

PUBLIC WORKS COMMISSION
MEETING OF WEDNESDAY, MARCH 25, 2026
8:30 AM

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

Others Present: Timothy L. Bryant, CEO/General Manager
Kirk deViere, Cumberland County Commission Chairman/Liaison
Jodi Phelps, Assistant City Manager
Faith Phillips, Assistant Cumberland County Manager (VIRTUAL)
Media (VIRTUAL)

Absent: Chancer McLaughlin, Hope Mills Town Manager
Derrick Thompson, Mayor Pro Tem/Liaison

I. REGULAR BUSINESS

Chairman Richard King called the meeting of March 11, 2026, to order at 8:30 a.m.

PLEDGE OF ALLEGIANCE

Chairman King led the Commission in the Pledge of Allegiance.

APPROVAL OF THE AGENDA

Upon motion by Commissioner Donald Porter, seconded by Commissioner Christopher Davis, the agenda was unanimously approved.

II. AWARD PRESENTATION

North Carolina Association of Governmental Purchasing (NCAGC) Sustained Professional Purchasing Award (SPPA)

Presented by: Rhonda Graham, Chief Financial Officer

Ms. Graham stated this prestigious award is granted to North Carolina agencies that uphold the highest standards in governmental procurement demonstrating leadership and best practices throughout the 2025 calendar year. It also highlights agencies that go beyond the basics to ensure high ethical, professional, and efficient practices and public procurement.

It serves as a testament to PWC's commitment to integrity, transparency, and the responsible management of public funds. The award criteria reflect key procurement priorities including technology advancements that enhance efficiency and transparency. Minority and small business outreach to foster economic inclusion. Professional staff certification to ensure industry expertise. End user and vendor training to strengthen procurement knowledge and commitment to sustainability, prioritizing environmentally responsible practices.

Members of this team proudly accepted the award on behalf of the commission at the NCAAGP Spring Conference in Wilmington, NC on March 4th of this year.

Ms. Graham stated this achievement underscores PWC's dedication to procurement excellence, responsible stewardship and inclusive economic growth.

The Procurement Department members are:

Candice Kirtz, Director of Supply Chain
* Aaron Harris, Economic Impact Prog. Mgr.
Lacoma Jones, Procurement Advisor
* Shelby Lesane Procurement Advisor II
(* not present)

Nikole Bohannon, Procurement Manager
Jarvis Brown, Procurement Advisor
Letitia Gilmore, Procurement Advisor
Camille Little, Supplier Diversity Analyst

The Commissioners thanked the Procurement Team for their dedication and hard work this past year.

III. CONSENT ITEMS

Upon motion by Commissioner Christopher Davis, seconded by Commissioner Ronna Garrett, Consent Items were unanimously approved.

- A. Approve Minutes of meeting of March 11, 2026
- B. Approve PBMares Audit Contract and Supporting Arrangement Letter

The Finance Division Fiscal Management Section of the NC Department of State Treasurer and Local Government requires the Governing Board of each Local Government Unit approve the audit contract as defined in NCGS 159-34 prior to approval by the LGC. The auditor may not engage in audit services before approval by the LGC.

- C. Adopt PWC Ordinance – PWCORD2026-05 – FY2026 Amendment #4 Budget Ordinance

Within this budget amendment are increases in expenditures for bond interest and other costs; MetroNet and BrightSpeed pole make ready efforts; and transformer inspection, maintenance, and repairs. An explanation of amended items is listed below:

Electric Fund

- **Electric Fund Revenue:** Total Electric Fund Revenue increased by \$3,896,200.
 - Operating and Other Revenues increased by \$1,200,000 for revenue related to MetroNet and BrightSpeed work.
 - Total Budgetary Appropriations increased by \$2,696,200 due to the increase of the Appropriation from Electric Net Position to support the expenses below.
- **Electric Fund Expenditures:** Total Electric Fund Expenditures increased by \$3,896,200.
 - Operating Expenditures increased by \$2,250,000 for MetroNet, BrightSpeed, and transformer work.

- Debt Service increased by \$1,646,200 for changes in Bond Interest Expense, Amortization and Finance Costs related to the Series 2025 Bond Issuance.

W/WW Fund

- **W/WW Fund Revenue:** Total W/WW Fund Revenue increased by \$616,400.
 - Total Budgetary Appropriations increased by \$616,400 due to the increase of the Appropriation from Annexation Phase V Reserve to support the expenses below.
- **W/WW Fund Expenditures:** Total W/WW Fund Expenditures increased by \$616,400.
 - Debt Service increased by \$3,347,600 for changes in Bond Interest Expense, Amortization and Finance Costs related to the Series 2025 Bond Issuance.
 - Total Budgetary Appropriations decreased by \$2,731,200 due to the decrease of the Appropriation to W/WW Net Position.

D. Adopt PWC Ordinance – PWCORD2026-06 – Capital Reserve Ordinance Amendment Annexation Phase V Reserve Fund Amendment #51

- Amends the Annexation Phase V Reserve to account for higher debt service resulting from the financing of Annexation Phase V, Areas 28 and 32 CPF, using proceeds from the Series 2025 Revenue Bond

E. Adopt PWC Resolution – PWC2026.07 – Resolution for Tentative Award of Bid Contract

PWC advertised an invitation for bid for a construction award with respect to the P.O. Hoffer and Glenville Lake Water Treatment Facility Post-Filter GAC Adsorption Facilities Contract No.67 (PWC2425049) through its normal channels on December 12, 2025, with an initial bid opening date of January 27, 2026, which opening date was extended to February 26, 2026. Three bids were received. Hazen and Sawyer, PC, PWC’s consulting engineers, have reviewed the bids and Harper General Contractors, Inc., Greenville, SC is the lowest responsible responsive bidder, with a total bid amount of \$133,653.00.

<u>Name of Contractor</u>	<u>Base Bid</u>
Harper General Contractors, Inc, Greenville, SC	\$133,653,000
T.A. Loving Company, Goldsboro, NC	\$164,118,982
M.B. Kahn Water Works, LLC, Columbia, SC	\$169,628,225

Tentative Award is made contingent upon the approval of the NC Department. of Environmental Quality. PWC requests the Fayetteville City Council approve the Tentative Award by Adopting a Resolution in the form presented.

F. Approve the purchase award recommendation for the purchase of 69KV Breakers to Meiden America Switchgear Inc., Gray Court, SC, the lowest responsive, responsible bidder and in the best interests of PWC in the total amount of \$1,157,216.00 and forward to City Council for approval.

The 69KV Breakers are budgeted in Warehouse Inventory.

Bid Date: March 10, 2026

<u>Conforming Bidder</u>	<u>Total Price</u>
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Meiden America Switchgear Inc., Gray Court, SC \$1,157,216.00

COMMENTS: The bid notice was advertised through our usual channels on January 20, 2026, with a bid opening date of March 10, 2026. Bids were solicited from three (3) vendors, and one (1) bid was received. **MWDBE / SLS Participation** - Meiden America Switchgear, Inc., Gray Court, SC, is not a Small Local Supplier (SLS) or a Small Disadvantaged Business Enterprise (SDBE). The vendor anticipates approximately \$27,600 in local and/or SDBE participation in support of PWC2526061 – Inventory: 69kV Breakers through subcontracting and/or supplier engagement.

- G. Approve construction award recommendation for the Phase V Annexation Project XV Construction Area 32 East Sections II to Vortex Civil Infrastructure, LLC, Durham, NC, the lowest responsive, responsible bidder and in the best interests of PWC in the total amount of \$7,205,686.00 and forward to City Council for approval.

Phase V Annexation Project XV Construction Area 32 East Sections II is budgeted in the following account strings:

Sewer: 059.0000.0435.1903815-13.800050..CPR1000130

Water: 059.0000.0435.2509376-09.700030..CPR1000095

Bid Date: January 28, 2026

<u>Conforming Bidder</u>	<u>Total Price</u>
Vortex Civil Infrastructure, LLC, Durham, NC	\$7,205,686.00
T.A. Loving Company, Goldsboro, NC	\$8,005,000.00
Moffat Pipe, Inc, Wake Forest, NC	\$9,504,424.00

COMMENTS: The bid notice was advertised through our usual channels on December 12, 2025, with a bid opening date of January 28, 2026. Bids were solicited from three (3) vendors, and three (3) bids were received. **SDBE / SLS Participation** - Vortex Civil Infrastructure, LLC, Durham, NC, is not a small local supplier or SDBE business. Vortex Civil Infrastructure, LLC anticipates \$1,153,314.00 of SDBE spend for boring needs.

END OF CONSENT

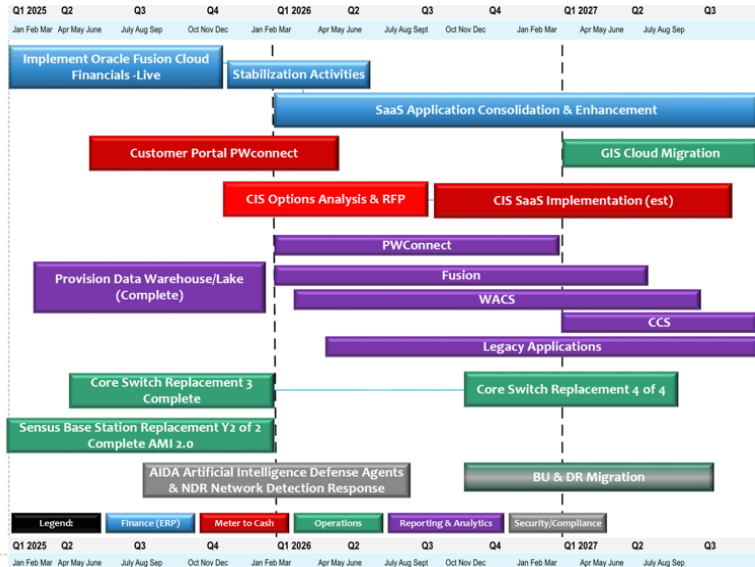
- IV. Technology Roadmap: Key Initiatives, AI & Cybersecurity
Presented by: Mark Lawler, Chief Information Officer

Mr. Lawler stated he will discuss the following:

- Technology Roadmap
- Project Gateway/Fusion & Customer Portal (PWConnect)
- AI & Automation Enablement
- Cybersecurity Update

Technology Roadmap

- ▶ Oracle Fusion/Gateway
- ▶ Customer Portal PWConnect
- ▶ CIS SaaS (Software as a Service)
- ▶ Data Warehouse & Analytics
- ▶ Infrastructure
- ▶ Cybersecurity Enhancements



Project Gateway Update

Oracle Fusion (Live October 2025) - A Few Key Benefits

- ▶ Automated bank load of corporate card expenses
- ▶ Intelligent Document Recognition - Automatic Invoice Entry
- ▶ Consolidates sourcing and document for Procurement
- ▶ Automation - Budget codes entry into Budget module
- ▶ Fusion/SaaS solution will save more than \$2M in future upgrade and support costs every 3-5 years



Project Gateway Update – Payroll Jan. 2026

Challenges

- Tax element configuration
- Withholdings – W4
- Delayed paychecks for a handful of employees
- Payroll set for annualized taxes

Responses

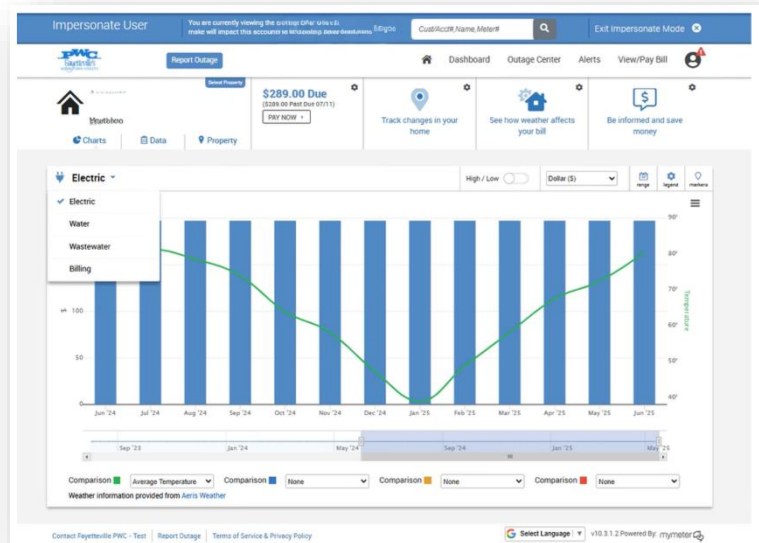
- Remediated tax elements
- All employees asked to update W4
- Employees asked to update direct deposit information
- Reset payroll to periodic taxes

PWConnect Update (Customer Portal)

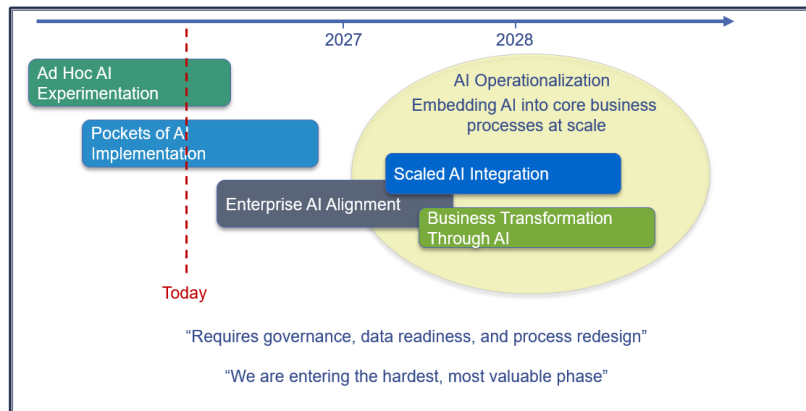
- ▶ Customer Usage Charts
- ▶ Customer Service Requests
- ▶ Customer Notifications
- ▶ Targeted Email Communications
- ▶ Customer Login



- View/Pay Bill
- Usage Dashboards
- Alerts
- Moving Services
- Extensions – Need More Time



AI & Automation Adoption



AI Enablement Across Oracle Fusion (Gateway)

- Finance & Invoice Processing
- Procurement & Sourcing
- Supplier & Workflow Efficiency
- Product & Data Management
- Analytics & Decision Support



AI Use Cases in Motion

<p>Debt Identification AI Predictive analytics Improves revenue capture</p> <p>Identified over 350 accounts for review to date</p>	<p>Customer Service Copilot Instant enterprise search Reduces manual effort</p> <p>Currently in a Pilot</p>	<p>Employee Concierge (Next) Top employee needs Targeted automation – Intern Project</p> <p>Estimated Time Savings 20%-30% Weekly</p>
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Cybersecurity Update

Cyber Threat Evolution – Utilities & Public Infrastructure (2023–2025)

What's Happening

- Utility-focused attacks up ~40–70% Year over Year (YoY)
- Utilities now a Top 5 targeted industry globally
- ~50% of ransomware targets critical infrastructure
- ~20% of Operational Technology (OT) systems

What's Changing

- **Then:** IT systems, data theft, financial impact
- **Now:** Operational disruption (billing, power, water)
- **Now:** Customer-facing outages (portal, payments)
- **Now:** Public trust & regulatory exposure

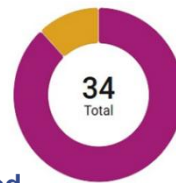
“Cyber risk is no longer just an IT issue—it is an operational risk to reliability, revenue, and customer trust” Gartner

PWC Cybersecurity Landscape FY26

Nefarious attempts on PWC:

- ▶ 34 Advanced threats were blocked (last 30 days)
- ▶ 388,936 - Intrusion attempts in FY25
- ▶ 9,717- Intrusion attempts (last 6 months)

Total Threats / Viruses Overview



Threats / Viruses Detected

Category	Total	Percentage
Viruses	4	12 %
Advanced Threats	30	88 %

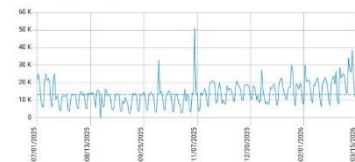
Globally, cyberattacks against critical infrastructure surged by an estimated 15%-25% entering 2026

- ▶ Ransomware and OT-focused attacks against essential services increasing by 30% - 50% year-over-year
- ▶ Ransomware attacks on critical infrastructure - 34% surge (globally)
- ▶ Industrial /OT-impacting ransomware surged - 49% year-over-year (US)
- ▶ AI-enabled attacks are increasing exponentially

Email Protection

1.30M	3.58M
Threats blocked	emails evaluated
62%	1,510
incidents remediated	incidents investigated

Email volume trend



Cybersecurity Control Layers

Government Cybersecurity Reporting Agencies



Main Cyber Tool Set



Commissioners thanked Mr. Lawler for the presentation and making sure it is understandable.

V. GENERAL MANAGER REPORT

Safety

Mr. Bryant stated our PWC team continues to focus on safety. To further improve our safety performance, we are moving forward in a more aggressive way in documenting and sharing our near misses. Those near misses are unplanned events that do not result in an actual injury, illness, or property damage for environmental harm. However, sharing near misses across our organization helps prevent minor accidents, serious accidents as well as fatalities. The reporting of near misses allows for identification and correction of hazards before they cause harm, reveals gaps in our safety procedures or training, as well as encourages proactive rather than reactive safety measures. Embracing and living a near missed proactive safety culture ensures that we all go home the same or better than when we arrived at work each day.

People

Mr. Bryant stated our team members continue to be our most valuable asset. Recently staff implemented what we call employee led committees to give team members a chance to help shape PWC's workplace and bring PWC's core values to life. These grassroots committees led by executive sponsors help team members collaborate with colleagues across the organization, contribute ideas that turn into real experiences and play an active role in strengthening PWC's culture.

Community Engagement / Customer Engagement

The town of Fuquay Varina has requested permission from the State of North Carolina to withdraw 6.17 million gallons of water per day from the Cape Fear River via Interbasin Transfer to the Neuse River Basin. That proposed transfer poses a significant threat for the future of our very community in all those downstream of us along the Cape Fear River.

The deadline for submitting a written communication opposing this transfer request to the NCDEQ is April 1, 2026. Those written comments should be directed to Maya Holcomb at the Division of Water Resources by mail at 512 North Salisbury Street, Raleigh, NC or by sending an email to maya.holcomb@deqnc.gov.

Running the Business

Regarding running the business, as a reminder, we are at the time of year where PWC is changing its time of use (TOU) rates. The new time of use rates will begin on April 1, 2026. We urge customers to shift their electric consumption to after 06:00 P.M. or before 03:00 P.M. to make sure they are maximizing their cost savings with our time of use rates.

VI. COMMISSIONER/LIAISON COMMENTS

County Commissioner / Liaison Kirk deViere

Commissioner deViere stated the Infrastructure Summit will be held at FCEDC Thursday, March 26th at 9am. The focus of the summit is the industrial corridors and the economic corridors, to include I-95 and the surrounding corridors.

Commissioner deViere thanked Chairman King for attending the State of the County. He stated their presence speaks to the partnership that we continue to have.

He also stated the County convened a public forum on data center development policies on Monday evening. It was a special called meeting with over 33 speakers and over a hundred online input from the constituents. No action was taken.

They continue to move forward with water and sewer district formation as they look at how they can provide capacity across this community and work to provide safe clean drinking water to our residents across Cumberland County. On March 31st, the County will have a town hall in Steadman to discuss their East Central District and its formation to allow the community to better understand it. There will also be a town hall in April for the Cedar Creek District as well.

Commissioner Donald Porter

Commissioner Porter asked if PWC is feeling any impact on the situation with the Middle East. Mr. Bryant stated though it may not be apparent today, he expects the situation to be felt in the near future.

Commissioner Christopher Davis

No comments

Commissioner Ronna Garrett

Commissioner Garrett thanked Commissioner deViere for the report out.

Commissioner Richard King

Commissioner King commended Mr. Lawler for the update.

VII. REPORTS AND INFORMATION

- A. Monthly Cash Flow Report - February 2026
- B. Recap of Uncollectible Accounts – February 2026
- C. Investment Report – February 2026
- D. Career Opportunities
- E. Actions by City Council during the meeting of March 9, 2026, related to PWC:
 - Approved Sole Source Request - Purchase Twenty (20) LTE-Enabled Wastewater Flow Monitor Units, Twenty (20) Antennas for Communications, Ten (10) Area-Velocity Flow Sensors

ADJOURNMENT

There being no further discussion, upon motion by Commissioner Donald Porter, seconded by Commissioner Ronna Rowe Garrett, and unanimously approved, the meeting adjourned at 9:11 a.m.