

PUBLIC WORKS COMMISSION  
MEETING OF WEDNESDAY, MAY 13, 2026  
8:30 AM

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

Others Present: Timothy L. Bryant, CEO/General Manager  
Jodi Phelps, Assistant City Manager

Absent: Derrick Thompson, Mayor Pro Tem/Liaison  
Kirk deViere, Cumberland County Commission Chairman/Liaison  
Faith Phillips, Assistant Cumberland County Manager  
Chancer McLaughlin, Hope Mills Town Manager  
Media

I. REGULAR BUSINESS

Chairman Richard King called the meeting of May 13, 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 Christopher Davis, seconded by Commissioner Donald Porter, the agenda was unanimously approved.

II. CONSENT ITEMS

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

- A. Approve Minutes of meeting of April 22, 2026\_
- B. Approve purchase award recommendation for purchase of Water Treatment and Water Reclamation Chemicals Annual Contract Year 2026. Each contract may be extended for an additional one-year period upon the agreement of both parties.  
Below are the lowest responsive, responsible bidders and in the best interests of PWC. Upon Commission approval recommendations will be forwarded to City Council for approval.

The Water Treatment and Water Reclamation Chemicals Award Contract are budgeted in the following cost account strings.

P.O. Hoffer	002.0630.0157.000-
00.801025.0000.99999	
Glenville	002.0631.0157.000-
00.801025.0000.99999	
Cross Creek	002.0640.0157.000-00.801025.0000.99999
Rockfish	002.0641.0157.000-
00.801025.0000.99999	

Bid Date: April 29, 2026

**AWARD RECOMMENDED TO:**

- A. Caustic Soda (Sodium Hydroxide, 50%) - Brenntag Mid-South, Inc., Durham, NC
- B. Hydrofluorosilicic Acid - Univar Solutions USA LLC, Morrisville, PA
- C. Powdered Activated Carbon DRY - Brenntag Mid-South, Inc., Durham, NC
- D. Sodium Bisulfite – PVS Chemicals, Inc., Detroit, MI
- E. Aqueous Ammonia - Airgas Specialty Products, Inc., Lawrenceville, GA
- F. Magnesium Hydroxide - Premier Magnesia LLC, Waynesville, NC
- H. Ferric Sulfate Liquid - Pencco, Inc., San Felipe, TX
- I. Zine Orthophosphate - USALCO, LLC, Baltimore, MD

**Item A: Caustic Soda (Sodium Hydroxide, 50%) UOM/TON**

<b>CONFORMING BIDDERS</b>	<b>UOM</b>	<b>QTY</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE</b>
Brenntag Mid-South, Inc., Durham, NC	TON	4840	\$318.03	\$1,539,265.20
Univar Solutions USA LLC, Morrisville, PA	TON	4840	\$318.73	\$1,542,653.20
Colonial Chemical Solutions, Inc.	TON	4840	\$426.85	\$2,065,954.00
JCI Jones Chemicals, Sarasita, FL	TON	4840	\$430.00	\$2,081,200.00

**Item B: Hydrofluorosilicic Acid UOM/TON**

<b>CONFORMING BIDDERS</b>	<b>UOM</b>	<b>QTY</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE</b>
Univar Solutions USA LLC, Morrisville, PA	TON	308	\$850.00	\$261,800.00
Pencco, Inc., San Felipe, TX	TON	308	\$860.00	\$264,880.00

**Item C: Powdered Activated Carbon DRY POUND**

<b>CONFORMING BIDDERS</b>	<b>UOM</b>	<b>QTY</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE</b>
Brenntag Mid-South, Inc., Durham, NC	LB	90,000	\$0.8900	\$80,100.00
Univar Solutions USA LLC, Morrisville, PA	LB	90,000	\$1.2040	\$108,360.00
Norit Americas Inc., Marshall, TX	LB	90,000	\$1.3200	\$118,800.00

**Item D: Sodium Bisulfite POUND**

<b>CONFORMING BIDDERS</b>	<b>UOM</b>	<b>QTY</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE</b>
PVS Chemicals, Inc., Detroit, MI	LB	400,000	\$0.2125	\$85,000.00
Southern Ionics Inc., West Point, MS	LB	400,000	\$0.2150	\$86,000.00

**Item E: Aqueous Ammonia TON**

<b>CONFORMING BIDDERS</b>	<b>UOM</b>	<b>QTY</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE</b>
Airgas Specialty Prod. Inc., Lawrenceville, GA	TON	200	\$315.90	\$63,180.00
Tanner Industries, Inc. Southhampton, PA	TON	200	\$316.80	\$63,360.00

**Item F: Magnesium Hydroxide GALLON**

<b>CONFORMING BIDDERS</b>	<b>UOM</b>	<b>QTY</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE</b>
Premier Magnesia LLC, Waynesville, NC	GAL	185,000	\$3.5200	\$651,200.00
Garrison Minerals LLC, Grandall, GA	GAL	185,000	\$3.6500	\$675,250.00

**Item H: Ferric Sulfate Liquid TON**

<b>CONFORMING BIDDERS</b>	<b>UOM</b>	<b>QTY</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE</b>
Penco, Inc., San Felipe, TX	TON	6,000	\$425.00	\$2,550,000.00
Kemira Water Solutions, Lawrence, KS	TON	6,000	\$425.75	\$2,554,500.00

**Item I: Zine Orthophosphate POUND**

<b>CONFORMING BIDDERS</b>	<b>UOM</b>	<b>QTY</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE</b>
USALCO, LLC, Baltimore, MD	TON	550,000	\$0.8974	\$493,570.00
Carus LLC, Peru, IL	TON	550,000	\$0.9300	\$511,500.00
Shannon Chemical Corp., Malvern, PA	TON	550,000	\$1.1000	\$605,000.00
Brenntag Mid-South, Inc, Durham, NC	TON	550,000	\$1.2200	\$671,000.00

END OF CONSENT

I. COMBINED BAD DEBT COLLECTIONS PROCESSES

Presented by: Carolyn Justice-Hinson, Chief Customer Officer  
Rhonda Graham, Chief Financial Officer

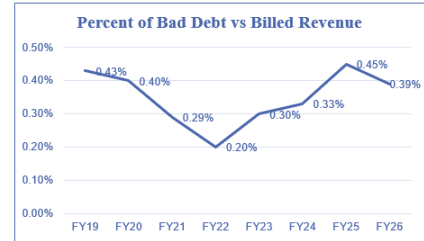
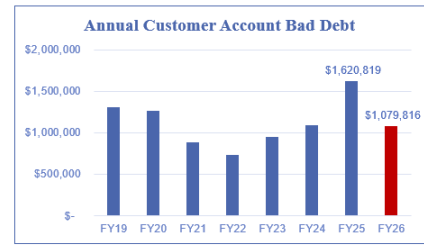
Mr. Bryant presented Ms. Carolyn Justice-Hinson and Ms. Rhonda Graham. Ms. Justice-Hinson stated she will present the customer accounts, which have debt after customers have received electric, water, or wastewater services from PWC. Ms. Graham will cover our non-utility or NU billing.

Recovering bad debt helps minimize customer rate impacts.

- Customer Accounts
  - Debt-Setoff Collections Through State Clearinghouse
  - Sewer-Only Account Collections
  - Closed Account Collections
  - Collections Identity Report
- Non-Utility Billing

## Closed Customer Accounts

- When an Account is Closed:
  - Apply the deposit on file, issue final bill
  - Utilize internal collections team and external collection agencies to recover unpaid balances
  - Annually track amount of outstanding debt vs billed annual revenue
  - Industry standard/average is .50%
- Current Trend:
  - FY25: Recovered \$697K, \$1.6 million, .45%
  - FY26 3Q: Recovered \$558K, \$1.08 million, .39%



## Debt Setoff Clearing House

- No-cost State program that assists NC local governments with the recovery of delinquent debts by offsetting from debtors' NC state tax refunds and education lottery winnings
- Prior to 2016: PWC participated through City of Fayetteville
- After 2016 Charter update: Ineligible due to unclear language in the General Statutes
- 2025: Updated language gave PWC the authority to use Debt-Setoff program
- Currently working to participate in 2027 collections cycle

## Sewer Only Collections



Sewer is not a metered service. Accounts with multiple services, use electric and/or water service disconnections for non-pay. Without a meter, sewer disconnection requires significant cost & effort.

- ▶ 4,000 Sewer-only accounts/half past due
- ▶ 100+ accounts exceed \$1,000
- ▶ Sewer-only Active Accounts Enforcement Plan
  - Install an elder valve and disconnect services
  - When sewer services are disconnected, health department is notified and property deemed inhabitable
  - Reconnection requires paying outstanding balance & cost associated with installing valve
- ▶ Sewer-only accounts now started in property owners name, not tenant/renter

## Closed Account Collections

- Use internal collections team, external collections agency and PWC legal team
- Reviewing PWC write-off & closed account processes to identify opportunities to increase collections/reduce the balances of customer write-offs
  - Reduce the time that closed accounts are accelerated to collections
  - Identify/modify processes/policies that contribute to higher write-off amounts.
  - Includes deposits, extensions, and disconnections schedule
  - May require service regulation updates/Commission action

## Use of AI to Reduce Bad Debt

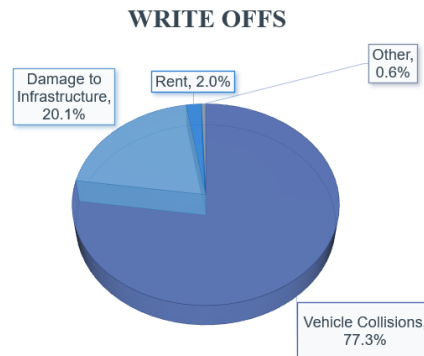
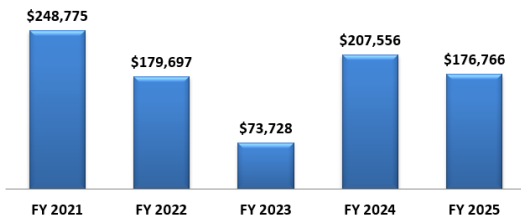
- When a customer starts service, review/collect outstanding debt before services is started
- Some customers falsify information to avoid being identified/having to pay debt
- Using data analytics to identify active customers who have started service without settling debt
- Collections Identity Report results to date:
  - 86 potential collections from active accounts
  - 60 transferred to active accounts (\$18,625)
  - 22 collected (\$8,600)



## Non-Utility Billing Collections

Ms. Graham stated NU bills are issued for any charges other than electric, water, or wastewater utility usage to include:

- Infrastructure damage
- Rent: RCW Building tenants
- Fiber
- Pole attachments
- Underground service installs
- Scrap metal
- Backflow prevention
- Mutual aid



### ▶ FY25 Write Offs - \$176,766

- Vehicle Collisions: 77% or \$137k
  - Damage to Infrastructure: 20% or \$36k
  - Rent: 2% or \$3k
  - Other: 1% or \$1k
- Collection Process Streamlined with defined timelines
    - Lead Accounting Tech: Internal Collection
      - 6 months
    - Claim Strategies: External Collection Agency
      - 6 months
    - PWC Legal: File Claim
      - Within 18 months of initial billing

Commissioner King asked if our legal process is in-house. Ms. Miller responded, yes it is in-house activity. The aim is to get the judgement against the individual, and to turn it over to the Debt Set-off so if the person receives any income, we will collect the balance due to PWC.

In summary, Ms. Graham stated in summary, bad debt remains under internal benchmark of 1%. We are adding additional tools to reduce costs for rate payers, which includes the following:

- Legal action
- Disconnects
- Debt Setoff
- Use of AI

Staff responded to Commissioner Davis' question regarding the installation of elder valves. Staff reiterated this process is only for those who have not responded to repeated attempts to reduce the balances.

Commissioner Garrett stated she is concerned about the downtown rent (RC Williams Building), while only a few thousand dollars. It is concerning that we have tenants that do not pay the rent. Commissioner Garrett requested additional information.

Commissioner King asked for clarification on the deposit required for customers. Ms. Justice-Hinson stated we require a deposit from all non-residential or commercial customers. For residential customers we complete a credit check, and based on the results, we may or may not collect a deposit.

## II. GENERAL MANAGER REPORT

### Safety

Mr. Bryant stated the PWC team remains focused on the safety of our team members in the broader community. We work daily to demonstrate and promote a proactive safety environment.

Team members are encouraged to hold one another accountable for each other. We are our brother and sister's keeper. When we see something that does not appear to be in line with job briefings, documented procedures, and other work practices, we stop and say something to our peers and our leadership teams to address shortcomings and/or misunderstandings.

### People

Our PWC people team continue to be our greatest asset, and we remain committed to embracing our knowledge transfer efforts, documenting processes while also enhancing individual knowledge skills and the ability to be more effective in delivering for each other and for our customers.

### Customer Engagement/Community Engagement

PWC will host the Veterans Business Expo 2026 on tomorrow, May 14<sup>th</sup>, at 4:30pm where veteran owned businesses will be showcasing their process, their products, and services directly to government entities, public agencies, contractors, and resource partners. This expo is a partnership among PWC, the Fayetteville/Cumberland Regional Entrepreneur and Business Hub, and the US Small Business Administration Veterans Business Outreach Centers. The Expo will be held down in the MMR.

## Running the Business

The PWC team continues to partner with other water utilities and communities along the Cape Fear River in our objection to the proposed Interbasin Transfer request. We have PWC team members and partners attending today's NC Environmental Management Commission meeting.

### III. COMMISSIONER/LIAISON COMMENTS

#### *Commissioner Donald Porter*

Commissioner Porter commented on the PWC Picnic. He stated he appreciates what he sees when he goes to the PWC Picnic. He stated it is a keeper. It was good to see the appreciation of the employees and more especially the retirees.

#### *Commissioner Christopher Davis*

No comments

#### *Commissioner Ronna Rowe Garrett*

No comments

#### *Commissioner Richard King*

No comments

### IV. REPORTS AND INFORMATION

- A. Purchase Orders – April 2026
- B. Investment Report – April 2026
- C. Financial Statement Recaps – February 2026
- D. LGRS Report – April 2026
- E. Career Opportunities

### V. 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 North Carolina General Statutes 143.318.11(A)(3) for Legal Matters, seconded by Commissioner Christopher Davis and unanimously approved at 9:01 am.

There being no further discussion, upon motion by Commissioner Donald Porter, and seconded by Commissioner Christopher Davis, the Commission returned to open session at 9:47 am.

VI. ADJOURN

There being no further discussion, upon motion by Commissioner Christopher Davis, seconded by Commissioner Donald Porter, and unanimously approved, the meeting adjourned at 9:47 a.m.