

Municipal Services Commission
Monthly Meeting
September 17, 2020 – 4:00 p.m.

The meeting was called to order at 4:00 p.m. virtually with Dr. Roy Sippel, Commissioner, presiding.

Present: Dr. Roy J. Sippel, Commissioner, President
Daniel F. Knox, Commissioner
Dr. Allen Hansen, Commissioner
Pamela A. Patone, Secretary
Michael Quaranta, Mayor
Phillip Gross

Staff in Attendance: Jay Guyer, Manager, Water Department; Scott Blomquist, Manager, Electric Department

Minutes – A motion was made and seconded to approve the minutes from the monthly and executive session for the August 25, 2020 meeting. The motion was approved.

Treasurer's Report – Secretary Patone reporting

A total operating cash balance of \$2,393,602.32. PNC escrow and meter deposit total in the amount of \$720,394.04. Total cash balance of \$3,113,996.36. Total investments are \$1,277,832.56. The attached accounts payable check register was reviewed. Commissioner Knox inquired about \$15,000.00 to fund New Castle Cares, Secretary Patone confirmed stating that money came from DEMEC and was dispersed immediately to New Castle Cares.

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

Accounting and Customer Service Department Report– Secretary Patone reporting

(See attached report.)

Secretary Patone noted on the revenue loss as a result of COVID to be reported monthly with accounting reports. Overall revenue is down roughly \$100,000.00, we are seeing recovery. CSD is paying close attention to key accounts and collections. Commercial accounts are making fairly steady payments with the exception of one small commercial account who is delinquent and has closed their doors but hopeful will continue to make payments. In addition on the residential side we continue to work on setting up payment plans and prompting assistance where needed.

Electric Department Report – Mr. Blomquist reporting

(See attached report.)

Secretary Patone announced Philip Gross admitted to the meeting
Secretary Patone announced Mayor Quaranta admitted to the meeting

Water Report – Mr. Guyer reporting

(See attached report.)

Commissioner Hansen made an inquiry regarding the Asset Management timeline. Mr. Guyer advised due to COVID there is a revision to the timeline to be completed July/August of 2021, still within the 2 year timeframe. It was agreed Secretary Patone and Commissioner Hansen to be included in the higher level meetings with RK&K .

Secretary Patone invited Mr. Gross and Mayor Quaranta to address the commission, Mr. Gross declined at this time. Mayor Quaranta discussed communications he sent to the chair of the historic and planning commissions regarding the electric charging stations, noting Amazon's announcement of their purchase and deployment of electric delivery vans. Fleets are expected early entrance which will create more adoption of EV's. Mayor Quaranta invited the commission to join the process as this will affect more commercial and residential customers around the city.

Mayor Quaranta requested an agreement for the sake of goodwill among other organizations in accounting on the policy of expense reimbursement thresholds and efficiency among departments. Secretary Patone requests to be part of those discussions to assist with communications with all parties regarding expectations and efficiencies.

Mayor Quaranta expressed a desire to understand the policies regarding ownership of property and credit worthiness. A discussion ensued regarding legalities of property ownership specifically as it pertains to a deceased individual's estate. Secretary Patone discussed the MSC policy for application of service and the credit review for new and existing customers. Both Mayor Quaranta and Secretary Patone agreed consistency in policy application, following the laws and keeping customer privacy is important. Secretary Patone added to Mayor Quaranta comments regarding the electric charging station stating she spoke with David Baldini, chair of the Planning Commission and shared the information DEMEC had accumulated and will follow up if her attendance is needed. Commissioner Hansen inquired if there is a timeline on the rebates. It is Secretary Patone's thought we should explore before year end with DEMEC and DNREC regarding expiration or changes to rebates.

Mr. Guyer, and Mr. Blomquist were thanked and excused from the meeting.

Secretary's Report – Secretary Patone reporting

DEMEC– Secretary Patone states the regular monthly DEMEC meeting and Annual meeting were held September 09, 2020. During the September 09 meeting the financial report was presented and reported the results are similar among municipalities that July and August are bouncing back from the effects of COVID with an actual replenishment in July reserves of approximately 2 million which was being used in March through June. Secretary Patone was appointed the position of chair of the finance committee and treasurer for next year. The inventory policy for accounting was also approved. President McCullar reported on generation being up for both Freemont and Beasley. DEMEC staff continued work on the strategic plan with a follow up meeting held on September 11, with consultants who facilitated the strategic plan, a final report is anticipated to be available to share with the commission within the next 30 days. DEMEC reported for Municipal Renewable Portfolio each year the municipalities need to report what their renewable portfolios look like, some questions were raised regarding the circuit breaker cost calculations and how we compare them to the cost of other fuel sources. The finance committee has agreed to review those calculations at the next meeting. The annual meeting consisted of a presentation from the consultant

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used for strategic planning giving an overview of what strategic planning is and how it can benefit an organization.

Old Business

Electric Vehicles Charging Station– Mr. Gross commented on his positive experience with rebate programs, stating the sooner we get programs in place the better.

Feasibility Study– Secretary Patone stated she and Mr. Barthel are awaiting a recommendation from GMB on next steps and associated costs.

New Business

Water Rate Design and Tariff Change- During the January 30, 2020 commission meeting Utility Financial Solutions presented their rate design and analysis of financial projection, recommending an overall water revenue increase of 9%. The commission decided due to COVID to delay that increase to assess at September commission meeting. Management previously approved a 1% decrease in electric rates that took place in May, would like approval for the 9% increase in water to take effect in the 10-19-2020 billing. Commissioner Knox inquired if there was notification sent to customers regarding rate increases. Secretary Patone stated the original press release regarding the decrease in electric mentioned the delay of the increase in water. She anticipates putting out a press release in the next week. Commissioner Knox inquired about communication with key accounts, Secretary Patone confirmed direct communications with key accounts.

A motion was made and seconded to approve moving forward with the water rate increase. The motion was approved.

Application for Service Tariff Change- Secretary Patone presented the Residential Application for service with the addition of verbiage related to the existing deposit policy and website location of the Tariff. The application is part of the tariff and requires approval for any changes.

A motion was made and seconded to approve moving forward with the application for service tariff change. The motion was approved.

Procurement Policy Approval- Secretary Patone states staff has been trying to formalize an Accounting policy and procedure manual. There is a sense of urgency due to grants as related to COVID. The FEMA Grant specifically requires a copy of our procurement policy. Secretary Patone stated staff is obtaining a quote from Horty and Horty for a comprehensive policy. Secretary Patone requested approval of the procurement policy presented. She noted the MSC follows the State of Delaware's pre-approved vendor list, and requires an RFP policy for large capital projects. Commissioner Knox inquired if there was a dollar threshold prior to bid, Secretary Patone confirmed a formalized threshold does not currently exist but anticipates developing a threshold.

A motion was made and seconded to approve the procurement policy as presented. The motion was approved.

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Mayor Quaranta and Mr. Gross exited the meeting

A motion was made and seconded to enter executive session at 5:16 p.m.

Commissioners returned to general session at 5:31 p.m.


A motion was made and seconded to approve moving forward with the personnel change as discussed in the executive session. The motion was approved.


Next Meeting

Commissioners set the next monthly Board meeting to be October 22, 2020 4 p.m., location to be determined.

Adjournment

A motion was made and seconded to adjourn the meeting. The motion received unanimous approval. The meeting was adjourned at 5:32 p.m.


Patricia Malloy, Stenographer

Approved: 
(Minutes transcribed from recording)

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Accounting & Customer Service Department Meeting Report

September 17, 2020

Prepared By: Tara French on September 11, 2020

- **Billing / Customer Service**

The CSD continues to prepare consumption reports for analysis in usage changes that may have resulted from the COVID-19 pandemic.

The CSD prepared monthly billing to customers.

The CSD is preparing the annual New Castle County Sewer Report.

- **Accounting**

Accounting provided the August 31, 2020 Monthly Budget Report by Group Summary by Department and in Total and Investment Performance by Security and Portfolio Holdings by Account at August 31, 2020. Accrued wages are not complete due to timing.

Accounting reviewed the operating budget vs actual through August 31, 2020. The following line items were previously reported:

1. As previously discussed, the Pension expense accounts are expected to be overbudget for the year due to last year's funding not being increased timely.
2. Bad debt expense is overbudget due to the increase in accounts receivable as a result of the pandemic.
3. R&M Hydrants and Hydrant Valves are overbudget for the year due to unexpected repairs from the Spring Hydrant Flushing and a hydrant moved at Carrie Downie. The Water Department will reevaluate other budget line items and defer expenses. The operating expenses are not expected to be overbudget for the fiscal year.

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ELECTRIC DEPARTMENT COMMISSION REPORT

September 17, 2020

Prepared by Scott Blomquist on September 10, 2020

1. Developer Projects:

a. Sheriffs House:

I. There is nothing to update on this project.

b. Read House:

I. There is nothing to update on this project.

c. 200 - 210 W 9th St (even only).

I. Cirillo paid the MSC to perform the primary work needed to energize the transformer and to make the secondary connections.

II. Cirillo Brothers paid for a light that will be installed on this project to match the existing lights on 9th St.

III. The electric crew installed the primary wire and made up the connections. We are waiting to hear back from Premium Power as to when they can come and test the primary cable. When we have this complete and the office gives us service orders we will energize the services.

d. Third Street Parking Lot:

I. We received the lights for this project.

II. We have been contacted by Cirillo Brothers saying that they are ready for us to come install the light bases and lights. As we are busy on the Delaware St Project we plan to hold off starting this project unless we have an opportunity to break off and perform the work. Manager Blomquist doesn't feel that us waiting till Cirillo is complete will change our scope of work.

2. Capital Projects:

a. Van Dyke Village:

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I. There is nothing to update on this project.

b. **Delaware Street:**

I. The electric crew installed the primary wire to the new manholes and to the riser pole on The Strand. Secondary wire has been pulled to the junction boxes. Primary connections have been made. We will have Premium Power test the primary wire before we energize. Once we have the transformers energized we will start taking outages on individual customers and transferring them over to the new underground infrastructure.

3. **Operations:**

a. **Outages :**

I. We had 1 outage over the last month and 1 that was on the customer's side.

i. We reported last month that on July 28th we had an outage at The Read House that was caused by a squirrel and lasted 20 minutes. This was a miss communication between the field crew to Manager Blomquist. They didn't find a cause and assumed it was a squirrel. We had another outage at this location on August 28th. When determined that the cable failed under the primary elbow connection to the transformer. This is the customer's equipment. They asked if the MSC could perform the work to make the repair. Manager Blomquist created an estimate and they agreed to make payment with the Billing Department. The MSC performed the work and re-energized the customer. As both of these outages were due to customer equipment they are not reportable and will not affect our reliability numbers. We still put them in the outage tracker but select an option to make them a non-reportable incident.

ii. We had an outage at 729 Clymer that affected 14 customers for 2 hours. This was due to a transformer failure. The crew determined that they had primary voltage going in but no secondary voltage. We opened the transformer but were unable to find the problem. The transformer was changed out.

iii. Although this outage happened September 2nd and will affect next month's reliability calculations Manager Blomquist wanted to make the Commission aware. We had an outage on September 2nd for 1 hour and 40 minutes that affected 442 customers.

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Delmarva Power had an outage on our Wilmington Rd substation and we were operating on 3 circuits out of Dobbinsville. Delmarva had a guy wire break loose from a distribution circuit and it got caught in our 410 circuit. The circuit went into lockout. The problem was down the tracks between Knott's Bus Company and Portofino's. It was not an obvious problem and took some time to find.

II. 09/01/2019 – 09/01/2020

SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
9.956	0.0784	126.9	99.99

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.

4. **Repairs and Maintenance:**

a. **Wilmington Road Substation:**

I. The Electric Department performed the monthly inspection at this location.

b. **Dobbinsville Substation:**

I. The Electric Department performed the monthly inspection at this location.

5. **Safety:**

I. Daily tailgate sections are performed each morning.

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6. **Training:**

- i. Manager Blomquist finished the second Schweitzer relay program training course.

7. **Electric Vehicle Program:**

- i. There is nothing to update regarding this program.

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Water Department Commission Meeting Report

September 17, 2020

Prepared By: Jay Guyer on September 14, 2020

1. Developer Projects

A. Garrison Apartment Complex – 7th Street

1. WUM Guyer reviewed the punch list and had an operator visit the site to confirm the status of the items on the punch list. With the exception of 3 items listed on the punch list, everything else has been completed with no notification / coordination with the MSC. WUM Guyer purchased the correct meter identification tags which were installed on each meter. This cost will be deducted from the remaining funds in escrow. CSAM French is working with Pennrose and SB Conrad to resolve billing issues and close accounts. WUM Guyer is reviewing the project to start and reconciling the account.

B. Del DOT – SR 9 / SR 273 Delaware Street Railroad Crossing Safety Improvements

1. Nothing to update on this project with Del DOT and Century Engineering.

C. Delaware Street Repaving – City Project

1. City contractor Cirillo Brothers continues to work on the curbs and sidewalks between 2nd and 4th Street then plans to start between 4th and 5th Street. Water Operators continue to work with the contractor to ensure valve boxes and curb boxes are adjusted or replaced as needed.

D. Sherriff's House Improvements – National Park Service

1. WUM Guyer approved the water service upgrade plans with comments and received an "Approval to Construct" from the Office of Drinking Water, Office of Engineering. WUM Guyer and WUS Jaeger attended a pre-construction meeting August 27th. Due to the timing of final paving on Delaware Street, representatives of the National Park Service (NPS) inquired about the MSC completing the water main and service work up to the valves at the property line. WUM Guyer discussed the request with GM Patone. WUM Guyer drafted an estimate and proposal for MSC to perform the work and forwarded to the NPS for their review.

E. Carrie Downie Elementary School

1. Schlosser & Associates Mechanical Contractors completed the water line installation project. A final inspection was performed and forwarded to the contractor for

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completion. WUM Guyer and WUS Jaeger will review the project and prepare an expense report for reimbursement for MSC inspection and testing.

2. MSC Projects

A. West 3rd Street Parking Lot – Trustees Project

1. WUM Guyer and WUS Jaeger visited the site and checked the Trustees contractor Cirillo Brothers progress on the new parking lot. The fence piers and final grading are being performed at this time. When complete, MSC will coordinate completing the water service installation, reconcile the project, and invoice the Trustees for materials.

3. Operations

A. Outages and Reporting

1. There were no planned and unplanned water outages for the month of August 2020.

B. Reporting

1. ATSDR PFAS Testing in New Castle County – WUM Guyer attended the Online PFAS Exposure Assessment Information Session being hosted by the ATSDR on September 3rd at 7:30pm. The information presented on the different sites surveyed to date was very informative.
2. WUM Guyer followed up with the STRIDE Group and Calgon Carbon Corporation (CCC) in reference to the GAC and Ion Exchange Pilot Study to evaluate the performance of different treatment methods to remove PFAS compounds from drinking water. The skid was delivered to School Lane Treatment Facility on September 14th. CCC provided a draft access agreement for our review. It was returned with MSC comments and suggested revisions. Once finalized and signed, the unit will be setup and placed in service.
3. Penn Farm Observation Wells – DNREC and their engineer have not requested access to the Penn Farm or the lot at 0 Christiana Road for additional water and soil sample collection. WUM Guyer will follow up with the DNREC on their PFAS testing results.
4. WUM Guyer and GM Patone finalized the process for providing bulk water sales to contractors and commercial haulers such as pool companies for use on construction

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projects and filling pools. WUM Guyer worked with CSAM French to set up the first account for Aqua-Duck Transport who made their first purchase on September 9th totaling 18,780 gallons of water.

5. US EPA Region 3 Training Division – The training presentation WUM Guyer was scheduled to make on MSC's experience in handling the PFAS Contamination in 2014 has been changed from October 28th to November 19th.

C. System Repairs and Maintenance

1. Riverbend Subdivision - Flushed on September 2nd to maintain required Chlorine Residual.
2. Monthly Meter Reading – Completed on September 14th. Water Operators will follow up on water check reads and missed reads.
3. Operators have been cleaning, prepping, priming and painting fire hydrants in Riveredge Park and Buttonwood areas. 20 Hydrants have been completed as of September 11th.
4. AC Schultes completed our annual pump and motor maintenance inspection at School Lane, Basin Road, Cross Roads, and Frenchtown Road wells on August 17th and 18th. WUM Guyer is waiting for the final report to be submitted.
5. MSC water Operators assisted Jeff Bergstrom of the City Building Department with checking and clearing several clogged storm water drains and catch basins located at the end of 13th and Oak Streets using flow from a fire hydrant.

D. Budgets and Grants

1. Water Infrastructure Advisory Council (WIAC) Grants – WUM Guyer and WUS Jaeger are reviewing the project key attribute data for horizontal assets and starting to review the vertical assets. WUM Guyer reached out to Bruce Jones of RK & K to schedule a meeting for the week of September 14th to update all team members on our progress and update the time line and goals for the project to get it moving forward again.

E. Equipment

1. Truck 11 was shipped back to Dejana Trucks in Cinnaminson, NJ for evaluation. The leak around the roof mounted strobe light was located and repaired. The entire interior

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was dried, cleaned, and disinfected to prevent mold. The truck was returned to MSC on September 2nd.

2. WUM Guyer and EUM Blomquist reviewed and placed the order for the new Kubota Skid Steer. Burke Equipment kept the price as quoted and delivery of the unit including pallet forks and bushhog mower is anticipated for Late October.

F. Personnel and Training

1. No personnel issues to report at this time.
2. WUM Guyer and WUS Jaeger completed employee evaluations and forwarded to GM Patone and HR/BM Stubbs. Evaluations are scheduled for the end of September.
3. WUM, WUS, and Water Operators have attended several training webinars in reference to water operations, treatment, and safety for continuing education hours to maintain their operator licenses.

G. Safety

1. MSC Water Operators and Facility Person hold daily morning tailgate talks discussing jobs/tasks to be performed that day, potential issues or hazards to be considered, personal protective equipment to be utilized, and safety concerns.

3. Local, State, and Federal Agencies

A. WSCC - Water Supply Coordinating Council

1. The next WSCC meeting is scheduled for September 24th.
2. The Sub - Committee members from Northern New Castle County developing templates for the Self Sufficiency Report and Conservation Rates Effectiveness filings with the Council had a virtual meeting during the month of August. Members continue to make changes to the draft standardized template for reporting purposes.

B. WRA – Water Resource Agency

1. WUM Guyer will send weekly pump data to Jerry Kauffman of University of Delaware Water Resource Agency (WRA) when requested.

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C. DEWARN – Delaware Water/Wastewater Agency Response Network

1. The next DEWARN meeting has not been scheduled.

D. Water Operator Advisory Council Meeting

1. The September 3rd conference call/meeting went well. Reappointed and new council members were acquainted at the beginning of the meeting. Council reviewed Water Operator License Applications and approved/denied based upon the regulations, approved the June 4th meeting minutes, Reviewed and approved new training courses from Del Tech, Delaware Rural Water Association, and the US EPA, discussed the Operator Certification Regulation revisions that were signed in to law, and the external review completed by Del Tech Environmental Center. Council discussed electing a new Chairperson for the coming year and how the program will be restructured to have additional assistance with completing tasks and projects.
2. The next meeting is scheduled for December 3rd.

E. Delaware Public Service Commission – Miss Utility Damage Prevention Reporting

1. The PSC has scheduled a teleconference public hearing for September 30th at 1:00pm. WUM Guyer will attend the hearing on the final draft of the proposed Utility Damage Reporting requirements.

F. Miss Utility of Delmarva Monthly Meeting

1. Miss Utility issued notice that all meeting are suspended until further notice.

End of Report

Attachments: August 2020 Water Works Report
August 2020 Water Outage Tracking Sheet