

RONNA ROWE GARRETT, COMMISSIONER
DONALD L. PORTER, COMMISSIONER
CHRISTOPHER G. DAVIS, COMMISSIONER
RICHARD W. KING, COMMISSIONER
TIMOTHY L. BRYANT, CEO/GENERAL MANAGER



FAYETTEVILLE PUBLIC WORKS COMMISSION
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PUBLIC WORKS COMMISSION
MEETING OF WEDNESDAY, JULY 9, 2025
8:30 A.M.

AGENDA

I. REGULAR BUSINESS

- A. Call to order
- B. Pledge of Allegiance
- C. Approval of Agenda

II. CONSENT ITEMS

- A. Approve Minutes of meeting of June 25, 2025

END OF CONSENT

III. INTERN PROGRAM UPDATE

Presented by: Bobby Russell, HR Officer
Lauren Armstrong, HR Programs Specialist

IV. GENERAL MANAGER REPORT

V. COMMISSIONER/LIAISON COMMENTS

VI. REPORTS AND INFORMATION

- A. Utility Payments by Payment Type – June 2025
- B. Career Opportunities
- C. Actions by City Council during the meeting of _June 23, 2025, related to PWC:
 - Determination of Utility Assessment Appeal - 8038 King Road – Appeal was approved by Council

BUILDING COMMUNITY CONNECTIONS SINCE 1905

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Agenda - July 9, 2025

- VII. CLOSED SESSION PURSUANT TO NORTH CAROLINA GENERAL STATUTES 143-318.11(A)(3) FOR LEGAL MATTERS
- VIII. CLOSED SESSION PURSUANT TO NORTH CAROLINA GENERAL STATUTES 143-318.11(A)(6) FOR PERSONNEL MATTERS
- IX. ADJOURN

PUBLIC WORKS COMMISSION
MEETING OF WEDNESDAY, JUNE 25, 2025
8:30 AM

Present: Christopher G. Davis, Chairman (VIA WEBEX)
Richard W. King, Vice Chairman
Ronna Rowe Garrett, Secretary
Donald L. Porter, Treasurer

Others Present: Timothy L. Bryant, CEO/General Manager (VIA WEBEX)
Kirk deViere, Cumberland County Commission Chairman/Liaison
Derrick Thompson, City Council Liaison
Media

Absent: Adam Lindsay, Assistant City Manager
Sally Shutt, Assistant County Manager
Chancer McLaughlin, Hope Mills Town Manager

I. REGULAR BUSINESS

Vice Chairman Richard King called the meeting of June 25, 2025, to order at 8:30 a.m.

PLEDGE OF ALLEGIANCE

Vice-Chairman King led the Commission in the Pledge of Allegiance.

ACKNOWLEDGEMENTS

Vice Chairman Richard King, on behalf of himself and the Commissioners, extended condolences to Mr. Bryant and his family.

APPROVAL OF AGENDA

Commissioner Donald Porter motioned to approve the agenda. Motion was seconded by Commissioner Ronna Garrett and unanimously approved.

II. AWARD PRESENTATION

Presentation of National Association of Fleet Administration (NAFA) 100 Best Fleet Award for 2024

Presented by: Georgette Miller, General Counsel/Chief Legal Officer

Ms. Georgette Miller accepted the NAFA 100 Best Fleet Award for 2024 on behalf of the Fleet Department. She recognized the department's significant achievement of being ranked as the 8th best public fleet in the country, up from 30th place three years ago and 26th place last year. Ms. Miller stated that this award reflects the dedication and effort of the team who uphold high standards in their operations, thereby contributing to the department's success.

Ms. Miller stated that the department utilizes advanced technology, such as GPS systems and diagnostic equipment to enhance their operational efficiency and service capabilities. The fleet shop was described as clean and organized, reflecting the team's professionalism and their commitment to maintaining a high-quality work environment.

III. CONSENT ITEMS

Commissioner Donald Porter motioned to approve the consent items. The motion was seconded by Commissioner Christopher Davis and unanimously approved.

- A. Approve Minutes of meeting of May 28, 2025
- B. Adopt PWC Resolution #PWC2025.22 – Resolution of the FPWC to Accept an Amended State Loan Offer under the NC Water Revolving Loan and Grant Act of 1987.

In May 2025, the North Carolina Department of Environmental Quality (DEQ) offered PWC an amendment to increase the State Loan for the Big Rockfish Sanitary Sewer Outfall Lift Station Elimination Project by \$11,695,071 for a total loan value of \$18,380,176 to the terms of 20 years, 0% interest and 2% closing fee. To accept the loan offer, PWC and the City of Fayetteville (City) must adopt a resolution accepting the loan in the form provided by DEQ.

- C. Adopt PWC Resolution #PWC2025.23 – Resolution to Declare Personal Property as Surplus and Authorize Sale of Property by Sealed Bid.

Fayetteville Public Works Commission (“PWC”) owns equipment that is identified in our inventory as “Transformers, Pad Mount, 500 KVA, totaling 1” (the “Equipment”). Staff has determined that PWC no longer has any use for the Equipment, that the Equipment should be sold at this time, and that the estimated value of the Equipment is at least thirty thousand dollars (\$30,000.00). Staff, therefore, requests that the Commission declare this Equipment to be surplus and authorize the sale of the Equipment via sealed bid in accordance with G.S. 160A-268.

- D. Adopt PWC Resolution #PWC2025.24 – Resolution to Declare Personal Property as Surplus and Authorize Sale of Property by Sealed Bid.

Fayetteville Public Works Commission (“PWC”) owns equipment that is identified in our inventory as “Transformers, Pad Mount, 2992 KVA, totaling 40” (the “Equipment”). Staff has determined that PWC no longer has any use for the Equipment, that the Equipment should be sold at this time, and that the estimated value of the Equipment is at least thirty thousand dollars (\$30,000.00). Staff, therefore, requests that the Commission declare this Equipment to be surplus and authorize the sale of the Equipment via sealed bid in accordance with G.S. 160A-268.

- E. Adopt PWC Resolution #PWC2025.25 – Resolution to Declare Personal Property as Surplus and Authorize Sale of Property by Sealed Bid.

Fayetteville Public Works Commission (“PWC”) owns equipment that is identified in our inventory as “Transformers, Pad Mount, 2800 KVA, totaling 40” (the “Equipment”). Staff

has determined that PWC no longer has any use for the Equipment, that the Equipment should be sold at this time, and that the estimated value of the Equipment is at least thirty thousand dollars (\$30,000.00). Staff, therefore, requests that the Commission declare this Equipment to be surplus and authorize the sale of the Equipment via sealed bid in accordance with G.S. 160A-268.

F. Adopt PWC Ordinance # PWCORD2025-10 – Budget Ordinance Amendment #5

Budget ordinance amendment #5 decreases the Electric Fund from \$290,347,500 to \$290,258,400, a reduction of \$89,100. There is a net zero effect on the Water/Wastewater (W/WW) Fund.

Electric Fund

- Electric Fund Revenue: Total Electric Fund Revenue decreased by \$89,100.
 - Budgetary Appropriations decreased by \$89,100 due to actual energy catch-up payments.
 - Appropriation from Electric Rate Stabilization Fund decreased by \$452,000.
 - Appropriation from Electric Net Position increased by \$362,900.
- Electric Fund Expenditures: Total Electric Fund Expenditures decreased by \$89,100.
 - Capital decreased by \$4,215,200 due to supply chain restrictions and project delays.
 - Total Budgetary Appropriations increased by \$4,126,100.
 - Transfer to Budget Carryover Reserve increased by \$4,215,200 due to capital projects delayed until FY26.
 - Appropriation to Rate Stabilization Fund decreased by \$89,100 to match actual PSA revenue.

W/WW Fund

- W/WW Fund Revenue: Total W/WW Fund Revenue is not affected.
- W/WW Fund Expenditures: Total W/WW Fund Expenditures have a net zero effect.
 - Capital decreased by \$5,718,600 due to supply chain restrictions and project delays.
 - Total Budgetary Appropriations increased by \$5,718,600
 - Transfer to Budget Carryover Reserve of \$1,572,700 due to capital projects delayed until FY26.
 - Appropriation to W/WW Net Position of \$4,145,900 due to capital projects delayed beyond FY26.

G. Adopt PWC Ordinances PWCORD2025-11 thru PWCORD2025-21

The following ordinances will be effective upon adoption.

- PWCORD2025-11 amends the Electric Rate Stabilization Fund by (\$89,071) due to decreased budget transfer to the Electric General Fund (catch-up energy costs), the increase in Appropriated Net Position, and recognized PSA revenue.
- PWCORD2025-12 amends the Rockfish Creek Basin Peak Flow Facilities CPF by (\$3,023,550) due to lower cost estimates.
- PWCORD2025-13 amends the Electric Transportation Equipment CPF to remove FY25 purchases and update estimates for long lead time vehicles.
- PWCORD2025-14 amends the Series 2021 Electric CPF to recognize interest income of \$20,008.

- PWCORD2025-15 amends the Series 2023 Electric CPF to recognize interest income of \$2,099,038.
- PWCORD2025-16 amends the Big Rockfish Sanitary Sewer Outfall Lift Station Elimination CPF by \$12,125,071 due to increased cost estimates.
- PWCORD2025-17 amends the PO Hoffer-Glenville Lake WTP's Reliability Improvements CPF by \$841,780 due to increased cost estimates.
- PWCORD2025-18 amends the Series 2021 Water/Wastewater CPF to recognize interest income of \$912,355.
- PWCORD2025-19 amends the Series 2023 Water/Wastewater CPF to recognize interest income of \$2,327,245.
- PWCORD2025-20 amends the Water Transportation Equipment CPF to remove FY25 purchases and update estimates for long lead time vehicles.
- PWCORD2025-21 amends the Water System AIA Grant Project Fund to \$483,000 due to increased cost estimates.

H. Adopt PWC Ordinances – PWCORD2025-22 thru PWCORD2025-28

The following ordinances will be effective July 1, 2025, and reflect the FY26 activity from the FY26 Annual Electric and Water/Wastewater Operating and CIP Budget:

- PWCORD2025-22 amends the Electric Rate Stabilization Fund by \$3,230,700 to recognize the FY26 transfer from the Electric General Fund (GF), transfers to the Electric GF, a decrease in Appropriated Net Position, and an increase in estimated interest income in recognition of higher interest rates for investment activity.
- PWCORD2025-23 amends the Water and Wastewater Utility Rate Stabilization Fund by \$340,900 to recognize the FY26 transfer from the W/WW GF and an increase in estimated interest income in recognition of higher interest rates for investment activity.
- PWCORD2025-24 amends the Annexation Phase V Reserve by \$11,181,700 to recognize the FY26 appropriations from the GF, an increase in estimated interest income in recognition of higher interest rates for investment activity, an increase to Appropriated Net Position, and an appropriation to the GF for debt service.
- PWCORD2025-25 amends the NCDOT CPF by (\$12,659,000) to add new projects and update cost estimates for existing projects based on the FY26 CIP.
- PWCORD2025-26 amends the Substation Rebuild CPF by \$8,958,000 to update cost estimates of existing project based on the FY26 CIP.
- PWCORD2025-27 amends the Electric Transportation Equipment CPF by \$3,092,000 to revise the FY26 estimates for long lead time purchases.
- PWCORD2025-28 amends the Water Transportation Equipment CPF by \$1,241,000 to revise the FY26 estimates for long lead time purchases.

I. Approve purchase award recommendation for purchase of First and Second Stage Bucket Sets for GE5001P Gas Turbine to Turbine Services LTD., Saratoga Springs, NY, the lowest responsive, responsible bidder and in the best interests of PWC in the total amount of \$626,000.00, and forward to City Council for approval.

The First and Second Stage Bucket Sets for GE5001P Gas Turbine are budgeted in account string 001.0915.0802.000-00.153000.999999

Bid Date: May 22, 2025

CONFORMING BIDDER

Turbine Services Ltd. Saratoga Springs, NY

TOTAL PRICE

\$626,000.00

NON-CONFORMING BIDDERS

Turbine Technology Services Corporation, Orlando, FL

Allied Power Group, Houston, TX

COMMENTS: The bid notice was advertised through our usual channels on May 13, 2025, with a bid opening date of May 22, 2025. Bids were solicited from four (4) vendors and three (3) bids were received. The PWC Procurement Department requests the rejection of the bids submitted by Turbine Technology Services Corporation and Allied Power Group as they were non-conforming to PWC's bid submission requirements. **MWDBE/SLS Participation:** Turbine Services, Ltd Saratoga Springs, NY, is not a small local or MWDBE business. Saratoga Springs, NY anticipates to self-perform the contract and its entirety.

- J. Approve purchase award recommendation for purchase of AFT Compressor Casing for Frame 5 Gas Turbine to Turbine Services LTD., Saratoga Springs, NY, the lowest responsive, responsible bidder and in the best interests of PWC in the total amount of \$195,500.00, and forward to City Council for approval.

The AFT Compressor Casing for Frame 5 Gas Turbine is budgeted in account string 001.0915.0802.000-00.153000.999999

Bid Date: May 22, 2025

CONFORMING BIDDER

Turbine Services Ltd. Saratoga Springs, NY

TOTAL PRICE

\$195,500.00

NON-CONFORMING BIDDERS

Turbine Technology Services Corporation, Orlando, FL

Allied Power Group, Houston, TX

COMMENTS: The bid notice was advertised through our usual channels on May 13, 2025, with a bid opening date of May 22, 2025. Bids were solicited from four (4) vendors and three (3) bids were received. The PWC Procurement Department requests the rejection of the bids submitted by Turbine Technology Services Corporation and Allied Power Group as they were non-conforming to PWC's bid submission requirements. **MWDBE/SLS Participation:** Turbine Services, Ltd Saratoga Springs, NY, is not a small local or MWDBE business. Saratoga Springs, NY anticipates to self-perform the contract and its entirety.

- K. Approve purchase award recommendation for purchase of First and Second Stage Shroud Block Sets to Turbine Services LTD., Saratoga Springs, NY, the lowest responsive, responsible bidder and in the best interests of PWC in the total amount of \$93,600.00, and forward to City Council for approval.

The First and Second Stage Shroud Block Sets are budgeted in account string 001.0915.0802.000-00.153000.999999

Bid Date: May 22, 2025

CONFORMING BIDDER

Turbine Services Ltd. Saratoga Springs, NY

TOTAL PRICE

\$93,600.00

NON-CONFORMING BIDDERS

Turbine Technology Services Corporation, Orlando, FL
Allied Power Group, Houston, TX

COMMENTS: The bid notice was advertised through our usual channels on May 13, 2025, with a bid opening date of May 22, 2025. Bids were solicited from eleven (11) vendors and three (3) bids were received. The PWC Procurement Department requests the rejection of the bids submitted by Turbine Technology Services Corporation and Allied Power Group as they were non-conforming to PWC's bid submission requirements. **MWDBE/SLS Participation:** Turbine Services, Ltd Saratoga Springs, NY, is not a small local or MWDBE business. Saratoga Springs, NY anticipates to self-perform the contract and its entirety.

- L. Approve purchase award recommendation for purchase of the 27 KV Class 1200 Amp Outdoor Circuit Breakers to Siemens Industry, Inc., Wendell, NC, the lowest responsive, responsible bidder and in the best interests of PWC in the total amount of \$942,786.00, and forward to City Council for approval.

The 27 KV Class 1200 Amp Outdoor Circuit Breakers are budgeted in account string 001.0170.0802.690161.CPR100050

Bid Date: February 6, 2025

CONFORMING BIDDERS

ABB, Inc. Lake Mary, FL
Siemens Industry, Inc., Wendell, NC

TOTAL PRICE

\$899,754.12
\$942,786.00

COMMENTS: The bid notice was advertised through our usual channels on January 10, 2025, with a bid opening date of February 6, 2025. Bids were solicited from eleven (11) vendors and two (2) bids were received.

An award was previously approved on April 26, 2025, to ABB, Inc., Lake Mary, FL. However, due to an inability to reach an agreement on contractual language, the bidder is now deemed non-responsible as they are requiring amendments to the form contract to which PWC objects including, among others, provisions to which PWC may not agree as a public entity. As a result, the next lowest bidder, Siemens Industry, Inc., is now the lowest responsible bidder and is recommended for award. **MWDBE / SLS Participation:** Siemens Industry, Inc., Wendell, NC, is not a small local or MWDBE business. Siemens Industry, Inc. anticipates self-performing.

- M. Approve award recommendation for Coating Repairs to the 1 MG Clinton Road Elevated Water Storage Tank to Saffo Contractors, Wilmington, NC, the lowest responsive, responsible bidder and in the best interests of PWC in the total amount of \$795,500.00, and forward to City Council for approval.

The 27 KV Class 1200 Amp Outdoor Circuit Breakers is budgeted in account string 002.0620.0435.000-00.650009.9999999

Bid Date: May 29, 2025

CONFORMING BIDDER

Saffo Contractors, Inc., Wilmington, NC

TOTAL PRICE

\$795,500.00

NON-CONFORMING BIDDER

Classic Protective Coatings, Inc., Menomonie, WI

COMMENTS: Bids were solicited from four (4) vendors and two (2) bids were received. The PWC Procurement Department requests the rejection of the bid submitted by Classic Protective Coatings, Inc., Menomonie, WI, as it was non-conforming to PWC's bid submission requirements. MWDBE / SLS Participation: Saffo Contractors, Inc., located in Wilmington, Nc, is not a small local or MWDBE business. Saffo Contractors, Inc. plans to self-perform the contract and its entirety.

END OF CONSENT

IV. PUBLIC HEARING ON PROPOSED ECONOMIC DEVELOPMENT RIDER UPDATE

Mr. Timothy Bryant provided a brief recap of the proposed economic development rider. He stated that the purpose of the proposed amendment is to increase the current incentive rider by 15% to attract new commercial and industrial customers. The amendment includes an increase in the discount from 0.01 to 0.0115 cents per kilowatt-hour over a period of five years. It also retains the requirements for large general service customers seeking to benefit from the rider, which includes a minimum load of one megawatt, at least 75 full-time equivalent employees, and/or a capital investment of \$400,000.

Acting Clerk to the Board, Ellen King, informed the Commissioners that there were no written comments or speakers present for the public hearing.

V. CONSIDERATION OF PROPOSED ECONOMIC DEVELOPMENT RIDER UPDATE

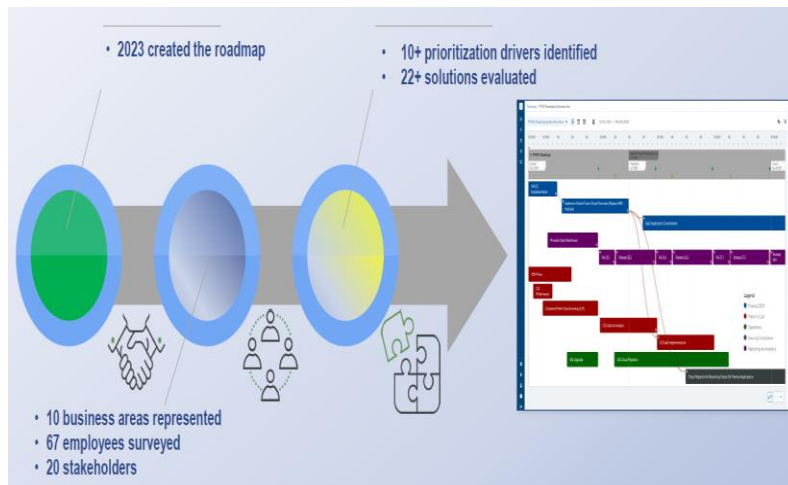
Following the public hearing, Commissioner Donald Porter motioned to approve the Proposed Economic Development Rider Update as recommended by PWC staff. Motion was seconded by Commissioner Ronna Garrett and unanimously approved.

VI. TECHNOLOGY ROADMAP UPDATE

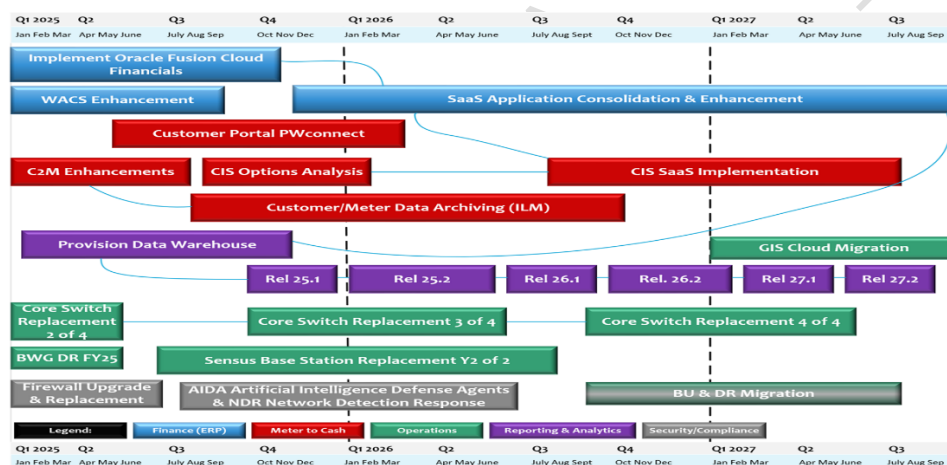
Presented by: Mark Lawler, Chief Information Officer

Mark Lawler provided an update on the technology roadmap, detailing key initiatives in technology, process improvement, AI and automation, and cybersecurity that PWC is focusing on to improve operations and services to customers.

Mr. Lawler stated that the roadmap, developed in mid-2023, serves as a guide for the technology needed for PWC to service its customers and maintain its status as a respected public organization. The objective is to align technology projects with business priorities that support both internal employees and external customers. He stated that the organization gathered feedback from employees and stakeholders through surveys to understand their needs and priorities, resulting in the creation of the dynamic three-year road map that can be updated as needed due to the fast-paced technological changes.

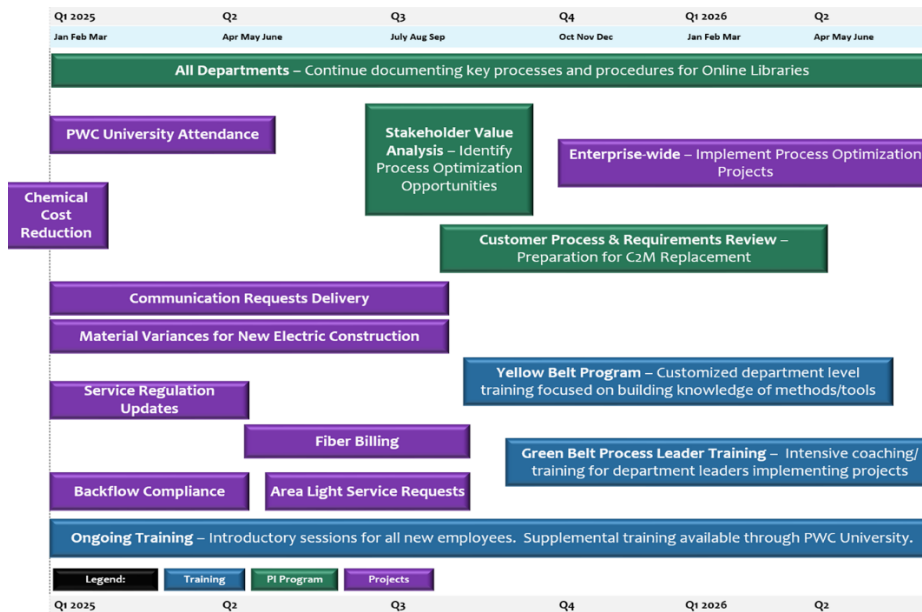


Mr. Lawler highlighted several important projects, including the Oracle Fusion Gateway initiative, which integrates various financial and operational systems and is scheduled to go live on October 1st. He described it as the biggest project we have had for quite a while. Additional projects include a new customer portal to enhance customer access to information and services, and a data warehouse to consolidate data for better analytics and customer service. These initiatives align with the SaaS (Software as a Service) application consolidation and provide long-term cost benefits by reducing the need for frequent updates and hardware replacement.

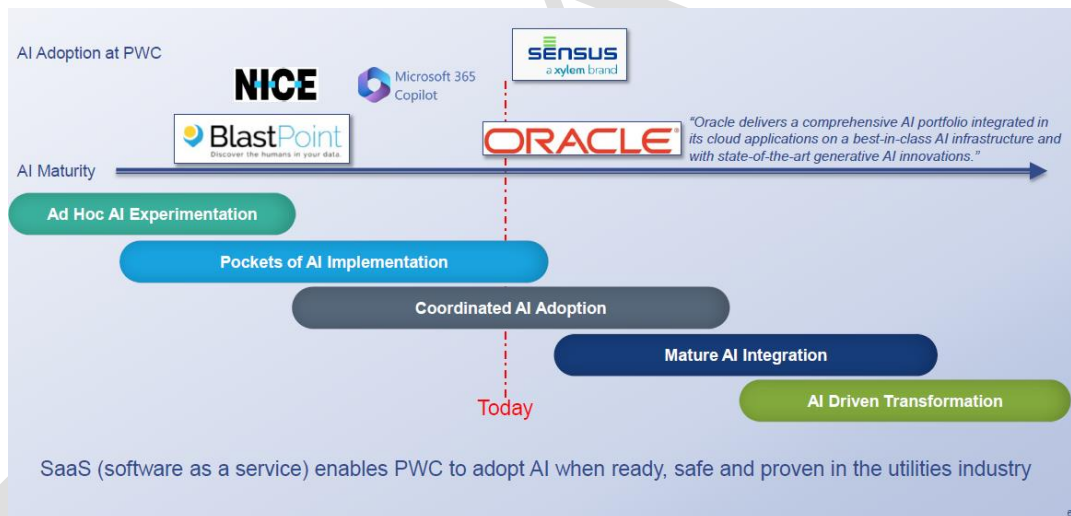


Process improvement roadmap targets organizational efficiencies. Specific projects such as the reduction of chemical costs and improvement of material variances, are anticipated to yield substantial cost savings, with projections reaching up to \$100,000 annually upon full implementation. The process improvement team is currently conducting a stakeholder value analysis to assess and prioritize approximately 250 processes that require improvement based on their value and potential for efficiency gains.

Mr. Lawer stated that the organization has implemented in-house training for employees in Lean Six Sigma methodologies to ensure continuous improvement and efficiency. He added that there are team members with black belt certifications who are qualified to conduct these training sessions, along with structured training plans for yellow belts and green belts within the business. In addition, new hires will receive initial training on Lean Six Sigma principles during their orientation period to help them understand its concepts, even if they do not intend to pursue certification.



Mr. Lawler discussed the advancements in AI and automation, highlighting the shift from ad hoc experimentation to more structured implementations that provide tools for both customers and business. He noted that AI is being integrated into customer service to handle basic inquiries efficiently, with human interaction available for personal preferences. This aims to improve customer satisfaction and streamline the delivery of service.



Commissioner Garrett commented that her day job involves leading strategy and client development for federal contracts. She stated that artificial intelligence (AI) has been around for quite some time, contrary to the belief that it is something new. It is continually evolving and is often referred to as "Digital Human." She agreed with Mr. Lawler that technology comes down to personal preference, and she expressed appreciation for the availability of options.

Commissioner Garrett inquired whether anyone attended the recent Power Breakfast, sponsored by the Greater Fayetteville Business Journal, where the topic of artificial intelligence was discussed, and if there was meaningful content and feedback. Mr. Lawler responded that PWC had representation there, including himself and members of his staff. He stated that the content was

generally meaningful with some good key points, but it was somewhat high-level and catered to a broad audience.

Commissioner Porter expressed his appreciation for the efficiencies and cost savings associated with the use of AI. However, he also conveyed his concerns about its ethical implications. He referenced a federal case where lawyers reportedly used AI to prepare their briefs and did not read them, leading to questions regarding the reliability and ethics of such technology. Mr. Lawler used ChatGPT as an example and responded that the more you use it and refine your prompts, the better the results you will receive. This process is known as prompt engineering. As you continue to use the system, it will learn your preferences and improve its responses in alignment with ethical standards, provided that you use it ethically.

Mr. Lawler stated that PWC does not permit the use of GPT. Instead, we utilize Microsoft CoPilot, as it is integrated within the Microsoft domain, ensuring that our data remains internal. When a document is uploaded for review, Microsoft CoPilot processes it within our secure domain, preventing external access. Several protocols are in place for using Microsoft Copilot:

► Microsoft CoPilot

- Employees must complete targeted training
- Employees must sign a confidentiality agreement
- 105 employees currently using CoPilot AI
 - Automating routine documentation and project updates
 - Streamlining communication and meeting management
 - Enhancing data analysis and report generation

► Project Gateway (Oracle Fusion)

- 21 use cases of automation
- 4 direct use cases of AI
- AI for Oracle HCM

Mr. Lawler discussed the importance of cybersecurity within municipal utilities, and briefly described the resources and tools used by PWC. He mentioned that PWC has a dedicated cybersecurity team monitoring threats to protect the organization and that significant investments have been made in cybersecurity defense. The organization has prevented numerous intrusion attempts and continues to adapt to evolving threats, including those that use artificial intelligence.

► Nefarious attempts on PWC :

- 44 advanced threats were blocked (last 30 days)
- 388,936 intrusion attempts on the edge of the network (last 6 months)

► Global Trends:

- 70% surge in cyberattacks (Jan–Aug 2024)
- AI use for phishing on an increase with a 60% success rate
 - 200% rise in AI use
 - Credential-based attacks surged by 42%
 - 1.7 Billion on the dark web

► Municipal utilities experienced a 70% increase in attacks (2023-2024)

► Significant gap in skill availability globally



Mr. Lawler concluded his presentation by inviting the Commissioners to reach out to him should they have any questions or require further information. The Commissioners collectively thanked Mr. Lawler for his informative presentation and the update on our technology roadmap. Commissioner Porter expressed his appreciation for the IT team's efforts, acknowledging that while their work often goes unnoticed, it is certainly valued. Commissioner Garrett similarly expressed her appreciation for Mr. Lawler and his team. Additionally, Commissioner King expressed his thanks, noting that his primary goal is cost savings, and mentioned that he is still learning about AI technology.

VII. GENERAL MANAGER REPORT

Safety

Mr. Bryant stated that our team continues to work safely overall and that he is proud to report that our team achieved a Total Recordable Incident Rate (TRIR) of zero, exceeding the initial goal of reducing it to one or below. Commissioners, staff, and guests applauded this accomplishment.

Mr. Bryant further stated that in our industry, particularly in electric and water systems, there are opportunities for things to go sideways, but our teams are doing the right things and keeping each other safe by following the proper safety protocols both at work and at home. This commitment has allowed us to reach this milestone while continuing to work safely.

People

Mr. Bryant stated we are in the process of reviewing year-end performance goals. He noted that there are tools available to assist team members and managers in better streamlining these processes as we wrap up FY 25 goals and start planning for those of FY 2026.

Community Engagement / Customer Engagement

Mr. Bryant reported that a customer satisfaction survey has been conducted and completed. The Customer Care Division is currently drafting a report, which will be presented at an upcoming meeting. Recommendations for implementation and things that we are looking forward to doing to enhance our engagement with customers will be discussed.

Running the Business

Mr. Bryant reminded everyone that summer is here, bringing with it extreme heat, as well as frequent afternoon thunderstorms and lightning storms. These conditions present challenges; however, our team has consistently done a great job responding to these events. We continue to build our team's ability to respond, guided by the plan established to address record temperatures and the almost daily thunderstorms.

The PWC team recently completed our annual summer storm season drill, focusing on operational response and identifying procedural gaps. This exercise refreshed our procedures and introduced new leaders to incident command tools, while re-emphasizing everyone's roles and responsibilities during tropical and summer storm seasons.

Mr. Bryant urged all team members and customers to begin preparations for the 2025 tropical storm season. He referred to the PWC Storm Guide that is available on our website at www.faypwc.com for more information. He reiterated the importance of preparing before a storm arrives.

Mr. Bryant concluded his manager's report and inquired if there were any questions or comments.

Commissioner Porter expressed his delight in overhearing a conversation prior to the start of the meeting about our efforts to keep employees hydrated and cared for during this time of extreme heat. He stated he was very impressed and commended the team for that.

Commissioner Garrett thanked Mr. Bryant for his update.

VIII. COMMISSIONER/LIAISON COMMENTS

City Council Liaison, Derrick Thompson

Mr. Thompson stated that it continuously warms his heart to see the excellent work PWC does. He mentioned that PWC has sent individuals to assist in the Light-up Navajo project, and he has communicated with the Chair, who is actively advocating in Washington DC for federal legislation to secure additional funding. Mr. Thompson stated, "Continue to do the great work and know that we, at the city, are proud of the things you are doing."

Cumberland County Chairman Kirk DeViere

County Chairman DeViere thanked the Commission for the opportunity to speak and provided a brief budget update. He stated that they reached a budget agreement last week, and he highlighted various investments and tax reductions aimed at boosting economic growth and improving the community.

Commissioner Donald Porter

No Comments

Commissioner Ronna Rowe Garrett

No Comments

Commissioner Richard King

No Comments

Commissioner Christopher Davis

Commissioner Davis requested clarification from County Chairman DeViere on their budget regarding water investment. Chairman DeViere stated that there would be an allocation of \$260 million for investments in clean, safe, and regulated drinking water.

IX. REPORTS AND INFORMATION

The Commission acknowledges receipt of the following reports and information.

- A. Monthly Cash Flow Report - May 2025
- B. Recap of Uncollectible Accounts – May 2025
- C. Purchase Orders – May 2025
- D. Utility Payments by Payment Type – May 2025
- E. Financial Statement Recaps – May 2025
 - Electric Systems
 - Water/Wastewater
- F. Personnel Report - May 2025
- G. Career Opportunities

X. 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 Ronna Garrett and unanimously approved at 9:17 a.m.

There being no additional discussion, upon motion by Commissioner Donald Porter, seconded by Commissioner Ronna Garrett, and unanimously approved, Commission returned to open session at 9:44 a.m.

XI. CLOSED SESSION PURSUANT TO NORTH CAROLINA GENERAL STATUTES 143-318.11(A)(6) FOR PERSONNEL MATTERS

Commissioner Donald Porter motioned to enter Closed Session Pursuant to NCGS 143-318.11(A)(6) for Personnel Matters. Motion was seconded by Commissioner Ronna Garrett and unanimously approved at 9:44 a.m.

There being no additional discussion, upon motion by Commissioner Donald Porter, seconded by Commissioner Ronna Garrett, and unanimously approved, Commission returned to open session at 10:07 a.m.

XII. ADJOURNMENT

There being no further discussion, upon motion by Commissioner Donald Porter, seconded by Commissioner Ronna Garrett, and unanimously approved, the meeting adjourned at 10:07 a.m.

Customer Utility Payments By Payment Type														Percentage Comps:		
Payment Type	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jun-25	FY24 (Jul 23-June 24)	FY25 (July Current)
Bill2Pay WEB	49,499	50,846	52,864	50,280	42,005	45,303	50,167	51,184	48,884	51,967	49,789	52,484	48,948	42.36%	40.97%	41.51%
Bank Draft	22,614	22,621	22,688	22,708	22,723	22,928	23,055	23,168	23,197	23,203	23,325	23,375	23,502	20.34%	18.60%	19.30%
Bill2Pay IVR	15,589	16,653	17,313	16,183	23,156	19,361	17,897	17,921	16,462	17,900	17,192	17,783	16,478	14.26%	13.72%	14.96%
Mail	11,582	12,946	11,697	13,674	13,686	11,409	13,149	11,186	11,472	12,240	10,797	10,885	10,764	9.32%	12.08%	10.04%
Online Banking / EBox	8,081	8,775	8,881	8,505	9,421	8,796	9,141	8,703	8,437	8,520	8,463	8,956	7,926	6.86%	7.61%	7.29%
Drive Thru	3,981	4,297	4,129	4,058	4,514	3,894	4,227	4,241	4,052	4,345	4,088	4,176	3,878	3.36%	3.65%	3.48%
Western Union	2,941	2,953	3,216	2,866	3,240	3,072	2,690	2,964	3,127	3,186	3,313	3,404	3,275	2.83%	2.41%	2.60%
Kiosk	755	837	904	859	1,145	1,038	918	936	873	831	845	931	782	0.68%	0.70%	0.76%
Depository	310	305	304	207	7	0	0	0	0	0	0	0	0	0.00%	0.26%	0.06%
Walk Ins	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
Totals	115,352	120,233	121,996	119,340	119,897	115,801	121,244	120,303	116,504	122,192	117,812	121,994	115,553	100.00%	100.00%	100.00%



CAREER OPPORTUNITIES

EQUIPMENT ANALYST (10499)

Job Info

Organization

Fayetteville Public Works Commission

Job Grade

409

Locations

Fayetteville, NC, United States

Work Locations

PWC OPERATIONS COMPLEX

Posting Visibility

Internal

Full Time or Part Time

Full time

Travel Required

No

Posting Date

7/1/25

Schedule

Monday-Friday 7:00am-4:00pm On-call and overtime as required

Salary Range

\$33.67-44.35/Hour



CAREER OPPORTUNITIES

SR ELECTRIC METER SERVICE TECH (10385)

Job Info

Organization

Fayetteville Public Works Commission

Job Grade

408

Locations

Fayetteville, NC, United States

Work Locations

PWC OPERATIONS COMPLEX

Posting Visibility

External

Full Time or Part Time

Full time

Travel Required

No

Posting Date

10/25/24

Schedule

Monday-Friday 7:30am-3:30pm On-call and overtime required

Salary Range

\$29.58-\$38.98/hour



CAREER OPPORTUNITIES

TD SYSTEM OPERATOR TRAINEE (10491)

Job Info

Organization

Fayetteville Public Works Commission

Job Grade

405X

Locations

Fayetteville, NC, United States

Work Locations

PWC OPERATIONS COMPLEX

Posting Visibility

Internal and External

Full Time or Part Time

Full time

Travel Required

No

Posting Date

6/25/25

Published Job End Date

7/9/25 12:00 AM

Workplace

On-site

Schedule

Monday - Friday 6:30 AM-6:30 PM OR 6:30 PM-6:30 AM Overtime and On-call required

Salary Range

\$22.63 - \$29.81



CAREER OPPORTUNITIES

ELECTRIC SERVICES SR PROJECT COORDINATOR (10496)

Job Info

Organization

Fayetteville Public Works Commission

Job Grade

414

Locations

Fayetteville, NC, United States

Work Locations

PWC OPERATIONS COMPLEX

Posting Visibility

Internal and External

Full Time or Part Time

Full time

Travel Required

No

Posting Date

6/23/25

Published Job End Date

7/7/25 5:00 PM

Workplace

On-site

Schedule

Monday-Thursday (10 Hour Shifts)

Salary Range

\$81,932.46-\$107,946.02



CAREER OPPORTUNITIES

ACCOUNTING TECH (10496)

Job Info

Organization

Fayetteville Public Works Commission

Job Grade

405

Locations

Fayetteville, NC, United States

Work Locations

PWC OPERATIONS COMPLEX

Posting Visibility

Internal and External

Full Time or Part Time

Full time

Travel Required

No

Posting Date

6/19/25

Published Job End Date

7/4/25 12:00 AM

Schedule

Monday-Friday 8:00am-5:00pm Overtime as required

Salary Range

\$20.95-\$27.59/HOUR