

Municipal Services Commission
Monthly Meeting
September 21, 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*
Hickman Rowland, Commissioner
Pamela A. Patone, Secretary

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

*Mr. Knox arrived at 4:10 p.m.

Minutes – A motion was made and seconded to approve the minutes of the 8/24/17 monthly meeting. The motion was seconded and approved.

Treasurer's Report – Treasurer Stubbs reporting

Treasurer Stubbs reported a total operating cash balance of \$1,650,348.50. PNC escrow and meter deposit total in the amount of \$841,784.34. Total cash balance is \$2,492,132.84. Total investments are \$1,101,396.16. Treasurer Stubbs reported that bank statements were reviewed by Water Supervisor Jay Guyer. Mr. Guyer's questions were answered satisfactorily by Treasurer Stubbs. The checkbook register is attached to her report.

Secretary Patone said the City is working on getting quotes from Verizon in an effort to potentially realize some telephone savings. Diane Delgado from the City office has been put in charge of this project. At Secretary Patone's request Ms. Delgado is including the MSC in the analysis. Secretary Patone would like to have a chart of all our phones and how they are connected. We are in the beginning stages at this time.

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 the department is making good progress with the new software. They are addressing meter reading and billing issues as they appear and are making corrections as needed. She said the monthly billing was processed on time this month.

They are working with Tyler Technologies to get the reports in the format that they need them to be in. She and Secretary Patone have been training on Notifications, a feature that allows us to send notices to our customers via telephone for outages, emergency situations, late notices, upcoming disconnections and the like. They are set up as phone messages only. The message is typed into the system and translates to a voice recording. Messages sent by way of a text is available, but not being used at this time. Secretary Patone noted there is a charge associated with the notifications. City Council President Ratchford reached out to Secretary Patone last year when we were evaluating the software saying the City may have a need for notifications. The savings in time to Customer Service Representatives is huge. Rather than making individual calls they will have the ability to issue one notice to multiple customers in a short period of time. Ms. French said the new feature would be tested beginning on 9/25/17.

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Ms. French said she has been reviewing more of the accounting and daily work. She is learning more about the other software modules and how they interact with the MSC accounting system.

Ms. French and Secretary Patone will be receiving training with the new Accounts Receivable module that will be implemented in the near future.

Water Report – Mr. Guyer reporting

(See attached report.)

City Ordinance 512 Prohibiting Private Wells – Mr. Guyer reported that at the 9/12/17 City Council meeting proposed ordinance 512 was presented for the first and second reading. During the presentation, Councilman DiMondi reported he had one private well existing (drilled in 1950) on his property. Councilman DiMondi advised the well was used for a short period of time in the 1950's and was taken out of service but never abandoned. Mr. Guyer reached out to DNREC to obtain a list of private, domestic, irrigation or agricultural wells that have been drilled in our service area. A FOIA request was required which Mr. Guyer completed and submitted. When that information is received Mr. Guyer will review to determine if there are any other existing wells within our service area. DNREC's records only go back to 1969.

President Sippel asked where the information came from that there are no wells. Mr. Guyer explained that based on his experience and his understanding there are no wells in our service area. Secretary Patone added that during the PFC contamination issue DNREC was doing a lot of testing of local wells and we understood they were testing any wells they knew existed. DNREC did not report any wells in our service district to test. Secretary Patone took that to mean the information Mr. Guyer had was accurate.

Mr. Knox asked what triggered the issue with City Council. Secretary Patone said a letter generated by DNREC in 2016 suggested having an ordinance that would support a municipality's rights to manage any wells within the City limits. She noted that we had an ordinance on wells, but it was not as detailed. The new ordinance has been strengthened to allow MSC to manage any wells within City limits.

Mr. Guyer informed that the ordinance will be codified making it a City law. Mr. Guyer and Secretary Patone met with City Solicitor Dan Losco and City Administrator Bill Barthel who added some incentive language to help incentivize abandoning any well in the service district. The added clause calls for a fine of \$1,000 per day per well until the well is abandoned. If the property owner does not pay the fine it would be applied against the property as a tax lien. Secretary Patone informed they will be meeting with City Building Inspector Jeff Bergstrom, City Administrator Barthel and City Solicitor Losco to review questions or concerns. She confirmed with Council President Linda Ratchford that she is comfortable with MSC reaching out to Mr. DiMondi in advance of the next reading to address any of his concerns.

New Castle National Pollutant Discharge Elimination System (NPDES) – Secretary Patone said that Council President Ratchford informed her that she would like to involve the MSC, particularly with regards to emergency response. Secretary Patone advised she would like herself and Messrs. Guyer and Blomquist to be involved in any meetings when that portion comes up.

Electric Department Report – Mr. Blomquist reporting

(See attached report.)

Secretary Patone said the MSC was presented with an award at the DEMEC Annual Meeting last night. The award was from the American Public Power Association (APPA) in recognition of reliability for the

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year 2016. The award was presented by DEMEC in the presence of community members. This is the MSC's second year receiving this recognition.

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

Financial Report Executive Summary – Secretary Patone reporting

(For the period ending 7/31/17)

Secretary Patone distributed the monthly budget report through 7/31/17 to commissioners. She reported a \$33,000 (year to date) net deficit; we budgeted a deficit of \$74,000 (fiscal year). She would like to see future reports in the same format as past financial statements and is working on this. She will present different versions of the reports and if commissioners have a preference they should let her know.

Secretary's Report – Secretary Patone reporting

President Sippel and Secretary Patone attended the DEMEC monthly meeting on 9/20/17. DEMEC President Pat McCullar reported he expects a rate reduction in the next calendar year budget. Secretary Patone requested a projection. Typically he provides a five-year projection, which we will need for our next cost of service study. DEMEC's annual election of officers was conducted. The Board reelected all of the officers followed by appointees for the Executive Committee and Audit Committee. Secretary Patone said the only change is that Donna Mitchell has chosen to come off the Audit Committee because of her city responsibilities. Ms. Mitchell is currently Acting City Manager for the City of Dover. David Del Grande, Director of Finance with the City of Newark was appointed in her place. In addition, the City of Dover has brought their Controller, Lori Peddicord, onto the board.

DEMEC staff reported the City of Seaford reported that AUI is a great contractor to work with. AUI is doing the distribution lines and the substation.

DEMEC asked their counsel, Max Walton, to present a memo regarding H.B. 189 that deals with pole attachments and wireless ability. Federal law sent to the states says that municipalities cannot prevent wireless groups from coming in because they want to promote wireless. Some municipalities have created ordinances because if it is on a state road it is under DelDOT's jurisdiction and the municipalities do not have a choice. But if it is within a municipality, the community would want to be prepared to have some kind of ordinance providing guidance. The wireless providers cannot be blocked; municipalities can look at franchise agreements for attachments. DEMEC plans to make a recommendation on how this can be regulated. President Sippel said the definition of "State right of way" is loosely defined as it relates to contentious areas. The argument will be with determining who is responsible for the right of way.

Secretary Patone noted that one of the questions posed was if the right of way is a state or municipality right of way, who is responsible for maintenance of that right of way. Some municipalities, including the City of New Castle, are currently providing maintenance to State rights of way.

Secretary Patone reported the new DEMEC lobbyist was put under contract. Lincoln Willis is an attorney, former State representative, and has his own consulting firm. The former lobbyist, Bob Maxwell, has indicated his desire to retire soon.

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President McCullar was appointed by Governor Carney to work on the Offshore Wind Working Group. They are tasked with putting together a recommendation by the end of the year. There has been renewed interest in wind power. DEMEC was one of the first groups to explore offshore wind power several years ago.

Public Power Week will be recognized from 10/1-7/17. Secretary Patone said we were unable to get a billboard within our service area. Our display will be along Route 141 (near I-95 and the National Guard). Samples of banners were shown at the DEMEC meeting. Some of those banners will be displayed in the City as well.

MSC staff reported on continued training provided by DEMEC. Secretary Patone, Supvers. Blomquist and Guyer and Ms. French attended "key account" training. They were able to talk to other communities and focus on key accounts (large and medium commercial) as well as City and Trustee accounts. They have expressed interest in continuing with those types of trainings.

Green Energy Program – Municipal Renewable Portfolio Standard Report – Scott Lynch said the program calls for 25% of our resources to be from renewable sources by the year 2025. We are on target for this. There is a 3.5% carve out for solar energy. We are on track with solar as well. Solar is becoming more reasonably priced making it more economical.

DEMEC Annual Meeting – City Council President Ratchford and Representative Mike Mulrooney attended along with Mr. Rowland, President Sippel and Secretary Patone. The MSC was recognized with a reliability award. Representatives from APPA and Home Town Connections spoke about the services they provide. President McCullar spoke about the energy efficiency program; five DEMEC members have signed on, including the City of New Castle, with four municipalities still outstanding.

President Sippel and Secretary Patone had an introductory meeting with the Mayor on 9/13/17. We tried to learn what things he wants to know about. He asked good questions about finances and appreciated the time spent with us. Secretary Patone gave the Mayor a list of MSC supervisors and their respective contact information.

Old Business

Non-profit Services Update – Secretary Patone would like to formalize our relationship with the Trustees of the New Castle Common (Trustees) by way of an agreement indicating we will charge wholesale rates for Trustees properties they occupy and free water. This is the same kind of relationship that exists with the City. The agreement does not include Trustee properties that are in nonprofits' names. Secretary Patone will prepare a draft document and have Dan McCollum review it before meeting with the Trustees. Commissioners approved Secretary Patone moving forward with the draft document in the next 30 days.

Mr. Rowland asked if a decision has been made regarding the Wik property. Secretary Patone said that she and Messrs. Blumquist and Guyer would look at the property. She explained this had been set aside during the busy time with the software conversion.

President Sippel asked when the rate study will start. Secretary Patone reached out to them this week. Ideally we will start in the next two weeks or so. The quote indicated it would be completed by 12/31/17. We could then vote on changes to the rates at the beginning of 2018 and implement any change on 4/1/18. President Sippel added we can expect to see a rate change from DEMEC, and the two

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could be combined. Secretary Patone confirmed this. She reminded we have a negative PPA and the reason we chose to do this was because it may need to go into demand rates, commercial or residential. She expects the negative PPA to go away and then implement the new rate structure for the new fiscal year.

New Business

Secretary Patone reported being contacted by two insurance brokers; New Castle Insurance and CBM. Every three years we get quotes for our insurance coverage. We will start this process in 2018. We have already started renewal applications with IFS (Glatfelter) who is our current broker for 2017. Our agent does not expect any significant increases in rates.

Secretary Patone said that in previous years there have been challenges getting quotes because if the insurance firm is not the broker on record they do not have access to the carrier and there are a limited number of carriers to provide quotes. Currently there are two carriers in the state, Travelers and Glatfelter. She suggested that we do an evaluation in April/May 2018 by going out to bid for an insurance broker instead of them going out to try and get rates. She is thinking we should interview for a group to be our broker, make them our broker of record and then they can obtain appropriate quotes. She asked for input from commissioners. There are no concerns with our current broker. New Castle Insurance is one of our customers and is a local group.

Executive Session – Secretary Patone informed there was no discussion at executive session at DEMEC.

Next Meeting

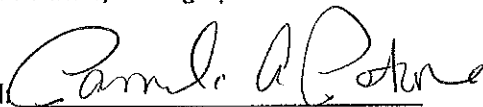
Commissioners set the next monthly Board meeting to be 10/26/17, 4 p.m. at the office of the Commission, 216 Chestnut Street, New Castle, Delaware.

Adjournment

A motion was made and seconded to adjourn the meeting. The motion received unanimous approval. The meeting was adjourned at 4:53 p.m.



Deborah P. Turner, Stenographer

Approved: 
(Minutes transcribed from recording.)

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CITY OF NEW CASTLE, DELAWARE 19720-0208
P.O. BOX 208

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ELECTRIC DEPARTMENT COMMISSION REPORT

September 21, 2017

Prepared by Scott Blomquist on September 14, 2017

1. **Projects:**

a. **Riverwalk Apartments:**

- I. Ed Nicky from SB Conrad contacted Supervisor Blomquist about the conduit that will supply the electric from the utility pole across the road from the site. They plan to install the week of September 18th. Supervisor Blomquist met onsite with SB Conrad and addressed the questions. Supervisor Guyer provided costs to inspect the installation of the conduit when the water main is installed as they are in a common trench.

b. **200 and 202 W 9th St:**

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

c. **19 Arbutus:**

- I. CPR Construction hired the MSC to install the electric feed to the new house being built at 19 Arbutus. The work was completed on 9/13/17

2. **Operations:**

a. **Outages :**

- I. We had 1 outage over the last month.
 - i. We had an outage on 8/18 at 11 Janiver. This outage was caused by a tractor trailer hitting the utility pole across from 11 Janiver. 13 customers were affected for a total of 1 hour. Supervisor Blomquist received a Police report and submitted it to the office along with the costs incurred for reimbursement from the trucking companies insurance company.

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2. 09/1/16 – 09/1/17

SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
58	1	57	99.98

S

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.

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 in the rear property of Vandyke Village.

III. Capacitance:

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- i. The Electric Department continues to monitor and make changes to our system to improve our power factor.

- b. **Wilmington Road Substation:**
 - I. There is nothing to update for this location.

- c. **Dobbinsville Substation:**
 - I. The CT for this location was delivered and installed. We have a spare CT as a backup if we experience issues in the future.

- 4. **Customers Power Factor:**
 - a. **Zenith:**
 - I. Operations continue to provide the Load Profiling for this location.

 - b. **Techmer:**
 - I. There has been no contact with the MSC regarding installation of the capacitor bank.

- 5. **AMI Metering:**
 - a. **AMP:**
 - I. A WebEx has been scheduled for September 21st to go over the high level estimate for the AMI solution that AMP is offering.

- 6. **Software Conversion:**
 - a. Operations Departments have been working in the ESS Module, Utility Billing Module, Inventory Module, Purchasing Module, and the General Ledger Module.

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7. Training:

a. Human Resources Training

- I. The Electric Department attended the Overcoming Negativity in the Work place training on 8/31/17

b. Key Accounts Training

- I. GM Patone, Billing Manager French, Supervisor Guyer, and Supervisor Blomquist attend the first portion of the Key Accounts Training at DEMEC on 9/5/17.

b. Miss Utility Damage Prevention:

- I. Supervisor Blomquist and Assistant Supervisor Granger attended the Miss Utility Damage Prevention training on 9/7/17

8. Hurricane Irma:

- a. There was a request through the APPA to send crews to Florida in the wake of Hurricane Irma. Supervisor Blomquist worked with DEMEC to assemble a crew made up of employees from New Castle and Milford. As of 9/13/17 the crew is on the list to be assigned to a utility. Supervisor Blomquist would like to thank everyone for their part in getting approval to offer assistance to the Utilities that were affected by the Hurricane. It is Supervisor Blomquist's belief that we have a responsibility to offer Mutual Aid in the event of a catastrophe just as we would want others to feel the same way if we were to experience a similar situation.

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Water Department Commission Meeting Report

September 21, 2017

Prepared By: Jay Guyer on September 14, 2017

1. Projects

A. Riverbend Subdivision

1. The water system in Riverbend was flushed on September 6th to maintain the required 0.3 ppm of Chlorine Residual.

B. Water Metering

1. Meter reading was completed on August 12th by the Water Operators who followed up on water check reads as needed and high/low/zero reads were addressed.

C. Penn Farm 2" Water Service Installation

1. Supervisor Guyer received written confirmation from Trustee President Wilson they agreed to the cost of the 2" water service. MSC Water Operators started the installation on September 13th. When completed, Supervisor Guyer will work with the billing office to invoice the Trustees for reimbursement.

D. 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 – 7th Street

1. Construction at the site continues with pile driving and digging / pouring of footers and foundations, and erection of the cinder block walls and structural steel for Building A.

F. City Street Repaving

1. Supervisor Guyer has not received any additional communication from the City Building Official or City Engineer in reference to this year's Street Repaving program.

G. 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.

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2. Supervisors Guyer and Jaeger will perform a final walk through of the projects and schedule a meter survey.
3. 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. 19 Arbutus Avenue – Buttonwood

1. CPR Construction is building a new house which will utilize the exiting ¾" water service. The service will be renewed from the curb stop and metered in the basement.

I. AMI Metering System

1. Supervisor Guyer collected additional water meter information and forwarded to George Bjelovuk of AMP. On September 21st, Mr. Bjelovuk is scheduled to present a high level overview and estimated cost for MSC to install AMPS AMI Metering solution.

J. Verizon Cell Tower at 100 Municipal Boulevard

1. Supervisor Guyer followed up with City Building Official Jeff Bergstrom in reference to proper site restoration being completed. Per Mr. Bergstrom the Contractor will be delivering a check to the MSC for amount quoted for MSC to properly complete the trench restoration.

2. Operations

A. Planned and Unplanned Outages

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

B. System Repairs and Maintenance

1. Supervisor Guyer contacted our lab Eurofins and provided a sample of the carbon from our carbon acceptance canister for mercury testing. The results from Eurofins were 0.7 mg/kg of mercury which was less than the 2.1 mg/kg Calgon's lab reported. Supervisor Guyer discussed our results with our Calgon Carbon representative Vince Lamberti and questioned the process our sample was processed through. Per Mr. Lamberti, their lab has retained a portion of our carbon sample and is sending it to their lab for re-testing

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which should take approximately 10 days for results to be returned. Mr. Lamberti will follow up when he has the results.

2. Water Operators replaced the old Corey – Rensselaer fire hydrants at 142 Casimir Drive and 124 Casimir Drive due to age and operational issues. Both of these old style hydrants were dated 1967 and were scheduled for replacement as part of our hydrant replacement program.
3. On September 12th, a City Garbage truck struck our fire hydrant located at Lincoln and A Streets in Buttonwood. MSC crew responded and assisted with removing the truck from the hydrant. The hydrant was operated and flow tested ok. New Castle City Police responded and completes a police report. Hydrant is being evaluated for relocation and possibly putting protective bollards in front of it.
4. Assistant Supervisor Jaeger updated our Cross Connections Control database with new addresses and device information and generated 85 inspection letters that will be mailed to all customers that have backflow prevention device that are due for annual testing and certification.

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. Supervisors Guyer and Blomquist met with the Fleet Sales Representative from Bayshore Ford to start specing a new Dump truck. Supervisor Guyer is working on obtaining additional information about the grant qualifications and costs for a new dump truck to replace our 1995 Dump Truck.
3. Assistant Supervisor Jaeger researched and updated our Rate comparison spreadsheet comparing our water rates and charges to other local water providers for GM Patone to prepare for our next rate study.
4. Supervisor Guyer is researching costs and preparing information to update the O & M Budget for FY 2019 and Capital Budget for the next 5 years. This included trucks, equipment, and water projects.

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D. Equipment

1. No equipment issues to report.

E. Water System Mapping

1. Assistant Supervisor Jaeger worked on the mapping system during the past month creating a new layer to maintain the location of the abandoned water mains in our system. He is also working on locating all of the raw water mains and features and will add them to the mapping system.

F. Personnel and Training

1. Supervisors Guyer and Jaeger completed the annual employee evaluations and submitted to GM Patone for review.
2. Water Operator Jeffery Schlecht was enrolled in and started his Base Level Water Operator Training Course at Del - Tech in the evenings.
3. The Utility Building Staff attended the on-line training Overcoming Negativity in the Work place training on 8/31/17.
4. GM Patone, Billing Manager French, and Supervisors Blomquist and Guyer attend the first course of the Key Accounts Training at DEMEC on 9/5/17.

G. City Ordinance 512 Prohibiting Private Wells

1. GM Patone and Supervisor Guyer attended the September 12th City Council Meeting for the First and Second reading of Ordinance 512 in reference to private wells being prohibited. Questions from Council were asked and answered. Council voted 4 Yes / 1 No to move the Ordinance to a special hearing to be scheduled in the near future. GM Patone will follow up on the date and time of the special hearing

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

1. Supervisor Guyer followed up with City Building Official Jeff Bergstrom requesting 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

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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. Supervisor Guyer collected MSC Water and Electric facility information and forwarded to City Engineer David Athey of AECOM for inclusion in the DNREC's Delaware Coastal Program to assist the city in preparing for the rising tides and flooding events. GM Patone and Supervisor Guyer attended the public workshop on September 7th to learn more about the project.

J. SCADA System Demonstration

1. MSC was requested by Keystone Engineering Group to provide the Town of Smyrna a SCADA Demo of our water and Electric SCADA Systems and discuss our approach to utilizing SCADA for daily operations and benefits we receive from our system. On September 13th, Supervisors Guyer, Jaeger, and Blomquist met with 10 representatives from the Town of Smyrna and reviewed our SCADA System and its capabilities. Smyrna Representatives offered very positive comments about our overall system appearance and operation.

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.
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).

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C. DEWARN – Delaware Water/Wastewater Agency Response Network

1. The next meeting is scheduled for September 28, 2017. DEWARN has been continuously updated on the requests being made by the TXWARN and FLWARN organizations as a result of the storms the devastated the areas of their states.

D. Water Operator Advisory Council Meeting

1. The next meeting is scheduled for September 28, 2017.

End of Report

Attachments: August 2017 Water Works Report
August 2017 Water Outage Tracking Sheet