

PUBLIC WORKS COMMISSION
MEETING OF WEDNESDAY, APRIL 22, 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
Derrick Thompson, Mayor Pro Tem/Liaison
Jodi Phelps, Assistant City Manager
Media (VIRTUAL)

Absent: Kirk deViere, Cumberland County Commission Chairman/Liaison
Faith Phillips, Assistant Cumberland County Manager (VIRTUAL)
Chancer McLaughlin, Hope Mills Town Manager

I. REGULAR BUSINESS

Chairman Richard King called the meeting of April 22, 2026, to order at 8:30 a.m.

PLEDGE OF ALLEGIANCE

Commissioner 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. CONSENT ITEMS

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

- A. Approve Minutes of meeting of April 8, 2026.
- B. Reaffirm Commission Action/Votes Taken During Commission Meeting on April 8, 2026
- C. Approve purchase award recommendation for purchase of Omicron CMC 500 to Omicron Electronics Corp, USA, Houston, TX, the lowest responsive, responsible bidder and in the best interests of PWC in the total amount of \$138,601.76 and forward to City Council for approval.

Rebid Omicron CMC 500 is budgeted in 001.0821.0802.395000.2608215738

Bid Date: March 12, 2026

Conforming Bidder

Total Price

Omicron Electronics Corp., USA, Houston, TX

\$138,601.76

COMMENTS: The bid notice was advertised through our normal channels on March 6, 2026, with a bid opening date of March 19, 2026. Bids were solicited from three (3) vendors and one (1) was received. **SDBE / SLS PARTICIPATION:** Omicron Electronics Corp. USA, Houston, TX, is not a Small Local Supplier (SLS) or a certified Small and Disadvantaged Business Enterprise (SDBE). The vendor has indicated that they intend to self-perform the contract and does not anticipate utilizing SLS or SDBE subcontractors.

END OF CONSENT

III. ELECTRICAL SYSTEM RELIABILITY & RESILIENCE UPDATE

Presented by: Marc Tunstall, Interim Electric Systems Chief Operating Officer

Mr. Bryant introduced Mr. Marc Tunstall, PWC’s Interim Chief Operating Officer of Electric Systems. Mr. Bryant stated this is one of Mr. Tunstall’s last opportunities to present before the board before his impending retirement later this year.

Mr. Tunstall stated he will discuss the following:

- ▶ Review PWC Outage Communication, Causes and Response during Calendar Year 2025
- ▶ Overview of 2025 Calendar Year Benchmarking and Reliability Indices
- ▶ Report on the Performance of the System during the 2025/2026 Hurricane and Winter Storm Seasons
- ▶ Highlight PWC’s Preparations for the coming 2026 Hurricane Season

Outage Communication

- ▶ Outage Management System (OMS)
 - Allows for text and voice outage reporting, notification, and status updates
 - Used to provide a live outage map of the PWC territory
 - Customer Service Hotline: Contact for emergencies involving electric utility service: (910) 483-1382
- ▶ PWC uses Facebook to notify customers of major outages and restoration

Reliability Indices – Calendar Year 2025

- ▶ System Average Interruption Duration Index (SAIDI)
 - Measures the total amount of time the average customer is without power during a given period
 - SAIDI: 30.99 (without Major Event Days)
 - System Average Interruption Frequency Index (SAIFI)
 - Measure how often the average customer experiences a power outage during a given period
 - SAIFI: .056
 - Average Service Availability Index (ASAI)
 - Measures the percentage of time electric service is available to customers over a given period
 - ASAI: 99.97%

2025 Public Power Annual Benchmarking

- **2025 PWC SAIDI:** 30.99 Minutes without Major Event Days (MEs)
 - Four sub-transmission outages were identified as MEs
- **PWC SAIFI:** 0.56

Table 2. Average SAIDI with and without MEs
In minutes APPA 2025 Annual Reliability Benchmarking Report

	All	No MEs	Unscheduled	Scheduled
Your utility	115.88	30.99	95.31	20.57
Utilities that use PowerTRX Reliability	110.25	54.6	106.69	6.51
Utilities in your region	119.42	57.06	118.24	3.56
Utilities in your size class	119.9	54.52	117.13	4.68

Table 3. Summary SAIDI data from the PowerTRX Reliability
In minutes

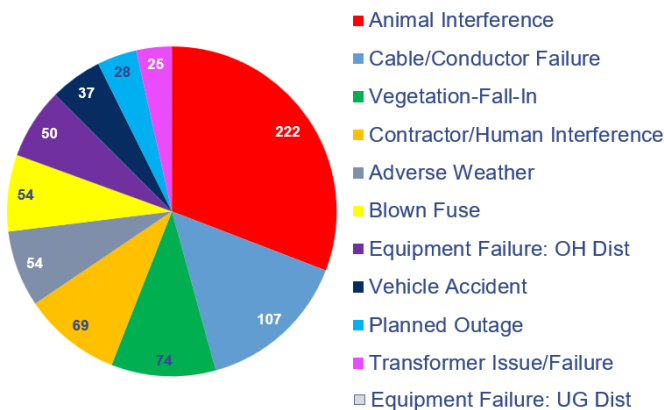
	All	No MEs	Unscheduled	Scheduled
Minimum	0.04	0.04	0.04	<0.01
First Quartile	20.91	12.73	19.08	0.2
Median	50.24	25.79	48.17	1.01
Third Quartile	111.47	54.03	108.6	4.63
Maximum	965.21	760.33	948.5	280.35

Calendar Year 2025 PWC Outage Causes

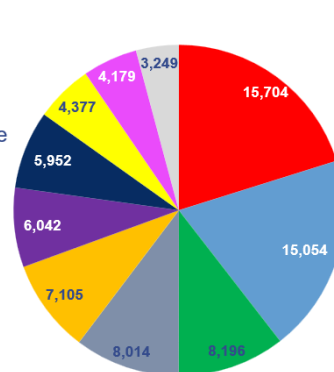
- ▶ **Equipment Damage**
 - Broken Pole
 - Equipment Failure
 - Cable/Conductor Failure
 - Hardware Failure
 - Transformer Issue/Failure
 - Blown Fuse
- ▶ **Wildlife Contact**
 - Squirrels
 - Birds
 - Snakes
 - Raccoon
- ▶ **Vegetation Impact**
 - Trees
 - Vines
- ▶ **Weather**
 - Wind
 - Ice
 - Storms (hurricane, tornado, etc...)
 - Heat
- ▶ **Vehicle Accidents**

Calendar Year 2025 PWC Outage Causes

Top 10 Outage Cause by Count



Top 10 Outage Cause by Duration



Animal Caused Outage Reduction

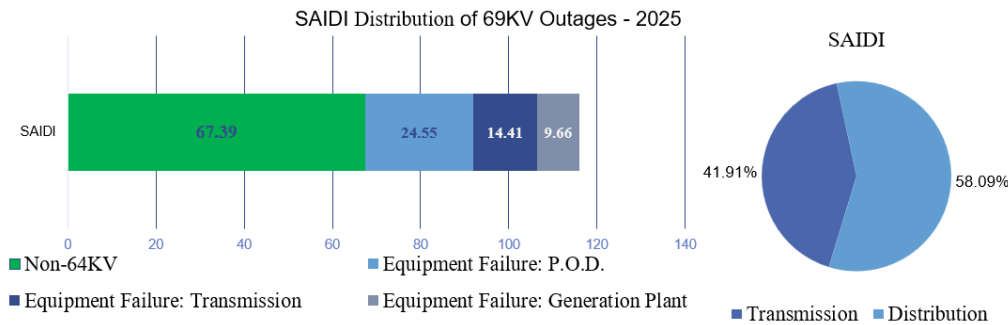
- ▶ Wildlife guards and insulated primary transformer leads are strategically being applied throughout PWC's distribution system
 - PWC's crews have completed the installation of 1,900 wildlife guards on 19 circuits
- ▶ Goal is to install wildlife guards on one substation a month
- ▶ PWC's outage data provides information on the circuits impacted most by wildlife



2025 System Outages Effect on SAIDI

- ▶ **PWC experienced 5 outages related to Point of Delivery (P.O.D) or Sub-Transmission Equipment failure during 2025, 4 were considered MEs**

- These outages affected 59,551 customers for a total duration of 273 minutes



PWC's Largest Outages (2025) Root Causes

P.O.D.1 – Owen Dr.

August 16, 2025- 12:08 a.m.

- **Duration:** 1 hour and 13 minutes
- **Total Customers Affected:** 29,429
- **Cause:** Equipment Failure

September 26, 2025- 9:16 a.m.

- **Duration:** 24 minutes
- **Total Customers Affected:** 19,256
- **Cause:** Equipment Failure

P.O.D.2 – Generation Plant

May 1, 2025- 4:46 p.m.

- **Duration:** 1 hour and 18 minutes
- **Total Customers Affected:** 10,818
- **Cause:** Contractor Switching Error

P.O.D.3 – Waters Edge

January 5, 2025- 9:41 a.m.

- **Outage Duration:** 1 hour and 21 minutes
- **Total Customers Affected:** 6,387
- **Cause:** Equipment Failure

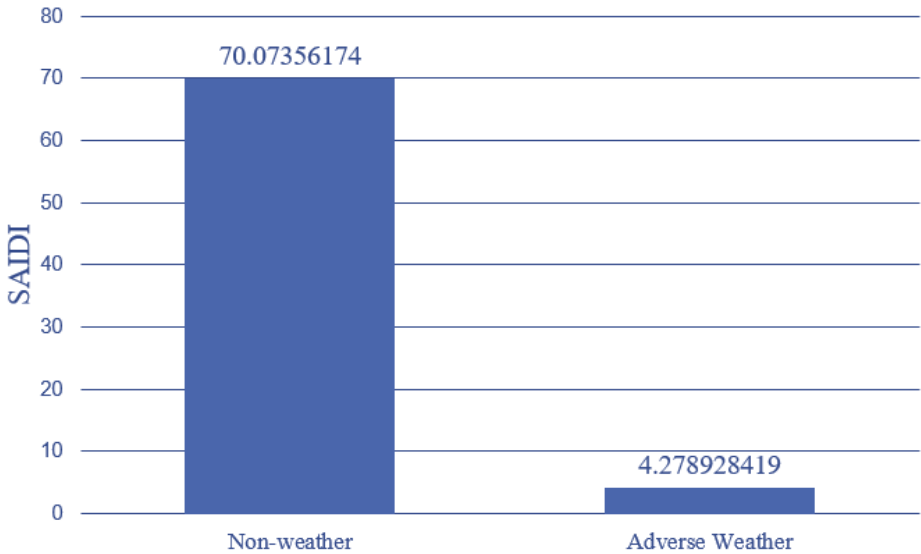
SAIDI Improvements for Sub-Transmission System

- ▶ Installation of Eaton Grid Advisor Sensors strategically on the Sub-Transmission System
 - Enables the Control Center to analyze events and accurately identify the fault path
 - Allows the Control Center to dispatch crews to a more precise location, reducing response time
 - Allows the Control Center to remotely restore and energize portions of the system outside the faulted segment
 - Improves reliability performance and metrics for the Sub-transmission system



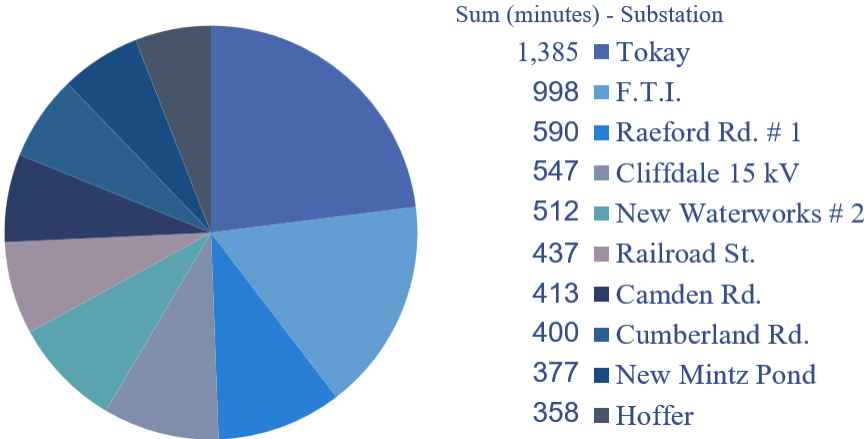
2025/2026 Hurricane and Winter Storm Season

- ▶ PWC experienced 29 adverse weather-related outages between 07/01/2025 and 03/31/2026
 - 6,751 customers were affected by weather for a total duration of 3,566 minutes



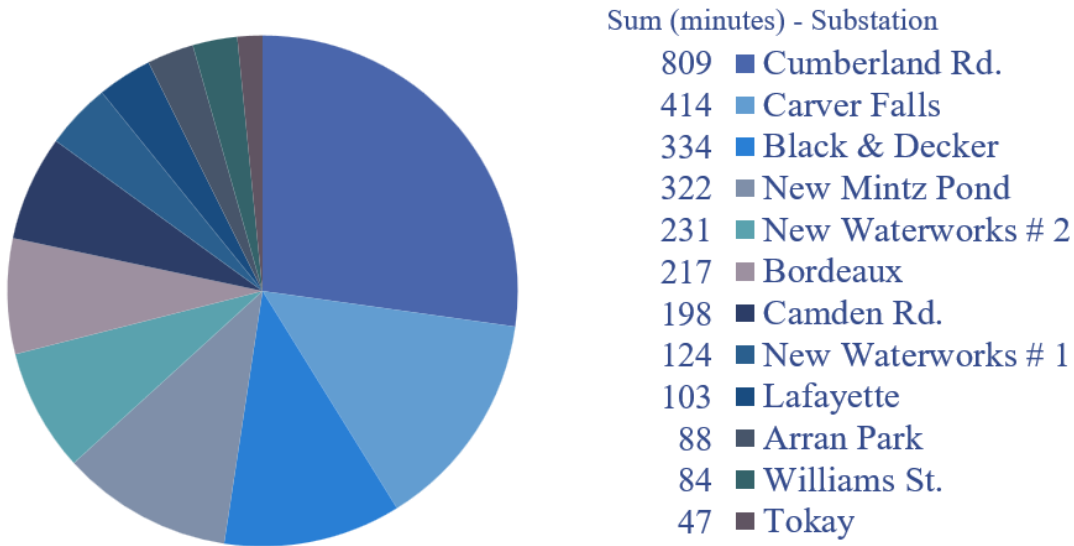
2025 Hurricane Season

Weather Outages by Duration (Top 10)



2026 Winter Storm Season

- ▶ Winter Storm Fern from 1/23/26 to 1/27/2026 resulted in 21 total outages
 - In total, 3,146 customers were affected, with a total duration of 2,971 minutes



Strategic Outage Response Improvements

- ▶ 24/7 System Operations Center for Outage Response
 - Control Center SOPs were established to enhance the efficiency of System Operator response to electric system outages by providing a consistent, repeatable operating framework across all shifts
- ▶ A third service crew was created to improve response times during outages
- ▶ Monthly technical training is conducted to ensure all crews stay current on electric system equipment and operating situations
- ▶ System wide animal mitigations are being replaced/installed
- ▶ Implemented a monthly outage report summarizing outage causes and the corrective actions taken to reduce future occurrences

2026 Hurricane Season

- ▶ PWC is preparing for the 2026 Hurricane Season
 - Emergency Response contracts for the line crews and vegetation management contractors are in place
 - Mutual Aid agreements with the American Public Power Association (APPA) and ElectriCities are current
 - The Electric Storm Response SOP is reviewed annually and executed during storm related outage events
 - System wide fuse replacement is ongoing to maintain proper protection and system reliability
 - Right-of-way vegetation clearing continues to reduce outage risk and improve system resilience

Following Mr. Tunstall’s presentation, Commissioner Porter commended him on stepping up when PWC needed him. He did it with professionalism and with grace.

Commissioner Davis asked for clarification on the schedule of the installation of squirrel guards.

Commissioner Garrett inquired about statistical comparisons with other utilities. She also inquired about the instances of outages caused by contractors and human interference. Mr. Tunstall stated we have not received the comparisons from the other utilities for FY25 yet. In regard to outages caused by contractors and human interference Mr. Tunstall stated we have contractors installing fiber through directional boring activities. Though we mark our assets they are still being hit.

Commissioner King commented about the human error aspect, and cable failures. Mr. Tunstall stated we have developed standard operating procedures to ensure the operators know how to perform the procedures at hand. Mr. Tunstall stated most of our cable failures are underground.

All the Commissioners thanked Mr. Tunstall for his professionalism and wealth of knowledge and bid him an enjoyable retirement

IV. GENERAL MANAGER REPORT

Safety

Mr. Bryant reminded everyone that safety is not a voluntary, optional, or discretionary action. Safety is a core value and a mandatory obligation that ensures every team member return home safely at the end of every workday. As we continue to grow the PWC safety culture, we remind ourselves that each of us must be deliberate in how we engage one another in adhering to safe work practices and holding each other accountable for living up to this fundamental requirement. We must not only remember but practice executing every task every day done safely at work and at home.

People

Today, PWC is celebrating Administrative Professionals Day. So, on this day we celebrate those unsung team members that help keep PWC moving. The contributions of our administrative professionals have been observed on this day since 1952. Over the years, the required knowledge, skills, and abilities for administrative roles has continued to increase with expanded use of artificial intelligence. Administrative roles have shifted focusing on technology and management coordination and high-level support to include leveraging emotional intelligence, critical thinking, and complex problem solving. Growing these skills will ensure that our administrative professionals remain an integral part of PWC's ongoing success. So again, thank you to our administrative professionals.

Community Engagement/Customer Engagement

Today is also the 56th anniversary of Earth Day. This year we are supporting this year's theme of Our Power, Our Planet, and PWC is hosting the Glenville Lake Shoreline cleanup on this Friday, April 24th from 09:00 A.M. to noon. This is an awesome opportunity to not only protect one of PWC's source border lakes but also be part of the broader movement emphasizing community action, voter engagement, and climate education to draft sustainable change. Additionally, PWC is supporting the 44th Annual Dogwood Festival on April 25th and 26th from 9am to noon each day providing water and fans to festival goers to help ensure a weekend of good vibes, great food, and entertainment.

Running the Business

Throughout the southeast many states have been experiencing less rain than expected since the fall of 2025. Many areas across the North Carolina are expecting drought-like conditions to persist well into this summer. To ensure drinking water supply North Carolina public water systems, including PWC must have and follow a defined water shortage response plan to address water curtailing events including drought-like conditions. Like other water systems, PWC continuously monitors our source water levels, our water demand, and other environmental factors in its duty to supply safe affordable drinking water.

As part of this continuous monitoring PWC will deploy its water shortage response plan as necessary if water supply demand or other factors dictate doing so. Given current water supply availability and demand, there is no intention to implement the PWC water shortage response plan at this time.

Nonetheless, PWC customers are encouraged to continue to be great stewards of our water resources by repairing leaks throughout their homes and businesses, bathroom toilets, and faucet leaks. Worn washers on garden hoses or faucets left open accidentally contribute to unnecessary water use.

We urge customers to continue to go to PWC or our website at www.faypwc.com at our water conservation tips page to see other conservation techniques and measures to help us conserve this natural resource and save money on their water bills.

Mr. Bryant responded to the Commissioners questions regarding water levels.

V. COMMISSIONER/LIAISON COMMENTS

Mayor Pro-Tem/Liaison Derrick Thompson

Mayor Pro-Tem Thompson inquired about vegetation on the lines. He asked if residents see vegetation on the lines who do they contact. Mr. Bryant stated PWC is doing active vegetation management. It is part of our plan to go out and be aggressive identifying where on our lines we have vegetation concerns and deploying our tree trimmers to those areas well before the storm happens. Mr. Bryant stated customers can call our customer service line (910) 483-1382 or contact us through our OMS online system.

Mayor Pro-Tem Thompson also inquired about icy roads during the winter storms. He asked if there is coordination between the city, county, or DOT to assist in getting PWC vehicles where they need to be to fix outages during the icy conditions. Mr. Bryant stated the challenge is we have state and city-maintained roads and they go about de-icing as they deem appropriate. When icing does occur, we do not have the opportunity to pick up the phones and call the deputy or the policy department and say we need an escort because the road is already covered. He stated so ideally to your point, we would be more coordinated on maintaining the main thoroughfares, but we do not always know there the outages will occur on those main thoroughfares. That is one of the challenges in dealing with ice storms.

Mayor Pro-Tem Thompson stated Mr. Tunstall will leave behind big shoes for another to fill, and he thanked Mr. Tunstall for all he has done for the City. Mr. Bryant stated Misty Manning has been chosen to move over to the Electric Division and Chris Rainey is running Water Resources.

Commissioner Donald Porter

No Comments

Commissioner Christopher Davis

No Comments

Commissioner Ronna Rowe Garrett

Commissioner Garrett congratulated Ms. Durant and her team on Administrative Professionals Day.

Commissioner Richard King

Commissioner King commended Mr. Tunstall on doing a great job on the presentation.

VI. REPORTS AND INFORMATION

The Commission acknowledges receipt of the following reports and information.

- A. Recap of Uncollectible Accounts – March 2026
- B. Purchase Orders – March 2026
- C. Financial Statement Recaps
 - Electric Systems – January 2026
 - Water/Wastewater – January 2026
- D. Utility Payments by Payment Type – March 2026
- E. Career Opportunities
- F. Approved N.C. Department of Transportation Encroachment Agreement(s):
 - Encr. #19106 – replace existing wood poles with steel poles @ SR2220 (Tom Starling Rd) between SR2333 (Corporation Dr) and NC Hwy 87S
 - Encr. #19107 – Install of electric facilities beneath SR1104 (Strickland Bridge Rd.) and SR1107 (Fisher Rd.)
- G. Actions by City Council during the meeting of April 13, 2026, related to PWC:
 - Approved Bid Recommendation - Phase V Annexation Project XV Construction Area 32 East Sections I
 - Approved Bid Recommendation - 69KV Breakers
 - Adopted Resolution for the Tentative Award of Bid Contract for P.O. Hoffer and Glenville Lake Water Treatment Facility Post-Filter GAC Adsorption Facilities Contract No.67 (PWC2425049)
 - Adopted Phase 5 Annexation Area 26 Preliminary Assessment Resolution and Call for a Public Hearing
 - Adopted Resolution Directing Construction of Area 29 of the Phase 5 Annexation Utility Improvement Project be Undertaken
 - Adopted Resolution Directing Construction of Area 30 of the Phase 5 Annexation Utility Improvement Project be Undertaken
 - Adopted Resolution Directing Construction of Area 31 of the Phase 5 Annexation Utility Improvement Project be Undertaken

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

Commissioner Christopher Davis motioned to enter Closed Session Pursuant to North Carolina General Statutes 143.318.11(A)(3) for Legal Matters, seconded by Commissioner Ronna Rowe Garrett and unanimously approved at 9:11 am.

There being no further discussion, upon motion by Commissioner Ronna Rowe Garrett, and seconded by Commissioner Christopher Davis, the Commission returned to open session at 9:50 am.

VIII. ADJOURN

There being no further discussion, upon motion by Commissioner Ronna Rowe Garrett, seconded by Commissioner Christopher Davis, and unanimously approved, the meeting adjourned at 9:50 a.m.