

PUBLIC WORKS COMMISSION  
MEETING OF WEDNESDAY AUGUST 23, 2023  
8:30 AM

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

Others Present: Timothy L. Bryant, CEO/General Manager  
                  Adam Lindsay, Assistant City Manager  
                  Deno Hondros, City Council Liaison  
                  Chancer McLaughlin, Hope Mills Interim Town Mgr.

Absent:       Jimmy Keefe, Cumberland County Liaison  
                  Media

I.     REGULAR BUSINESS

Chairwoman Ronna Rowe Garrett called the meeting to order at 8:30 a.m.

Commissioner Garrett welcomed Mr. Timothy Bryant, PWC's new CEO/General Manager.

APPROVAL OF AGENDA

Upon motion by Commissioner Donald Porter, seconded by Commissioner Evelyn Shaw, the agenda was unanimously approved.

II.    AWARD PRESENTATION

PUBLIC POWER AWARDS OF EXCELLENCE

Presented by: Jonathan Rynne, Chief Operating Officer – Electric  
                  Carolyn Justice-Hinson, Communications and Community Relations Officer

Mr. Rynne stated PWC was awarded five of out of five for the 2022 Public Power Awards of Excellence.

He stated these awards are based on what ElectriCities developed as a joint action agency for the utilities across NC, VA, and SC, as their strategic priorities for public power. Mr. Rynne stated the biggest the Electric Division contributed to is **"Provide Superior Power"**. It has to do with how well we manage our power supply contract as one of the largest expenses of PWC, and it affects the reliability of our system at the point of wholesale and the distribution level.

Ms. Justice-Hinson stated there are over seventy public power utilities in NC serving over a million customers. PWC was 1 of 15 who received these awards. One of the most exciting things is that it is not only electric, though electric drives many things. The entire commission contributes to these awards. .

Ms. Justice-Hinson described each of the awards below.

- **Future-Focused** - *Recognizing communities that develop a future-focused mindset*
  - She stated ElectriCities looked at our reliability; our financial stability; our capital planning; our TOU rates; our renewable energy; our strategic plan; our benchmarking; and our customer satisfaction.
- **Strengthen Public Power** - *Celebrating communities that build public and political support for public power*
  - This award dealt with our outreach and those events we do in the community, which included customer centered innovations such as our PWC Day; Community Advisory Group; and PWC Expo.
- **Provide Superior Power** - *Highlighting communities that deliver reliable, affordable, and sustainable electric power.* (Jon Rynne discussed this award above.)
- **Customer-centered Innovation** - *Celebrating public power providers that innovate and invest to better serve their customers and communities*
  - Highlighted our Energy Resource Center; Apogee Services, which give bill explanations; and New Customer E-mail Series.
- **People** - *Recognizing cities and towns that leverage their people as their greatest asset*
  - Ms. Justice Hinson stated without our employees we would not be here. We highlighted our succession planning; our interns; our organizational development and training; PWC University; educational assistance, and our partnerships with FTCC (Lineworker and Water Construction programs).

Ms. Justice Hinson stated we have so much to highlight, and these awards give us an opportunity to showcase all of that.

Mr. Rynne then presented the award to our Chairwoman, Commissioner Ronna Rowe Garrett. He stated Commissioner Davis was so gracious to stand for every one of these awards on behalf of PWC at the ElectriCities Conference.

Chairwoman Garrett stated we receive a lot of awards. Sometimes when people look from the outside in, do not realize all the work that goes into it. When Ms. Justice-Hinson goes through all the categories that is used to access and then the competition, one realizes it is the supporting pillars as well; the financial capability, the HR capability, the CIO capability, it is everybody that contributes to these awards. The recognition is for a team award. She went on to state that when she walks into the door, she always looks at our mission statement which is to be the best utility in the nation. It is a very big mission goal statement; however we aspire to it; and we work really hard to achieve it.

### III. CONSENT ITEMS

Upon motion by Commissioner Evelyn Shaw, seconded by Commissioner Donald Porter, Consent Items were unanimously approved.

- A. Approve Minutes of meeting of August 8, 2023
- B. Approve bid recommendation to award alternate bid for the Re-Advertisement Big Rockfish Creek Outfall Contract II to T. A. Loving Company, Goldsboro, NC, the lowest, responsive, responsible bidder, in the total amount of \$22,362,750.00, and forward to City Council for approval.

The contract includes the demolition of the existing Camden Glen Lift Station and connection to the main outfall with approximately 850 linear feet of 8-inch gravity sewer, which includes approximately 410 linear feet of guided bore and jack under the controlled access of I-295.

The Re-Advertisement Big Rockfish Creek Outfall Contract II is funded from SRF CS90434-15/16, 202.0000.0435.1806805-15.800050.CPR1000310 and 203.0000.0435.2004997-07.800050.CPR100427

Bids were received August 2, 2023, as follows:

<u>Bidders</u>	<u>Total Cost</u>	<u>Alternate Bid</u>
T. A. Loving Company, Goldsboro, NC	\$19,182,778.62	\$22,635,750.00
Terrahawk, LLC, Apex, NC	\$27,670,194.40	\$29,270,816.75

**COMMENTS:** Notice of the bid was advertised through PWC's normal channels on June 16, 2023, with an initial bid opening date of July 18, 2023, extended through July 25, 2023. Bids were solicited from five (5) bidders. PWC received only two (2) bids for this project. A re-advertisement of the bid was then undertaken with a new bid opening date of August 3, 2023. PWC received no additional bids for this project. The two (2) bids received were then evaluated by the Water Resources Engineering and Procurement departments. The lowest responsive, responsible bidder was T.A. Loving Company, Goldsboro, NC. MWDBE/Local Participation: **T.A. Loving Company** is a firm based in Goldsboro, NC that also has a local office in Fayetteville. TA Loving also pays Cumberland County taxes. They anticipate \$250,000.00 in DBE spend with a local hauling firm, Crowder Trucking. T.A. Loving Company anticipates an additional \$350,000.00 in local spend with Forrest Landscaping.

END OF CONSENT

#### IV. LEAK DETECTION PROGRAM UPDATE

Presented by: Misty Manning, W/R Engineering Manager  
Michael Smith, W/R Asset Management Coordinator

Ms. Manning provided a background on PWC's Leak Detection Program. She stated one of PWC's main focus is to reduce our non-revenue water, which is water that goes out to the system that we can not retrieve revenue from. In the past we could not find such leaks, but technologies have advanced, and we now have that capability. We partnered with McKim and Creed, and they were able to find leaks we never would have been able to find or pinpoint. She then introduced Michael Smith, WR Asset Management Coordinator.

Mr. Smith thanked the following for assisting in this effort - W/R Construction Crews, Kenny Hart, William McPhaul, Philip Parker, Chad Groves, Harry Myles, Kevin Hawley, the Laboratory, and Jason Green.

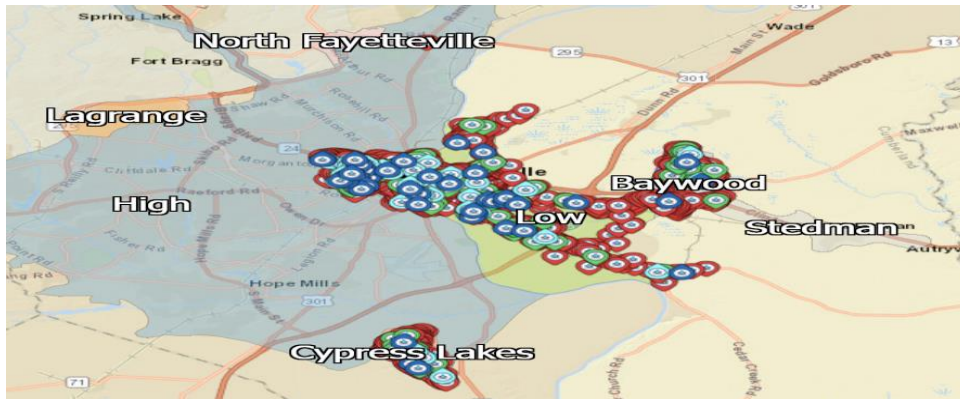
He stated in May 2023, a Non-Revenue Water Management Program was kicked off with McKim & Creed. They provided the following services:

- Acoustic leak detection
- Acoustic leakage inspection technology (Correlators).

- Leakage pinpointing technology.
- Data analytics.
- Design and implementation of a Non-Revenue Water (NRW) Assessment/Reduction Program.

### **Acoustic Leak Detection Survey**

McKim & Creed inspected potable water mains, water valves, fire hydrants, and water service connections, as needed for adequate coverage based on pipe material and infrastructure environment in order to ensure a thorough initial investigation of the Low Pressure, Baywood, and Cypress Lakes Water Zones.



### **Acoustic Leakage Inspection Technology Used:**

- **Phocus 3 Noise Loggers and Communication Module:**  
Wirelessly detects and localizes water leakage for temporary, semi-permanent or permanent applications.
- **Mikron3 Kite Electronic Listening Stick and Ground Microphone:**  
A leak listening system with high acoustic sensitivity and multiple frequency range filters. Ideal for direct leak listening on water fittings or directly over the pipe. All components can be used for initial survey and/or for pinpointing leaks.

### **Chlorine and/or Fluoride Test Kits:**

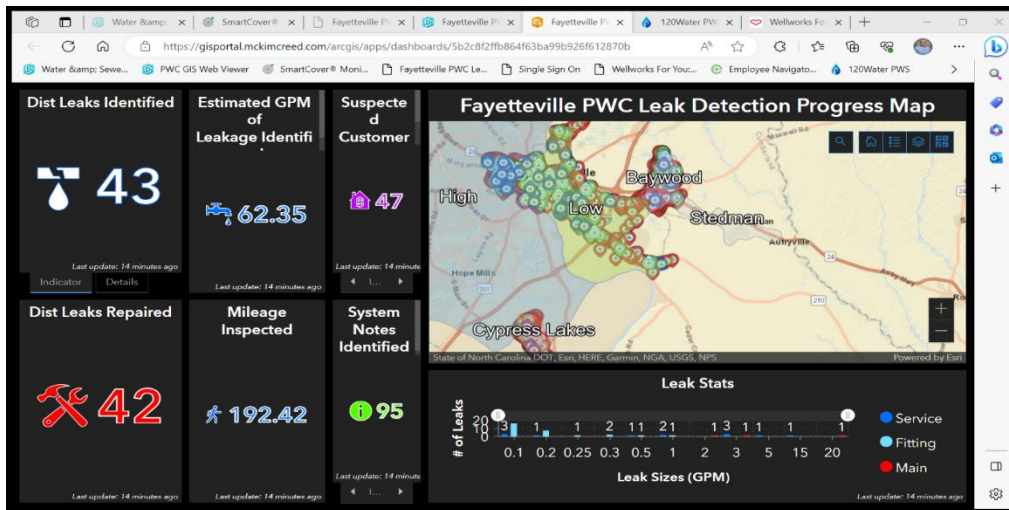
Testing kits used to identify the chemical nature of visible or surfacing water to help confirm whether the water is sourced from the distribution system or otherwise.

### **Leakage Pinpointing Technology Used:**

- **Eureka 3 Real-time Acoustic Correlator:**  
Real-time correlator with advanced filtering system to pinpoint the most difficult leaks.
- **Enigma/3M Non-Real Time Acoustic Correlator:**  
Non-real-time correlating system for noisy, complex, or busy areas.
- **Enigma HY-Q With Hydrophone Adaptor Non-Real Time Acoustic Correlator:**  
Non-real-time correlating system further optimized for larger pipes and over longer distances.

## **Reporting:**

- ESRI Dashboard was used for data collection to collect all reported findings and plot progress.
- The data was overlaid onto PWC's existing water distribution information, which allowed real time viewing on the dashboard.



## **Information on the Dashboard:**

1. Distribution water leaks identified and GPS.
2. Estimated GPM of Potable Water Leakage Identified.
3. Suspected Customer Side Water Leaks identified and GPS.
4. Water Leaks Repaired by PWC.
5. Mileage Inspected.
6. System Notes Identified examples (broken meter or valve boxes, missing lids, etc.)

## **Water Leak Reports and Communication:**

- Leaks were reported daily on a leak card.
- Potable water leaks requiring immediate action were reported immediately to the Asset Management Coordinator.

## **Findings:**

- 43 Water Distribution Leaks Identified out of 192.42 miles of PWC's Water Distribution System. (Total System 1,395 miles)
- Estimated 62.35 gallons per minute or **32,771,160** gallons per year of water leakage identified.
- 47 suspected private side water leaks discovered. (Information was passed on to PWC's Conservation Specialists).
- 95 System Notes Identified on PWC's Assets.
- 95% of the potable water leakage was not visible. The potable water was not making its way to the surface.
- 28 water leaks were on fittings such as curb stops (angle valves or lock valves) or meter adapters.
- 12 water leaks were on fire hydrants or domestic/ commercial water services.
- 3 water leaks were discovered on water mains.

## **Results:**

- 42 of the 43 water leaks discovered were repaired during normal work schedules.
- 32,771,160 gallons of water at a cost of \$0.592 for 1,000 gallons for electric and chemical treatment process totals \$19,400.53 each year.

- Most leaks were minimal to moderate in size: .01 to 10 gallons per minute.
- One **critical** water leak was discovered on a 24 in. diameter transmission water main at a 6 inch manufactured flange for a fire hydrant branch (lateral) on Clinton Road.

### **Future Projects:**

- In FY2024 continue Leak Detection Survey in PWC's High Pressure Water Zone (Haymount Area)
- PWC may start a program to deploy District Meter Areas (DMA) on existing distribution and transmission water mains.
  - District Meter Area
    - Install smart meters on existing water mains into different zones to register pressure, temperature, spikes, and water loss.
    - Help narrow down water leaks to specific areas for leak detection surveys
    - Provide better information on the condition of water mains for PWC's Asset Management Program (AMP) for water main rehab or replacements
    -

Mr. Smith went on to state the Non-Revenue Water and Leak Detection Project provides another framework to the Asset Management Program (AMP) for PWC to track its goals and improvement. Efficient and effective improvements are necessary for utilities to meet customer expectations, conserve water, manage rates, and meet more stringent regulations.

Staff responded to questions and comments from the Commissioners.

## **V. GENERAL MANAGER REPORT**

Mr. Timothy L. Bryant, CEO/General Manager stated he has been formally on board for nine days, and it has been a great nine days. During that time he has had the opportunity to meet a large number of our team members, as well as several of our community leaders. He has completed initial one-on-ones with all of our chief officers. He has had the opportunity to get to know a number of our team members who have participated in staff meetings, as well as various team meetings to better understand our overall operations, as well as our near term and long term considerations for continued improvement as we look to continue to execute our strategic plan.

Over the coming weeks, Mr. Bryant stated he will continue to meet with our team members working at our operational facilities, as well as getting to know more of our community stakeholders. He will also continue to work with our officers to review our internal processes, to share our commitment to delivering that safe, reliable, and affordable service to our customers as we strive to be the best utility in the United States.

At a future meeting Mr. Bryant will give the Commission more insights on his 90-day plan and how things are progressing as to the 90-day plan.

Mr. Noland discussed the forever chemicals (PFAS, GenX, PFOA, PFOS) which are continuously in the news. He stated there is to be a documentary on WRAL, which will focus on the Chemours Plant. Unfortunately, it is called the Fayetteville Plant, however we are upstream of that plant, and we are proactive in looking into and making sure we are doing what we need to do regarding the PFAS compounds.

Ms. Justice-Hinson reminded the Commission we are hosting a reception for Mr. Bryant from 3pm to 5pm today. She also stated our next PWC Day is planned for October 5<sup>th</sup>. Please share with anyone who may benefit from joining us on that day.

## VI. COMMISSIONER/LIAISON COMMENTS

### **Council Member Deno Hondros**

Commissioner Hondros stated the presentation was good information. He would be interested to have McKim and Creed look at the corner of Morganton and McPherson Roads, as there is a sink hole in that area.

### **Commissioner Donald Porter**

Commissioner Porter welcomed Mr. Timothy Bryant, our new CEO and General Manager. He thanked Mr. Noland, and the awesome executive staff. He thanked Commissioner Garrett, Mr. Russell, and General Counsel West for the process we used in recruiting Mr. Bryant. He is proud to be a part of this great team.

### **Commissioner Christopher Davis**

Commissioner Davis stated the ElectriCities Conference was a good experience. It is interesting to be in an environment where everyone sees the value of PWC and how we do business, and the respect PWC receives. We are noticed, not only in North Carolina but also in South Carolina, and other places as a benchmark of what right looks like. He mentioned his hometown on Orangeburg, NC. The DPU there speak highly of PWC being that flagship corporation in this arena.

### **Commissioner Evelyn Shaw**

Commissioner Shaw stated she is grateful to Ms. Manning and Mr. Smith bringing this presentation today. She stated it is important for her because asset management is important to her. She appreciates they not only listened to the Commission's concerns, but they kept it in the wheelhouse and brought it back to the Commission.

Commissioner Shaw asked Ms. Manning and Mr. Smith of the miles of pipes they have examined, when they get to the point where they select other areas to do the same kind of minute examinations, will Finance be able to put a number on the non-revenue costs to PWC? She also asked if there is an opportunity to engage McKim and Creed to examine the entire mileage system. Ms. Manning stated that is our ultimate goal. We have it budgeted in our operational budget for this fiscal year, and when we begin budgeting next fiscal year, we will try to include it as well. She stated we can work with Finance as we move forward to get a cost of the non-revenue water we are saving. Additional discussion ensued.

### **Commissioner Ronna Rowe Garrett**

Commissioner Garrett stated she is also pleased with the process for the CEO/GM hire. It took a lot of dedicated effort on the board's part, and she appreciates all members being just as committed and passionate about getting it right and hiring the right person.

She thanked Mr. West for setting the stage for the process when they were selecting the recruitment firm. He was just as committed as they were in setting this process up for success, and the Commission appreciates him. Polihire was the Commission's choice for the executive recruitment firm. They did a fine job, and their CEO Kenyatta Uzzell did a great job.

Bobby Russell was Commissioner Garrett's partner in all of this in leading them across the finish line. She stated it was a marathon. And Bobby Russell was right there with her, and she appreciates him.

She stated she likes to drive home we have a lot to be thankful for at the Hometown Utility. We have infrastructure, we have assets, we have process, we have a long history of success and awards. Yet it is the people, the talent who drive everything. And our people are everything. She appreciates everyone, to include the staff, the officers, the Lineworkers and the people who speak directly to the customers.

## VII. REPORTS AND INFORMATION

The Commission acknowledges receipt of the following reports and information.

- A. Monthly Cash Flow Report - July 2023
- B. Recap of Uncollectible Accounts – July 2023
- C. Investment Report – July 2023
- D. Purchase Orders – July 2023
- E. Utility Payments by Payment Type – July 2023
- F. Approved N.C. Department of Transportation Encroachment Agreement(s):
  - Encr. #19739 – Install 4" SDR26 Sanitary Sewer Lateral @ 2731 Bragg Blvd (NC24/NC87)
  - Encr. #19741 – Install 1" Copper Water Lateral @ 3270 Cumberland Road (SR1141)
- G. Actions by City Council during the meeting of August 14, 2023, related to PWC:
  - Approved Bid Recommendation – Primary Cable 750 MCM AL & Reject Bids for Primary Cable 10 AL
  - Approved Bid Recommendation – Water Treatment and Water Reclamation Chemicals Contract 2024

## VIII. CLOSED SESSION PURSUANT TO NORTH CAROLINA GENERAL STATUTES 143-318.11(A)(3) FOR LEGAL MATTERS

Commissioner Donald Porter motioned to enter Closed Session Pursuant to NCGS 143-318.11(A)(3) for Legal Matters. Motion was seconded by Commissioner Christopher Davis and unanimously approved at 9:07 am.

There being no further discussion, upon motion by Commissioner Christopher Davis, and seconded by Commissioner Donald Porter, the Commission returned to open session at 10:11 am.

## IX. ADJOURNMENT

There being no further discussion, upon motion by Commissioner Donald Porter, seconded by Commissioner Christopher Davis, and unanimously approved, the Commission adjourned at 10:11 am.