

Municipal Services Commission  
Monthly Meeting  
October 26, 2017, 4 p.m.  
216 Chestnut Street  
New Castle, Delaware

The meeting was called to order at 4 p.m. with Dr. Roy Sippel, Commissioner, presiding.

Present: Dr. Roy J. Sippel, Commissioner, President  
Daniel F. Knox, Commissioner  
Pamela A. Patone, Secretary

Absent: Hickman Rowland, Commissioner

Staff in Attendance: Mary Jane Stubbs, Treasurer; Accounting/Customer; Service Manager Tara French;  
Scott Blomquist, Supervisor, Electric Department; Jay Guyer, Supervisor, Water Department

**Minutes – A motion was made and seconded to approve the minutes of the 9/21/17 monthly meeting. The motion was seconded and approved.**

**Treasurer's Report – Treasurer Stubbs reporting**

Treasurer Stubbs reported a total operating cash balance of \$1,487,721.65. PNC escrow and meter deposit total in the amount of \$852,044.36. Total cash balance is \$2,339,766.01. Total investments are \$1,097,644.38. Treasurer Stubbs reported that bank statements were reviewed by General Manager/Secretary Pam Patone. Secretary Patone had no questions, but she will personally reconcile a bank statement in the new software to review the process. Secretary Patone said they started the new financials in the new software in May. They have done the May and June reconciliations; however, the July and August reconciliations have not yet been done. We are working through some challenges with the new software. She said the issues are not major and she hopes to have time in the next month to focus on the issue. The checkbook register is attached to Treasurer Stubbs' report.

**A motion was made and seconded to approve the disbursements as presented. The motion was approved.**

**Accounting and Customer Service Report – Accounting/Customer Service Manager Tara French reporting**

Ms. French reported that Customer Service Representatives (CSR) are preparing/analyzing monthly reports with the new software.

She further reported the automated phone notifications are very effective. Calls are staggered in 30-minute increments. Ms. French said they have significantly improved collections and minimized actual cuts each month we have used it. They have not yet used the automated message feature informing customers their balance due. They anticipate this feature will cut down on call backs from customers. Proper procedures must be followed in order to keep customer information secure.

Ms. French has been preparing monthly consumption reports in order to do the New Castle County sewer report. The consumption reports tie into the electric and water reports that MSC provides outside the organization as well as using for internal purposes.

Ms. French prepared and reviewed August and September month-end work papers for Secretary Patone. She and Secretary Patone will soon be working on software training for the A/R module.

**Electric Department Report – Mr. Blomquist reporting**  
*(See attached report.)*

Water Report – Mr. Guyer reporting

*(See attached report.)*

City Ordinance 512 Prohibiting Private Wells – Secretary Patone and Mr. Guyer met with City Administrator Bill Barthel, City Building Inspector Jeff Bergstrom and City Solicitor Dan Losco. Mr. Guyer received a report from DNREC identifying some of the wells in existence in the City since 1969. They are all our wells and he is looking at the database to see if there are any other wells he can locate. We believe there is information that exists that is not properly or completely documented in the database.

*(With no further business to discuss, Messrs. Blomquist and Guyer, Ms. French and Treasurer Stubbs were thanked and left the meeting.)*

Financial Report Executive Summary – Secretary Patone reporting

*(For the period ending 9/30/17)*

Secretary Patone distributed the monthly budget report for this month. User charges and revenue charges are up about 5%. Purchase of power and water is up 5%. Associated expenses to the user charges are both up about 5%. She reported a net excess as of 9/30/17 of \$265,512, which is comparable to what we typically have at the end of September.

Expenses -- Street light repairs are currently over budget; this is usually a timing issue. We will do many of our pole work and change outs in the summer months, but the budget is divided by twelve months. Secretary Patone said they are trying to adjust the budget to better reflect when activities are performed. The only item she anticipates coming in over budget is the Computer Expenses. The licensing fees we pay to Tyler Technologies came in earlier than she expected. There is an overlap of licensing between the old software and the new software. The amount is not significant; about \$12,000. She stressed this does not mean we will be over budget in total.

Secretary Patone has taught Messrs. Blomquist and Guyer how to review their budgets on the system. She wants to continue providing them paper reports so they can see them on a monthly and quarterly basis.

Secretary's Report – Secretary Patone reporting

There was no DEMEC monthly meeting this month. Secretary Patone reported there was an Audit Committee meeting today. Additionally, the University of Delaware had a presentation recently about audit committees and what questions should be asked concerning disclosure of financial statements. There are groups that do assessments on organizations to determine how eco-friendly they are and so forth. Some of the presentation was relevant to DEMEC even though we are not affiliated with the SEC. The whole committee attended, including Lou Vitola from DEMEC staff.

Secretary Patone said the Audit Committee met today and reviewed third quarter results. Everything is good for DEMEC even though Beasley generation has been down, revenue is still where it needs to be for sales, and expenses are fine. Committee members met with the auditors and discussed the design of the testing they will be doing and some of the areas of risk assessment to be done this year. David Del Grande, Director of Finance for the City of Newark, attended his first meeting. She described the meeting as being very positive.

President Sippel referenced Delmarva Power's recent proposal for an increase. He wonders if DEMEC is doing so well with gas and Delmarva Power is not, does that mean they are not set up as well. Secretary Patone noted it was indicated at the DPPA meeting that some of their requests involve infrastructure

improvements and not necessarily power purchase. The Public Service Commission will push back to ensure the current rate payer is not paying for unnecessary costly improvements.

Secretary Patone further stated there is value in sending staff to the DPPA once a year in Ocean City, Maryland. It is useful for us to hear what Delmarva Power is doing, get insight into what their customers are asking, billing questions and renewable, solar and smart metering. Additionally, Secretary Patone said they get feedback from other DEMEC communities and some communities from Maryland. She requested that Mr. Blomquist and Assistant Electric Department Supervisor Art Granger attend the day meetings.

President Sippel talked about DEMEC President Patrick McCullar's note concerning ransom ware and whether the information had been communicated to staff. Secretary Patone said the information has been forwarded to all staff and to our IT consultant for review. Our consultant responded with a copy to City Administrator Barthel who will pass on to City staff. Secretary Patone said the Town of Middletown experienced an issue with ransom-ware last year. She assured that MSC takes the matter seriously and keeps in close contact with our IT consultant.

Secretary Patone informed that she and Diane Delgado from the City office have met with consultants and are still gathering information. There is no report at this time.

#### Old Business

Non-profit Services Update – Secretary Patone is working on an agreement with the Trustees of the New Castle Common.

Well Ordinance – Staff continues to work on this issue.

#### New Business

Capital Budget -- Secretary Patone reported they are working on getting quotes. Messrs. Guyer, Blomquist and Secretary Patone have been working together on what the plan should be. She reminded the plan is to include approximate depreciation. She is taking heed from the cost of service group calculations; they take a percentage higher than depreciation (historic numbers) to account for if a replacement is done. She said a higher percentage is needed if we want to try and stay current. Secretary Patone advised that Commissioners will see about \$600,000-\$650,000 in depreciation; she will be putting in \$700,000. We are taking into consideration the assets on the books are much lower than the complete value of our system at replacement cost. Further, she noted that in making decisions on what we need to accomplish to keep infrastructure up to date, we are trying to balance those costs and projects. Next month capital budget requests will be presented in detail in the Electric and Water Reports. President Sippel asked if there is any impact expected if the government changes rules on when investments can be written off. Secretary Patone informed there is none; MSC is not taxable, we are straight-line depreciation as a governmental unit. Our capitalization threshold remains at \$2,500.

Insurance Renewal – At last month's meeting we were in the process of completing applications. A summary of last year's premiums and current renewal premiums was given to Commissioners. In total we are only going up 2%. It is what the broker anticipated. Secretary Patone reviewed some of the reasons for variances in detail with our broker. She mentioned that MSC has been covered under two different Director and Officer (D&O) policies, Western World and American Alternative. The reason why we chose to have two policies was because Riverbend was excluded from the American Alternative policy, but

they had better legal defense costs. Another reason we felt it was important is the \$3 million aggregate and limited liability coverage. IFS went out to Travelers this past year and asked for a quote. Travelers gave a quote of \$3,070 -- Riverbend would not be excluded and we would have a modified legal defense outside the shared limits of liability. It is not as comprehensive, but overall Secretary Patone and our broker believe that we could eliminate the two policies and get the Travelers policy at this reduced cost. Secretary Patone asked IFS to get another quote from Travelers with a \$2 million liability as opposed to the \$1 million. With two policies we had \$2 million total. This would give us some additional coverage. The coverage includes areas of the law like employment law, harassment, and directors and officers. We want to make sure we have the proper coverage, including adequate legal defense coverage.

Secretary Patone is considering eliminating Western World and American Alternative. We have not had any issues with Riverbend in the last three years. She said we always update our values to ensure we have proper coverage. She would like to take advantage of the savings and the Riverbend exposure is not what it was five years ago. We still have appropriate coverage even with increasing coverage to \$2 million.

President Sippel asked if there is a timeframe for notifying Western World and American Alternative we will not be renewing. Secretary Patone said the renewal period ends on 11/4/17. We pay the D&O premium all at once rather than payments.

**A motion was made and seconded to approve going forward with the Travelers D&O policy with \$2 million coverage. Motion was approved.**

Green Energy Funds – Secretary Patone reported the current account at DEMEC has a balance of about \$10,000. We built the account up to about \$70,000, and then we spent monies on the solar array and installation. We reimbursed ourselves for those costs. The Commission is interested in projects that benefit the community as a whole and subsequently votes on proposals. In 2015 Secretary Patone asked Mr. Granger to work with the UD SEU group to get energy audits done on the Trolley Barn, police building and utility building. Green Energy Funds were used for those audits. The police building had several areas where they could benefit from efficiencies; most notably, the building's lighting system and HVAC system. She spoke with City Administrator Barthel and City Council President Linda Ratchford about possible funding through the Green Energy Fund to help offset those costs. The City is looking to replace lighting in the police building with LED lighting. The total investment would be \$8,216 to purchase the lights. The City is requesting to be able to use the Green Energy Fund to purchase the LED lights.

Secretary Patone learned the City did some work on their HVAC system in May, June, and July. Costs associated with the HVAC work amounts to \$37,000. She is working with DEMEC to see if it is possible to get reimbursed retroactively for work that has been done. She will ensure the work qualifies under the program. She reiterated there is only \$10,000 in the account, but some of the other communities have removed funds (monthly, six months) for work they have done and as they accumulate the funds they submit for reimbursement. Secretary Patone said it is possible the City could have future Green Energy Funds to reimburse for the HVAC.

Secretary Patone is seeking approval for the lights since the City wants to make the purchase soon. She said that DEMEC has approved the lighting. She is also looking for approval permitting her to continue looking into the path for reimbursement for the HVAC. Mr. Knox asked if the City did the work in anticipation that funding was possible. Secretary Patone advised the City did not do the work in

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anticipation that the funding was possible. Mr. Knox asked how long it would take to accumulate \$37,000. Secretary Patone estimated it would take about two and half years. We would be allocating our Green Energy Fund monies out for two and half years. She said the total depends on what costs qualify for reimbursement. She wants to get more information about the HVAC and provide better figures to report next month. There is no rush to make a decision on the HVAC system tonight.

President Sippel asked to be updated on the LED street lights for the City. Secretary Patone said we do not currently have a program. We did not opt in to buy LED lights in bulk. She and Mr. Blomquist have discussed replacing street lights with LED lights as they fail, but Mr. Blomquist has not actively instituted the policy to date. She said if we participate in the Energy Efficiency Program with DEMEC that would be a vehicle we could utilize for funds for street lighting using LED lighting.

President Sippel thinks we should be coming to a conclusion on what we are doing with our street lights. Secretary Patone agreed it would be a good time to make a decision. Mr. Knox noted we could replace street lights with LED lights and not use any funds; the cost would come from the operating budget.

Secretary Patone believes it would be useful for DEMEC to finalize the Energy Efficiency Program. She asked at the Audit Committee Meeting how much reserves had been built up as a result of additional money. We need to know whether to request the money be returned to municipalities or how to move forward. If there is going to be a program, Secretary Patone wants to know what funds will be available to utilize in addition to the Green Energy Funds.

**A motion was made and seconded to use the Green Energy Funds for the LED lighting. Motion approved.**

**A motion was made and seconded to enter executive session at 4:58 p.m.**

Commissioners returned to general session at 5:20 p.m.

Next Meeting

Commissioners set the next monthly Board meeting to be 11/16/17, 4 p.m. at the office of the Commission, 216 Chestnut Street, New Castle, Delaware.

Adjournment

**A motion was made and seconded to adjourn the meeting. The motion received unanimous approval. The meeting was adjourned at 5:23 p.m.**



Deborah P. Turner, Stenographer

Approved:   
(Minutes transcribed from recording.)

**ELECTRIC DEPARTMENT COMMISSION REPORT**

**October 26, 2017**

**Prepared by Scott Blomquist on October 19, 2017**

**1. Projects:**

**a. Riverwalk Apartments:**

- I. The contractor installed the water main across the street for this project but hasn't installed the electric yet.

**b. 200 and 202 W 9<sup>th</sup> St:**

- I. There has been no contact with the Electric Department on this project.

**2. Operations:**

**a. Outages :**

- I. We have had 0 outages over the last month.

**2. 10/1/16 – 10/1/17**

<b>SAIDI (minutes)</b>	<b>SAIFI (number of interruptions)</b>	<b>CAIDI (minutes)</b>	<b>ASAI (percent)</b>
58	1	57	99.98

SAIDI - is the average outage duration for each customer served.

SAIFI - is the average number of interruptions that a customer would experience.

CAIDI - gives the average outage duration that any given customer would experience.

ASAI - is the Average Service Availability Index.

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**3. Repairs and Maintenance:**

**a. System:**

**I. Vandyke Village:**

- i. This project has been put on the capital schedule FYE 2019 through FYE 2021. We continue to develop a plan for review and approval.

**II. Tree Trimming:**

- i. The Electric crew continues to trim trees around town. Our recent efforts have been around Wilmington Rd Substation.

**b. Wilmington Road Substation:**

- I. Several pine trees were removed at this location as they were in danger of damaging our Buss Structure if they were to fall or lose branches. Over the last few years we have had several of the trees lose branches and 1 of the trees uprooted. Fortunately for us it fell away from the substation.

**c. Dobbinsville Substation:**

- I. The Electric Department purchased several cameras to replace existing cameras that are not operating properly.

**4. Capital Budget:**

- I. Supervisor Guyer and Supervisor Blomquist are working with General Manager Patone on the Capital Budget FYE 2019.

**5. Customers Power Factor:**

**a. Zenith:**

- I. Operations continue to provide the Load Profiling for this location.

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**b. Techmer:**

- I. Techmer scheduled an outage for their location so they could install the capacitor bank on their service. After the installation was complete Techmer's power factor has averaged between 94% and 97% while their load is up.

**6. AMI Metering:**

**a. AMP:**

- I. Amp provided us with a high level estimate for converting electric and water meters to AMI. At this point they only have one system converted and that municipal didn't do their water meters. AMP is in the process of working with Seaford and Milford to install AMI. When these systems are complete we plan to schedule an on-site visit to get a better understanding.

**7. DPPA:**

- I. General Manager Patone, Supervisor Blomquist and Assistant Supervisor Granger attended the DPPA meeting in Ocean City.

**8. Cost of Service Study:**

- I. The Electric Department is working to gather the information needed for the Cost of Service Study.

**9. Pole Attachment Request:**

- I. Fibertech has pole attachment request with the MSC to install a Fiber Optic line. At this point there is not a Franchise Agreement with the City of New Castle. When they have the Franchise Agreement completed and approved we will work with Fibertech to get the pole attachment request completed.



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## Water Department Commission Meeting Report

October 26, 2017

Prepared By: Jay Guyer on October 19, 2017

### 1. Projects

#### A. Riverbend Subdivision

1. The water system in Riverbend was flushed on September 18<sup>th</sup> and October 10<sup>th</sup> to maintain the required 0.3 ppm of Chlorine Residual.

#### B. Water Metering

1. Meter reading was completed on August 12<sup>th</sup> by the Electric Linemen and Water Operators followed up on water check reads as needed.

#### C. Cross Roads Well – Penn Farm

1. Supervisor Guyer and Assistant Supervisor Jaeger have not had an opportunity to work on the allocation permit.

#### E. Riverwalk Apartments – 7<sup>th</sup> Street

1. Construction at the site continues with erection of the cinder block walls and structural steel for all of the buildings. Penrose Corporation submitted the money for the first phase of the project. MSC Water Operator Spiess observed and inspected the water main installation which was in accordance with MSC standards.

#### F. Cleaning and Lining Projects

1. Supervisor Guyer is working with GM Patone to review the total cost of the project. GM Patone filed the paperwork with Heather Warren for the Grant reimbursement in the sum of \$49,995.00.
2. GM Patone and Supervisor Guyer will follow up in reference to the planting of 8 trees in Dobbinsville to replace the 4 trees that were removed for the project.

#### H. AMI Metering System

1. GM Patone and Supervisors Blomquist and Guyer received and reviewed AMP's estimate for converting our meter reading system from AMR to AMI. Currently, they only have one system deployed, the Town of Ephrata, PA, which has installed electric meters only. In Delaware, the Town of Seaford is planning an electric meter AMI

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deployment and the Town and Milford is planning an electric and water meter AMI deployment. GM Patone, and Supervisors Blomquist and Guyer have agreed to delay our AMI deployment pending the installation of these other systems so a site visit could be scheduled to observe their installations and discuss the challenges they experienced.

### J. Verizon Cell Tower at 100 Municipal Boulevard

1. Supervisor Guyer received a check from the contractor and MSC Water Operators completed the grading and seeding repair to the side yard where they installed the conduits from the pole to the new cell tower.

## 2. Operations

### A. Planned and Unplanned Outages

1. There were no planned and unplanned outages for the month of September. The outage report is attached for review.

### B. System Repairs and Maintenance

1. Supervisor Guyer received the follow up Mercury test results from Mr. Lamberti of Calgon Carbon (CC) which showed the same level of 2.1 mg / kg as their original test. Supervisor Guyer is moving forward with scheduling the Carbon change out and coordinating the disposal of the spent carbon from Vessel #1.
2. On October 4<sup>th</sup> through the 6<sup>th</sup>, Water operators coordinated the overflow of both the Gray Street Water Tank and the Million Gallon Water Tank to prepare for the Fall Fire Hydrant Flushing Program.
3. Supervisor Guyer has scheduled our Fall Fire Hydrant Flushing program to begin on Monday October 23<sup>rd</sup>. Notices have been included in the City Crier, New Castle Weekly paper, posted on the City Web Site, at the City Admin Building, and MSC Main Office.
4. MSC Operators removed the School Lane clear well from operation, drained, and cleaned the interior walls and floor. The clear well was filled and overflowed then put back in service.
5. Water Operators installed a 2" blow off at the end of the 6" water main on Van Dyke Drive to allow proper flushing of the dead end main.

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6. Water Operators installed a 2" blow off at the end of the 6" water main on 14<sup>th</sup> Street in Van Dyke to allow proper flushing of the dead end main.
7. MSC Operators pressure washed the exterior of the carbon filtration system vessels to remove the mold and dirt buildup on them.
8. Delaware Department of Health and Social Services, Office of Drinking Water (ODW) scheduled and performed a water system Sanitary Survey on October 10<sup>th</sup>. All water sites were visited and surveyed. Per the inspectors, no defects were observed at any sites in our system and they complimented the MSC on being a well-managed organization. On October 19<sup>th</sup>, a follow up letter was received from the inspector confirming no defects were observed in our system.
9. Water Operators completed grading, spreading topsoil and seed around the carbon filtration system and along the westerly fence line at the School Lane Treatment Facility.
10. Assistant Supervisor Jaeger is receiving the Connection Control device certifications from our customers and updating the XC2 Software database. The second mailing will be scheduled for the week of November.

### C. O & M Budget, Capital Budget, and Grants

1. Supervisor Guyer and Assistant Supervisor Jaeger will review the 4 proposals received from engineering firms and make a recommendation to the Commissioners on which one the MSC should move forward with to assist in obtaining the grant and developing our Asset Management Program.
2. GM Patone, Supervisors Blomquist and Guyer had a conference call with UFS in reference to preparing for our Cost of Service Study. Supervisors Blomquist and Guyer are collecting system information to forward to GM Patone for the Study.
3. Supervisors Blomquist and Guyer are working with GM Patone researching costs and preparing information to update the Capital Budget for the next 5 years and the O & M Budget for FY 2019.

### D. Equipment

1. No equipment issues to report.

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### E. Water System Mapping

1. Assistant Supervisor Jaeger continues working on the mapping system during the past month updating the location of the raw water mains and features and information for recent projects.

### F. Personnel and Training

1. No personnel issues to report.

### G. City Ordinance 512 Prohibiting Private Wells

1. GM Patone and Supervisor Guyer met with City Administrator Barthel, Building Official, Bergstrom, and Solicitor Losco to discuss several minor changes to the ordinance in reference to private wells. Supervisor Guyer received the requested information from DNREC in reference to the existing wells in New Castle and is reviewing it and a copy of the database they maintain for all wells.

### H. New Castle National Pollutant Discharge Elimination System (NPDES)

1. Supervisor Guyer has requested City Building Official Jeff Bergstrom forward copies of all information and reports related to the City's NPDES program. When received, it will be reviewed and a meeting scheduled with Mr. Bergstrom to develop and action plan including a final list of items including proposed solutions and a budget developed to address them.

### I. New Castle Resilient Community Partnership with DNREC

1. No update on DNREC's Delaware Coastal Program to prepare the City for the rising tides and flooding events.

## 3. Reporting Agencies

### A. WSCC - Water Supply Coordinating Council

1. The WSCC continues to monitor water conditions in Northern Delaware. Stefanie Baxter of DGS sends weekly updates on water conditions. No conference calls with the water purveyors are currently scheduled.

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2. The next WSCC meeting is scheduled for October 26, 2017.

### B. WRA – Water Resource Agency

1. Supervisor Guyer sends weekly pumping data to Jerry Kauffman of University of Delaware Water Resource Agency (WRA).

### C. DEWARN – Delaware Water/Wastewater Agency Response Network

1. The next meeting is scheduled for December 14, 2017

### D. Water Operator Advisory Council Meeting

1. The next meeting is scheduled for December 7, 2017.

### End of Report

**Attachments:** September 2017 Water Works Report  
September 2017 Water Outage Tracking Sheet