purposes. The Siemens breaker is currently an exact replacement for two of PWC's 3 PODs, and having the exact replacement in inventory will allow for mitigation of potential system disruption issues. PWC's overriding consideration regarding the system is standardization and compatibility for, among other reasons, reliability, and safety purposes. Therefore, PWC staff requests authority from the Commission to approve a sole source exception to the bidding requirements to purchase the Siemens breakers and associated equipment in order to mitigate risk, continue to provide standardization and compatibility of components to ensure reliability, and avoid system outages.

**Budget Information:** Funding for this purchase will be from FY2023 Operating Capital – Security Monitoring Equipment Upgrade and staff anticipates similar budgeted funding for future purchases.

- F. Adopt PWCORD2023-05 – FY2023 Amendment #8 Budget Ordinance

PWCORD2023-05 is an Electric and W/WW Fund amendment changing the fund balances as follows: The Electric Fund is increasing by \$10,231,000 to \$287.4 million and the W/WW Fund is increasing by \$1,651,900 to \$144.2 million.

#### Electric Fund

- Electric Fund Revenue: Total Electric Fund Revenue increased by \$10,231,000.
  - o Operating & Other Revenues increased by \$2,543,600 due to increasing revenue for Pole Attachment Make Ready Project, Reconnect Fee, and Interest Income.
  - o The Butler Warner Lease Payment decreased by \$506,200.
  - o Total Contributions and Grants increased by \$543,500 due to FEMA related reimbursements anticipated to be received by the end of the fiscal year.

- o Total Budgetary Appropriations increased by \$7,650,100. Includes the increase of Appropriation from Net Position by \$7,344,900 due to the net changes in these revenues and expenses below.
- Electric Fund Expenditures:\$10,231,000.
  - o Total Departmental Operating Expenses increased by \$10,000,000 due to higher than estimated energy prices provided by DEP. This is expected to be billed and payable on the June purchased power bill to be invoiced and paid in July 2023.
  - o Debt Service increased by \$231,000 to better align with year-end estimates for GASB 87 Lease payments.
  - o Capital decreased by \$724,300 due to supply chain restrictions and project delays, offset by an increase of \$724,300 to the Transfer to Budget Carryover Reserve.

#### W/WW Fund

- W/WW Fund Revenue: Total W/WW Fund Revenue increased by \$1,651,900.
  - o Sales of Water and Wastewater services increased by \$2,980,000 to be consistent with year-end estimates.
  - o Operating & Other Revenues increased by \$751,700 to reflect the Utility Line Relocation Rider increase and Interest Income.
  - o Total Contributions and Grants increased by \$1,329,400 due to the increase of SDF contributions by \$2,680,000 with an offset of a decrease in FEMA related reimbursements not anticipated to be received by the end of the fiscal year of \$1,350,600.
  - o Total Budgetary Appropriations decreased by \$3,409,200 due to the reduction of the Appropriation from Net Position to zero.
- W/WW Fund Expenditures: Total W/WW Fund Expenditures increased by \$1,651,900.
  - o Debt Service decreased by \$1,576,700 primarily due to delayed repayment start dates for two SRF loans of \$1,807,700, offset by a \$231,000 increase for GASB 87 Lease payments to better align with year-end estimates.
  - o Capital decreased by \$991,600 due to supply chain restrictions and project delays.
  - o Total Budgetary Appropriations increased by \$4,220,200. Includes the increase of the Transfer to Budget Carryover Reserve by \$991,600, the increase of the Appropriation to Net Position by \$2,774,600 due to the changes in revenues and expenses above, and increasing reserve transfers to better align with year-end estimates.

**COMMENTS:** Staff recommends that the Commission adopt the attached budget ordinance amendment PWCORD2023-05.

#### G. Adopt PWCORD2023-06 thru PWCORD2023-13 – Capital Project Fund (CPF) Budget Ordinances

The following budget ordinances will be effective upon adoption.

- PWCORD2023-06 amends the Electric Rate Stabilization Fund to decrease the budgeted transfer to the GF by \$254,998 for lower catch-up energy costs, consistent with the GF budget.
- PWCORD2023-07 amends the NCDOT Capital Project Fund to close out completed project.
- PWCORD2023-08 amends the Substation Rebuild Capital Project Fund to close out completed project.
- PWCORD2023-09 amends the NCDOT U-4405 Raeford Road Widening Capital Project Fund to close out the fund. Project is complete.

- PWCORD2023-10 amends Series 2018 Water and Wastewater Capital Project Fund to close out the fund. Project is complete.
- PWCORD2023-11 amends the Series 2021 Electric Capital Project Fund to recognize interest income of \$28,117.
- PWCORD2023-12 amends the Series 2021 Water and Wastewater Capital Project Fund to recognize interest income of \$1,178,787.
- PWCORD2023-13 amends the Water Transportation Equipment Capital Project Fund to close out long lead time purchases made in FY23.

**COMMENTS:** Staff recommends that the Commission adopt the above CPF budget ordinances.

#### H. Adopt PWCORD2023-18 thru PWCORD2023-26

Upon adoption the following ordinances will be effective July 1, 2023, and reflect the FY24 activity from the FY24 Annual Electric and Water/Wastewater Operating and CIP Budget.

- PWCORD2023-18 amends the Electric Rate Stabilization Fund to recognize the FY24 transfer of \$250,000 consistent with the GF budget and an increase in estimated interest income of \$692,000 in recognition of higher interest rates for investment activity.
- PWCORD2023-19 amends the Water and Wastewater Utility Systems Rate Stabilization Fund to recognize the FY24 transfer of \$250,000 consistent with the GF budget and an increase in estimated interest income of \$72,000 in recognition of higher interest rates for investment activity.
- PWCORD2023-20 amends the Annexation Phase V Reserve to recognize the FY24 appropriations from the GF of \$9,035,300, an increase in estimated interest income of \$800,000 in recognition of higher interest rates for investment activity and an appropriation to the GF of \$4,778,300 for debt service, all consistent with the GF budget.
- PWCORD2023-21 amends the NCDOT CPF to add new projects and update cost estimates for existing projects based on the FY24 CIP and updates the transfer from the GF for the Utility Line Relocation Rider (ULRR) to reflect the revenue increase.
- PWCORD2023-22 amends the Substation Rebuild CPF to add new projects and update cost estimates for existing projects based on the FY24 CIP and reflect an increase in estimated interest income of \$200,000 in recognition of higher interest rates for investment activity.
- PWCORD2023-23 amends the Electric Transportation Equipment CPF to revise the FY24-FY25 estimates for long lead time purchases, making the budgeting, tracking and pre-audit requirements more manageable to staff.
- PWCORD2023-24 amends Water Transportation Equipment CPF to revise the FY24 estimates for long lead time purchases, making the budgeting, tracking and pre-audit requirements more manageable to staff.
- PWCORD2023-25 amends the Directed Grant Project Fund to recognize the FY24 transfer of \$36,553 consistent with the GF budget and updated cost estimates.
- PWCORD2023-26 amends the Water System AIA Grant Project Fund to recognize the FY24 transfer of \$350,000 consistent with the GF budget and updated cost estimates.

**COMMENTS:** Staff recommends that the Commission adopt the above CPF budget ordinances

#### I. Adopt PWCORD2023-27 – FY2024 Electric and W/WW Fund Budget Amendment #1

PWCORD2023-27 is Amendment #1 to the Electric Fund and W/WW Fund for Commission action increasing the Electric Fund by \$14,941,100 to \$290.4 million. There is no effect to the W/WW Fund.

- Electric Fund Revenue: Total Electric Fund Revenue increased by \$14,941,100.
  - o Total Budgetary Appropriations increased by \$14,941,100. Includes the increase of Appropriation from Net Position by \$14,941,100 due to the changes in expenses below.
- Electric Fund Expenditures: Total Electric Fund Expenditures increased by \$14,941,100
  - o Total Departmental Operating Expenses increased by \$15,000,000 due to DEP prices for purchased power being higher than anticipated.
  - o Total Budgetary Appropriations decreased by \$58,900 due to the reduction of the Appropriation to Net Position to zero.

**COMMENTS:** Staff recommends that the Commission adopt budget ordinance amendment PWCORD2023-27

## END OF CONSENT

### IV. DISCUSS PWC RESOLUTION # PWC2023.11 – RESOLUTION TO ADOPT TEN-YEAR IMPROVEMENT PROGRAM PLAN FOR FISCAL YEARS 2024 – 2033

Presented by: Rhonda Haskins, Chief Financial Officer

Ms. Haskins stated this resolution to adopt a ten-year improvement program Plan for FY24-33 is a requirement from DEQ to receive points for our state loan applications. They need to have the minutes from the meeting to demonstrated this was presented to you and the CIP that is in the plan is accepted by the Commission.

Commissioner Christopher Davis motioned to adopt PWC Resolution PWC2023.11 to adopt the Ten-Year Improvement Program Plan for Fiscal Years 2024-2033.

### V. EMPLOYMENT AGREEMENTS

Commissioner Evelyn Shaw stated at our meeting of May 10, 2023, during the budget presentation by PWC staff, Chairwoman Garrett raised a concern that PWC employees who were receiving retention bonuses were not being asked to sign employment contracts committing to remain employees of PWC for some period after the bonuses were paid. I think that the issue of employment contracts should be addressed by the Board at this time. Therefore, I make a motion to direct Mr. Noland, with the coordination of additional staff as may be needed, to assist Chairwoman Garrett in identifying the PWC employees who should be asked to sign employment contracts and to authorize Chairwoman Garrett to sign those agreements as she determines to be appropriate. Motion was seconded by Commissioner Donald Porter, and unanimously approved.

### VI. BUTLER WARNER GENERATION PLANT (BWGP) UPDATE

Presented by: Ace May, Power Plant Manager

Mr. Noland stated Mr. May, the Butler Warner Generation Plant Manager is integral in keeping our aging generation plant running for over 45 years. Mr. May provided an update of the BWGP. He

stated the plant consist of three major components, 8 Gas Turbines that produce 200 megawatts, 3 boilers (Heat Recovery Steam Generators), 1 Steam Turbine that produces 60 megawatts.

He stated PWC has a performance-based contract with DEP, and we have received all the capacity payment and 92% of the bonus payments since the start of the contract in 2012. We have a good track record, and we want to make the efforts to do the maintenance to keep that track record going into the next contract that begins in July 2024.

#### Gas Turbine Major Overhauls



- Start Based Maintenance
- Partial Requirement Contracts Maintenance Intervals 7-8 years
- 2012 Full Requirements Contract

Mr. May stated maintenance on gas turbines are either start based or hour based. PWC uses the start based method. During the previous contracts of 2012, most of the contracts were partial requirements, which meant we brought most of our power from the host utility, and we generated the remainder of it. During those times we would run the plant 150 times a year (maybe). During that time, every 7 to 8 years major maintenance would occur.



Engine parts in lay down yard. This happens during major overhauls.





Turbine rotor weighs 23k lbs. A crane has to come to lift the rotor out of the casing. There are about 3 credit cards of clearance.

Staff/Contractors are lifting the rotor and will replace vanes that need to be replaced.

Stator vanes don't move but still wear out over time with all the mass flow of air. It takes about 10 to 12 weeks based on issues that are found to replace/repair them. It may take longer if the rotor needs to be sent offsite.

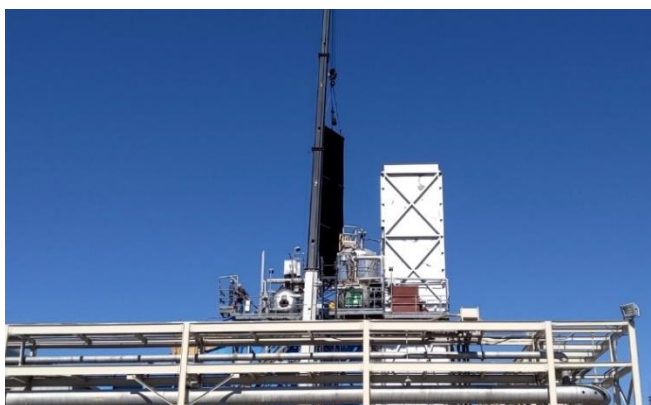
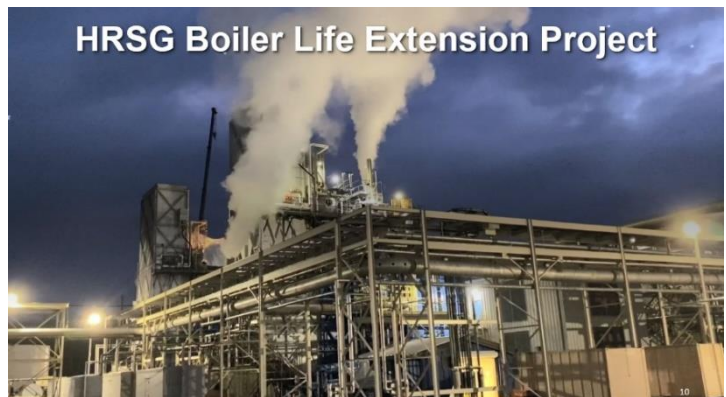


Mr. May stated we are in the process of completing the outages. We have completed three. The third one was completed this past May. We plan to do two a year for the next two fiscal years, and one in FY26. We haven't completed two a year for 20 years, because it is so challenging. He stated you have to have the parts refurbished and it takes about six months. That is the main component of

the plant, and we plan to complete it in the next three years.

The second component are the boilers. The boilers were installed in 1988. They were 30 years old in 2018. They were having tube issues, although it is common for the 30 year old boilers. We cycle our boilers daily throughout the year.

Most boilers are put online, and they run for a year at a time and then are taken down for maintenance. You may be able to get 50 years out of them.



Mr. May stated we knew replacing the boilers would be very expensive. So we wanted to look at refurbishing the tubes, just putting new tubes in them. We had OEM to come in and inspect the major components of the boiler, (drums, infrastructure of the boiler, beams) everything that is exposed to heat.

OEM told us tubes could be replaced and the other major components passed NDE testing.

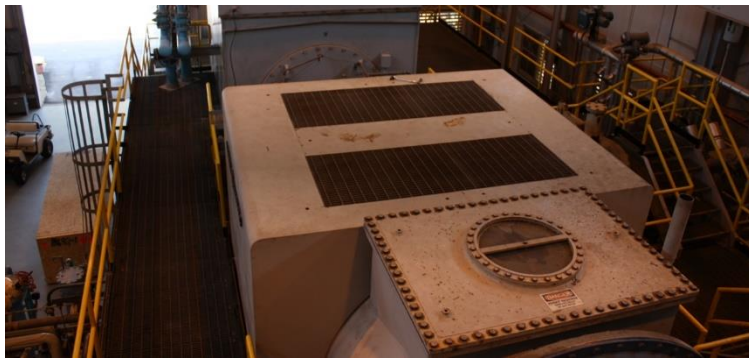




These are the tubes that needed to be replaced. They are about 40 feet and weigh about 40,000 lbs. There were 32 of them in one boiler, for a total of 96.

Mr. May described the process of removing and replacing the tubes.

The process was completed in early 2022, after working 7 days a week, and 12 hours a day.



The third component is the Steam Turbines. We conducted a major inspection. The bottom portion is the turbine, where the steam goes in, and the top portion is the generator.

This picture is the generator field coming out. It is a big heavy copper shaft that rotates. The blue portion does not rotate. You make electricity when you put voltage on that shaft, and voltage on the stator.



Mr. May stated went into the unit in 2004, and again in 2011. It is costly, but we had issues back then. This time we had no issues with the generator, so they offered a robotic inspection. They completed a report which stated we did not need to pull the field which avoided an outage, and saved us time and money.

This is a picture of the Steam Turbine (we call it turbine on a half-shell). Mr. May stated we installed borescope ports in 2011 in order to inspect and push major inspections out if necessary. We can put a camera in the ports and complete an inspection without pulling the shell off. That allows us to push our outages out because we do not run very much. We completed our inspections in 2018, and we were able to push out a major inspection until 2023. We just completed this outage.





This is a picture of a rotor that was pulled. Experts are brought in to inspect it. It was in good shape, however we needed to clean it. It is cleaned by blasting with ice chips.

Mr. May stated there are a lot of systems we are working on during this time. There are about eight different systems that have to be utilized to run the steam turbines, motors, pumps, and heat exchangers. Most are sent off-site for maintenance. We began this work on March 1<sup>st</sup>, and completed May 15<sup>th</sup>.

Mr. Noland asked Mr. May to give a thermo-dynamics course on how it is all configured between the gas turbines and steam.

Mr. May stated the nice way the plant operates is, gas turbines will burn fuel or oil, and it will put out about 200 megawatts for eight gas turbines. You can send the exhaust into the atmosphere, and it will just go away. It is 965 degrees when this happens. The technology is to capture the waste heat and run your boiler and make steam, and you are making it for free. The heat that is generated through that boiler, taking the water into steam, turns the steam turbine generator and it makes 60 megawatts for free.

He stated coal plants are being retired and combined cycled plants are taking over. They can take an old coal plant, keep the steam turbine there, do away with the coal boiler, and put in gas turbines, and heat recovery a generator. This was done in Wilmington, a plant for DEP, in Goldsboro, and all over the world, basically.

Commissioner Garrett stated this shows and demonstrates the value of the plant. And her assumption is that this Commission and future Commissions will have the opportunity to make decisions on this plant. She asked for input to align them on what they need to be thinking about for the future.

Mr. Rynne stated a team began in 2020 to look at the 20 year Integrated Resource Plan (IRP). To look at the plant and the power market itself, to decide what they should do with just the questions Commissioner Garrett is asking in the most logical and rational manner possible with all the variables involved. The Commission has received the initial findings of the IRP, and basically what it said with the changes going on in the power market, especially related to emissions, and what is going on in reduction of emissions. We should not rush into replacement of our existing equipment right now, because it may be a short period of time that you cannot use natural gas or diesel fuel oil to make power any longer. Mr. Rynne stated that is happening to Duke, there was an order for Duke that they had to be out of the fossil fuel burning business by 2050. So, you are seeing them migrate away from it.

When we looked at our 20 year purview, we discovered people are developing technologies, but they are not ready yet, like hydrogen and other things to replace fossil fuel. That is when we made the decision to bolster the plant's operation as it is today. Mr. May just described that effort to make sure the plant is as reliable as possible until it is clear to us as to what we should invest our monies into in the next 50 years. Unfortunately, the answer was to take advantage of everything you have in your

power supply contract. Try to use the Butler Warner as long as you can. And then look to what the new technologies are that will comply with environmental and other regulations before investment in the future. We are now in the process of updating our IRP to bring back some of the two-three portfolios and we will look at them more closely. The guys do a lot to make sure the plant is as reliable and performs at the highest level possible. As Mr. May alluded to, starting July 1, 2024, that plant becomes very impactful on our power supply costs. Our contract changes its nature, from the current tolling style agreement to a more revenue based agreement, to one that will reduce our power supply costs with the new contract arrangement. The performance of these units directly impacts how that reduction occurs.

Mr. Rynne went on to say, we are doing this in preparation for the next time we look at the market. Starting in 2029, with the thought do we want to stay with our current power supply or do we want to move forward. There are a lot of variables going on. The path is not as clear right now because of the environmental changes, but we are working as diligently as we can to make as much sense out of it as possible.

Commissioner Porter asked what the challenges are when it comes to parts. Mr. May stated it has been hard for the last 20 years or so. These are frame 5 turbines, and they are making frame 9 turbines now. He went on to explain the challenges they face.

Commissioner Shaw asked about the comparison Mr. May made with the airplane engine. She stated when you get the airplane you get a notice of how many hours the engine can be used before the overhaul, and he spoke about the schedule of overhauling. She asked if PWC maintains the preventative maintenance schedule, or does the outside source maintain it. Mr. May replied PWC maintains it. He went on to state we do maintenance every year on inspections, like you do with a car. It is just the major maintenance does not occur very often.

She asked approximately how much of the work is outsourced. Mr. May stated it is 100%. Our employees oversee it, and meet with the contractors for a plan.

Commissioner Shaw asked when you begin to build your staff, how many people come to you experienced? He replied not a lot. You can't go to college to be an operator. You have to have on the job training. Now, we run the plant 15 to 20 times a year, and it is hard to train the new employees. We have programs, and books the new employees work through and it takes about five years. We invest a lot of time. We have been successful. We have good folks out there.

Commissioner Shaw stated you showed us how the robotic inspections are done to replace the old way. She asked if he sees that as the future for a lot of the inspections. He replied yes, but for the gas turbines, they do not make robots small enough to get in there and inspect them. They are easier to pull because they are outside, but they do need to be pulled every outage. Further discussion ensued.

Commissioner Davis asked what the next 20 years looks like for this plant. Mr. May replied that it looks good. He stated you have to rotate the equipment. Though he did not go into details, they have to perform at 90% to get the bonus. They have had outside persons to come in and were amazed as how good the plant looked.

Mr. Rynne stated we want to give Ace May and his crew accolades. When we were at the DEP Customer Conference, they recognized Ace May and his group for the Butler Warner Plant's operation during the December cold snap. We were one of the only entities that had a contract with DEP for

peaking during those periods that was called on, and actually performed. It bolstered the grid in our area and prevented some of the blackouts others experienced in the state.

Chairwoman Garrett thanked Mr. May for his many, many years of work here at PWC, his commitment and his passion. It is evident in what he does.

## VII. GENERAL MANAGER REPORT

Mr. Noland asked Ms. Justice-Hinson to update the Commission on some initiatives.

Ms. Justice Hinson reminded the Commission we are in hurricane season. Our 2023 Storm Preparation Guide has been mailed to all our customers. If you have not received it, you should soon. She stated over 90,000 have been mailed out. They are also being distributed with the City of Fayetteville. We have a partnership with FTCC and FSU where they receive a large quantity, and they distribute to their students and their faculty. This year we have a partnership with the City of Fayetteville with their flood education, and some of the resources and tools they have created.

### Customer Satisfaction Survey

We began the Escalent Customer Satisfaction Survey in which we benchmarked ourselves against some other top performing utilities in 2021. We recently began our next wave of surveys, and should have the results in the August timeframe.

Over the weekend and early this week, we were made aware of another round of ‘scams’ or maybe it was a misrepresentation of other companies who stated they were working on behalf of PWC to do HVAC inspections and they were very active. We are not working with any companies for HVAC inspections.

### Light Up Navajo

Mr. Rynne stated PWC sent two construction crews from the line area out to Fort Defiance, Arizona to participate in a program called Light Up Navajo. This is a program to bring electricity for the first time to 15,000 homes that are located on the Navajo Tribal Utility Agency service territory. We originally were to participate in this effort in 2020, but COVID prevented our efforts to attend.

This is the guys’ 2<sup>nd</sup> week, and they have hooked up five homes. The distances between the homes are vast. Yesterday, they worked for an entire day to put up one pole because of the terrain there. They travel two hours each way from where they are being housed and where the equipment is to where the job sites are. The employees who are there are having a good two weeks. It is a bit different from the normal mutual aid.

## VIII. COMMISSIONER/LIAISON COMMENTS

### **Council Member Deno Hondros**

Council Member Hondros stated the City Council is in the budget season. They have until June 30<sup>th</sup> to complete their process. They are diligently attempting to pass a budget that does not include a tax increase other than the GEO Bonds the citizens voted for.

### **Commissioner Donald Porter**

Commissioner Porter stated he received his hurricane guide, and he appreciates it. The newsletter is very informative, and he receives many compliments on it.

### **Commissioner Evelyn Shaw**

Commissioner Shaw stated she also receives many compliments on the Connections Newsletter as well. They love getting it, and so does she. It is very thorough, and she especially likes the page that shows the kudos and thank you from the citizens that show their appreciation to our staff.

To Mr. May, Commissioner Shaw stated she hopes he comes back before she leaves the Commission. He made the presentation so easy to understand. She asked Mr. May to tell his employees that the Commission really appreciated the presentation.

## **IX. REPORTS AND INFORMATION**

The Commission acknowledges receipt of the following reports and information.

- A. Payment by Payment Type – May 2023
- B. Personnel Report - May 2023
- C. Career Opportunities

## **X. ADJOURNMENT**

There being no further discussion, upon motion by Commissioner Porter, seconded by Commissioner Shaw, and unanimously approved, the meeting adjourned at 9:22 a.m.