

Municipal Services Commission Monthly Meeting  
March 17, 2022, 8:30 a.m.  
216 Chestnut Street New Castle, Delaware

The meeting was called to order at 8:30 a.m. with Dr. Roy Sippel, Commissioner, presiding.

Present: Dr. Roy J. Sippel, Commissioner, President  
Daniel F. Knox, Commissioner  
Scott L. Blomquist, Secretary  
William J. Barthel, City Administrator, Alternate for Mayor Michael J. Quaranta

Staff in Attendance: Kendrick Natale, Comptroller  
Artie Granger, Manager, Electric Utility  
Jay Guyer, Manager, Water Utility

Mr. Blomquist convened the meeting at 8:30 a.m. Roll call followed and a quorum to conduct business was declared.

Mr. Blomquist introduced customers who were also in attendance:

Mr. Phil Gross  
Ms. Aretha Davis  
Mrs. Lawrence Smith

Public Comment

Ms. Aretha Davis

Ms. Davis explained that she received a call from MSC while she was out of town that she did not respond to. When she returned, she received her February bill with an excessive charge for water service. Mr. Blomquist explained that if MSC staff is unable to gain access to read the water meter, staff will attempt to schedule a time or phone the customer to obtain a reading. During discussion, Ms. Davis suggested that an estimated bill with the previous month's reading be issued. Mr. Natale explained that Mrs. Davis was contacted in January and February for meter readings to which she did not respond, noting that when a customer is non-responsive to requests for meter readings a gross over-estimation is billed in an effort to force a contact from the customer, either via phone or email. Mr. Natale added that if bills are consistently estimated, once a true reading is obtained the customer could ultimately be either over-billed or under-billed, which is a situation MSC wants to avoid.

In response from a question from Mrs. Smith, Mr. Blomquist explained that MSC customers can schedule a time each month when access to the house can be obtained in order to read the meter. Mr. Blomquist added that MSC provides payment plans, and utility assistance is available through a program MSC has with the Salvation Army.

Mrs. Smith suggested that information be communicated to the all customers and Mr. Natale noted that information could be put on the website. Ms. Davis recommended that communications in the newsletter be improved to inform customers of the reasons some may be receiving higher-than-usual bills and how to avoid them.

Dr. Sippel stated that MSC is putting in all new meters which will self-collect and eliminate these types of situations for MSC customers. Mr. Blomquist explained how the new meters will work to provide better service to all customers and assured Ms. Davis that MSC will improve on communications.

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Mr. Gross asked if there was a schedule for when the new meters would be installed. Mr. Blomquist explained that there is currently a 5-month lead time for receipt of the new meters and scheduling is still being worked on. Mr. Gross suggested that MSC communications could be put in the monthly City Newsletter.

Minutes

**A motion was made by Commissioner Knox and seconded by Dr. Sippel to approve the Minutes of the February 22, 2022, regular session as presented. Mr. Barthel recused himself from voting. On vote, the motion unanimously passed.**

**A motion was made by Commissioner Knox and seconded by Dr. Sippel to approve the Minutes of the February 22, 2022, executive session. Mr. Barthel recused himself from voting. On vote, the motion unanimously passed.**

Treasurer & Human Resources Report – Mr. Natale reporting  
*(See attached report)*

Mr. Natale reported the following:

- Cash balance as of February 28, 2022: \$3.2M
- Investment Portfolio as of February 28, 2022: \$1.2M, which was a net loss of \$16,500 from prior month. Mr. Natale reported that the fiscal YTD value decreased by \$14,000; adding that is a paper loss and is not necessarily an indication that there is a loss of principle in the underlying value of the asset. Mr. Natale reached out to the investment advisors regarding MSC's exposure to Russian or Belarusian sovereign debt, and they advised there is a small amount in one of the Mutual Funds that is immaterial, and those funds are not affected by any of the sanctions.
- There are 124 days of cash on hand as of February 28, 2022, which is decrease of three days, mostly related to the fall in the value of the portfolio.
- Billing/Customer Service – There were 27 service cuts in February. Service cuts have leveled off.
- New Castle Cares Program – One customer accessed the program for assistance with utility payments.
- Electric charges have a favorable variance YTD. Consumption is approximately 6.5% lower than February 2019. Electric consumption was up in all categories in 2022 with the exception of large commercial which is 32% lower than February 2021.
- Electric expenses have an unfavorable variance YTD related to increased supply costs from DEMEC and the circuit switcher at Wilmington Road.
- Water charges have an unfavorable variance YTD. Water consumption for the month was up 14% from prior year.

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- Water expenses have a favorable variance YTD, mostly due to lower than anticipated depreciation expense due to delaying several projects.

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

Developer Projects

- 90 Lukens Drive – MSC recommended that the general contractor order the long lead time items.
- Cherry Lane – MSC discussed the method of getting power to the new building location with Greggo & Ferrara.
- Riverbend Subdivision – The existing electrical infrastructure has been located for Miss Utility locates.

Capital Projects

- Van Dyke Village – MSC continues to monitor material costs and will adjust work speed and/or materials purchased to keep the project going and within budget.
- Grant Opportunities – MSC signed the Master Agreement with Baker Tilly for submission of projects for funding.
- System Undergrounding Plan – This will be submitted to Baker Tilly for grant funding.
- EV Chargers – A charger will be installed this month at the Chestnut Street location.

Capital Purchases

- Utility Building – MSC will act as the general contractor and expects to bring the project in under budget. The building package will be ordered from Graber supply. Obtaining subcontractors for the project is being finalized. Messrs. Blomquist and Barthel will inspect the site.

Operations

- Outages – There was one outage in February in Van Dyke Village caused by a branch that came down on the primary line. Twenty-eight customers were without power for approximately 1-1/2 hours.

Water Department Report – Mr. Guyer reporting  
(See attached report)

Mr. Guyer reported the following:

Developer Projects

- Riverbend Subdivision – The Rail Pros License Agreement was reviewed. Revisions to the water and electric details for each agreement have been completed and separate Water and Electric

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License Agreements will be submitted to Rail Pros for review and comment. Miss Utility tickets were called in on 3/3/22 by Royal Cable to install telecommunications in the subdivision. Mr. Guyer inspected the entire project with the contractor on 3/16/22 and MSC standards were discussed. The installation plan was changed in four locations and an amicable agreement was reached. Mr. Blomquist explained that telecommunications were never discussed in the original plan and Comcast began installation without communicating with MSC.

- 165 East 2<sup>nd</sup> Street – The footers and foundation have been completed and the house is framed up. Water service installation is scheduled for 3/15, weather permitting.

MSC Projects

- Advanced Metering Infrastructure/American Municipal Power – The meter quantity data will be sent to Badger Meter with the request to provide a quote and delivery lead time.
- Cross Connection Control Program/Hydro Corp's Proposal – The website is updated for water operations and water programs information. Over the course of the next few weeks MSC will reach out to customers to introduce them to Hydro Corp's program.
- PFAS Sampling/Carbon Filtration System – PFAS sampling was completed on February 2<sup>nd</sup> and compounds were tested to a Non-Detect at the School Lane Treatment Distribution Entry Point.
- 216 Chestnut Office Building/Renovation – Operators have been working on the demolition and renovation work.
- Calgon Carbon Corporation (CCC) Pilot Study Test – Data is being collected and transmitted daily to CCC. MSC is collecting monthly PFAS samples. Messrs. Guyer and Jaeger continue to discuss the Study results with Engineer Adam Redding.
- Pre-Apprenticeship Water Operators Course – Recent activities included visiting the Ships Landing and Gray Street elevated Tanks, collecting water samples and analyzing for chemicals and bacteria, and demonstrating how GIS Mapping and SCADA are used in the water industry.
- EPA / ARPA Funds and SRF Loans / Grants – Messrs. Guyer and Jaeger continue to work with Pennoni Associates Engineering relative to EPA/ARPA Funds and SRF Loans/Grants for qualifying MSC water projects and met with Sandi Spiegel of SRF who advised that Notices of Intent should be put in for all MSC proposed projects. Mr. Guyer reviewed a list of projects for which MSC will seek grant funding.
- SCADA System – Updates to software have been made.
- Lead Service Line Replacement – MSC is looking at a way to implement an inventory program that would include visual inspections and soft excavations.
- ATSDR PFAS Exposure Assessment – MSC has not received any calls from customers.
- DRBC Annual Water Audit Report – The Report was submitted on March 12<sup>th</sup>.

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- US EPA Unregulated Contaminant Monitoring Rule 5 – MSC completed the registration process. Sampling will be required in March 2023 and September 2023. All costs will be covered by the EPA.
- PFAS Contamination in New Castle – Messrs. Guyer and Blomquist were interviewed by WHY? Mr. Guyer completed a FOIA requested filed by Zoe Read of WHY? requesting records for the levels of PFAS parts per trillion found in the drinking water supply in 2014 and current levels of PFAS parts per trillion in the raw drinking water supply before treatment. Mr. Guyer requested the opportunity to review her article prior to publication, and she agreed to contact Mr. Guyer before the article is released.
- Riverbend Subdivision – The subdivision was flushed on February 3<sup>rd</sup> and 24<sup>th</sup> to maintain chlorine residual.
- Monthly Meter Reading – Meter readings were done on March 14<sup>th</sup>. Approximately 80 door hangers were distributed to keep customers informed. Approximately 30 calls have been received from customers.
- Utility Yard – Water and Electric staff have started preparing the Utility Yard for the Pole Barn. Electric material has been moved to the Wilmington Substation.
- Grants and State Revolving Funds – MSC responded back to RK&K with requested information to complete Task 3 – Asset Inventory and Condition Assessment. MSC received the grant reimbursement totaling \$68,400 from DWSRF for the Carbon Exchange in Vessel 2.
- DRWA Technical Conference – Staff attended training classes at the conference and credit hours were received for continuing education to maintain operator licenses.
- Carbon Filtration System / NOIs – Mr. Jaeger attended the first stakeholders' meeting that was held on March 15<sup>th</sup>. They are looking at PFAS at 14 parts per trillion and PFOA at 21 parts per trillion and are proposing an annual review of MTLs. The EPA approved the 1633 sampling method that tests for 40 compounds. MSC conducted that test and everything was removed to a Non-Detect level after filtration with new carbon. Mr. Guyer anticipates that MSC will see a breakthrough of the shorter chain compounds on the fresh 40,000 lbs. of carbon within 3-4 months. They are observing that of the different resins being tested, one has been much more effective at removing PFAS when used in combination with the carbon. Mr. Guyer noted several different options that have been discussed and opined that using a combination of resin and carbon it is estimated that it would be 8-9 years between exchanges. On MSC's actual system the Pilot Study is mirroring the data. In summary, Mr. Guyer noted that the SRF Grant/Loans NOIs are due April 25<sup>th</sup> and asked for Commission approval to move forward with submitting an NOI to design and install a complete second Model 12 System. Mr. Blomquist noted that if they decide to regulate any of the other contaminants and MSC is unable to pull them out, MSC may get shut down. In response to a question from Mr. Knox, Mr. Guyer stated that he does not have a cost estimate at this time.

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**Mr. Knox made a motion to approve moving forward to develop a Notice of Intent to develop a complete second Model 12 System. Mr. Barthel seconded the motion. On vote, the motion was unanimously passed.**

Mr. Guyer will keep the Commission updated on costs.

*Managers were thanked and excused from the meeting.*

Secretary's Report – Mr. Blomquist reporting

DEMEC – Mr. Blomquist reported on the March, 2022, regular DEMEC meeting.

- The demand for January was 6.7% over 2021, which was a strong recovery.
- Unrestricted cash is \$27M, which below the target of \$30M.
- Total income is \$24.3M, which was 75.5% greater than 2021, mostly due to increase in PGM and generation market revenues. Freemont and Beasley ran extensively in the last few months, with Freemont running as if it was base load.
- Power sales YTD are up 16.5% over 2021, due to the billing rate increase and YTD demand increases.
- PGM and generation market revenues increased and average L&Ps have increased 269% in the DEMEC Zone over the same period prior year.
- Gross profits, not including RSR, through January are up 35.5%.
- The DEMEC training yard is waiting on the Town of Smyrna to approve the final plan.
- Grants for EV Fast Charging Stations – DNREC is expected to award 1-3 Grants within the program. Mr. Blomquist informed DNREC that MSC is interested and at that time they were not allowed to comment. Mr. Blomquist asked that DEMEC reach back out to DNREC for an update.
- Continued COVID testing – MSC has two employees who are not vaccinated and each week they are sent to get tested. Mr. Blomquist asked if the Commissioners wanted to continue with that testing, or end it. Mr. Barthel noted that the City is not requiring testing. After discussion, the Commissioners agreed that weekly testing for unvaccinated employees will no longer be required.
- Mr. Blomquist presented to the Public Administration group at the University of Delaware relative to MSC's experience with EV charging stations in New Castle. The Mayor of Wilmington's Deputy reached out to Mr. Blomquist to discuss ordinances and he was directed to speak with Mr. Barthel or Mr. Bergstrom. Mr. Blomquist asked that if Wilmington passes an Ordinance on EV charging stations, it be shared with MSC. Mr. Blomquist reached out to City Council President Platt to discuss other locations for EV charging stations.
- All agreements have been signed with the AMI and the SRF loan closed on February 18<sup>th</sup>.

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- There have been a number of articles on PFAS contamination out in the last several months. WHYY reached out to MSC for comment.

Public Comment

Mr. Phil Gross

Mr. Gross asked if MSC had made any decisions regarding non-electric vehicles parking in EV charging station parking spots. Mr. Blomquist noted that there is currently no Ordinance prohibiting non-electric cars from parking in EV charging station spots. Mr. Barthel noted that an Ordinance would be a City Council decision.

Mr. Gross asked about idling fees for EV charging stations. Mr. Blomquist explained that some issues are being addressed by SemaConnect, and some issues will need to be addressed in an Ordinance, but at this time no idling fees are being charged.

Mr. Gross asked about the feasibility study for a Municipal Complex. Mr. Blomquist stated that it is still under consideration. Relative to the cost, Mr. Barthel noted that there are many details still to be worked out.

**A motion to move to Executive Session was made by Mr. Knox and seconded by Mr. Barthel. The motion was unanimously approved and the meeting moved to Executive Session at 9:52 a.m.**

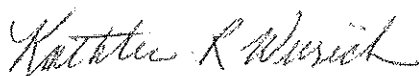
Commissioners returned to general session at 10:05 a.m.

Next Meeting

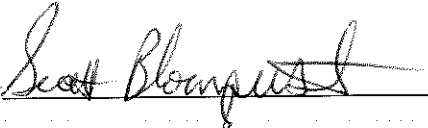
The Commissioners set the next monthly Board meeting to be Thursday, April 21, 2022, at 8:30 a.m.

Adjournment

**A motion was made and seconded to adjourn the meeting. The motion received unanimous approval and the meeting was adjourned at 10:07 a.m.**

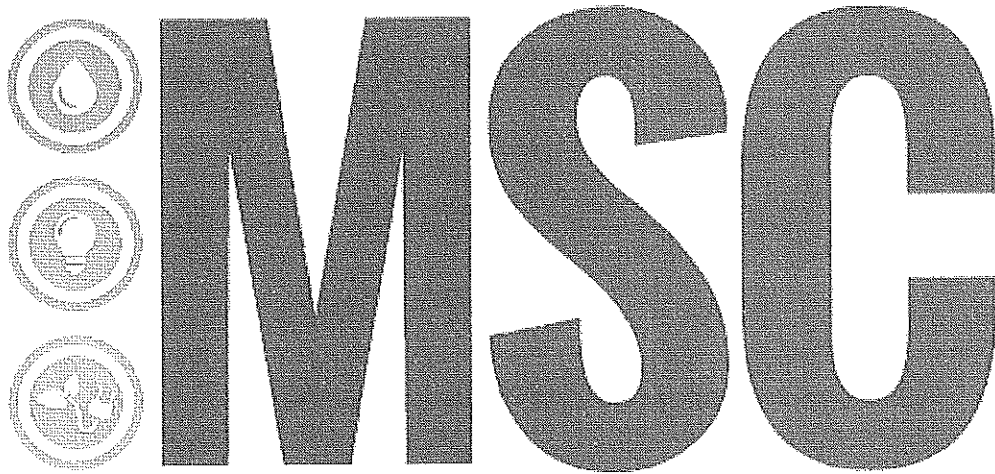


Kathleen R. Weirich, Stenographer

Approved: 

(Minutes transcribed from recording.)

# Comptroller/Treasurer's Report



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**Municipal Services Commission  
of the City of New Castle**

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**March 17, 2022 Commission Meeting**  
Prepared By: Ken Natale on March 10, 2022



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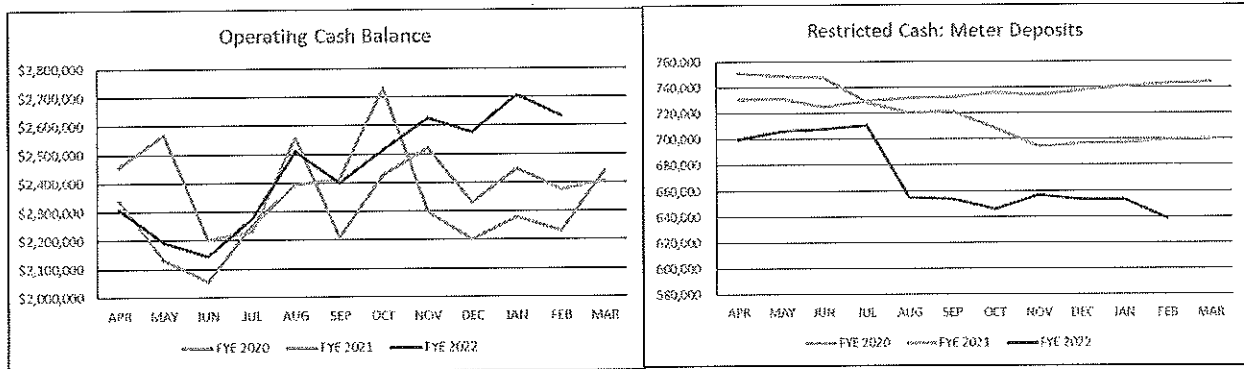
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**Cash & Investments:**

As of February 28, 2022 the cash balances were:

PNC Checking Account:	\$	2,632,436
PNC Restricted MMA:	\$	638,691
M&T Bank Checking:	\$	-
M&T Bank MMA:	\$	-
Petty Cash/Change Fund:	\$	897
<b>Total Cash on Hand:</b>	<b>\$</b>	<b>3,272,024</b>



A condensed cash flow summary for February is provided below for the operating account:

<b>Beginning Balance</b>	<b>\$ 2,706,893</b>
Cash from customers	843,207
Refunds to customers - deposits	( 10,645)
Payments to suppliers for goods & services*	( 813,941)
Bank service fees	( 1,324)
Payments to employees for services	( 91,754)
Net Cash Provided(Used)	<u>( 74,457)</u>
<b>Ending Cash Balance</b>	<b><u>\$ 2,632,436</u></b>

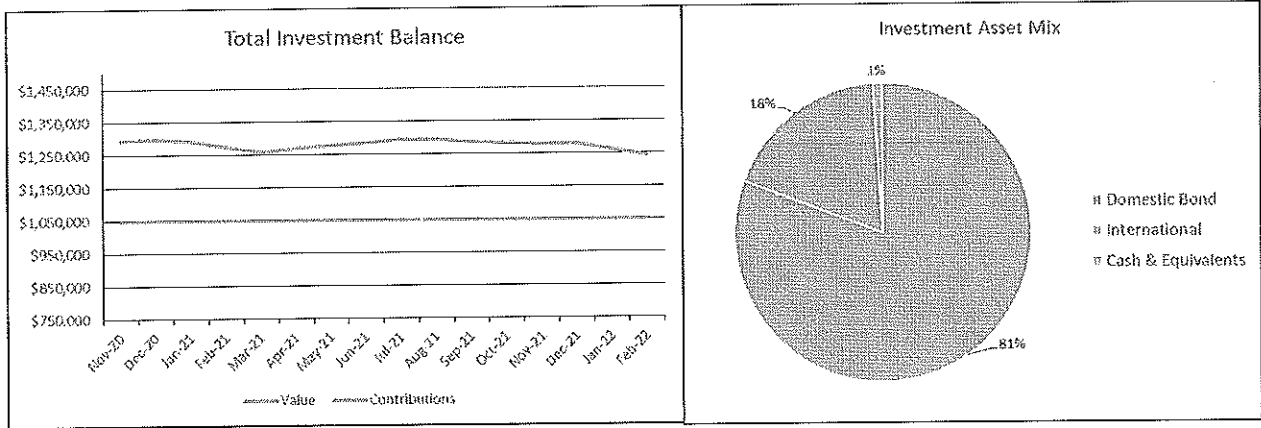
\*A detailed check register for the month is available on pages 3-4 of this report.

New accounts at M&T Bank have been opened and work has begun with M&T's implementation team and MSC vendors for integration to be setup for various processes such as payroll, accounts payable, and customer service. Over the next several weeks and months, different banking processes will start to be moved from PNC to M&T. Training, testing and implementation has been scheduled on almost all processes M&T will be taking over from PNC.

As of February 28, 2022 the Commission's investment portfolio totaled \$1,243,485 which is a net loss of \$16,515 (-1.3%) from the prior month. For the current fiscal year through February 28, 2022, the value of the Commission's portfolio decreased by \$14,205 (-1.3%).

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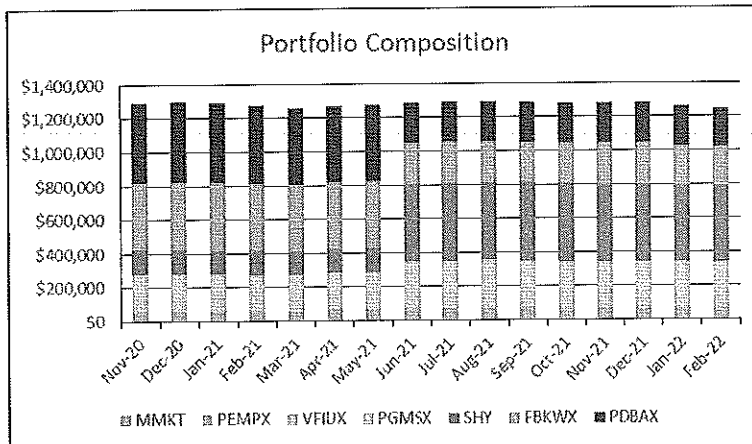
There was 124 days unrestricted cash on hand at February 31 (-3 day from prior month) when including the value of the Commission’s investment portfolio which is held in liquid assets (mutual and exchange traded funds).



The “domestic bond” category in the *Investment Asset Mix* chart above, includes US Government instruments and corporate bonds of US based organizations. The “international” category includes debt instruments of foreign governments as well as corporate bonds issued by foreign corporations.

The Commission’s investment portfolio was invested in the following securities:

Holdings	Symbol	Market Value	Est. Yield
<b>Money Markets</b>			
Cash JP Morgan Chase Bank NA – Insured		\$ 12,418	0.01%
<b>Mutual Funds</b>			
Fidelity Advisor Total Bond CL Z	FBKWX	230,868	2.32%
PGIM Total Return Bond CL A	PDBAX	225,541	2.75%
PIMCO Emerging Markets Bond I2	PEMPX	53,085	4.49%
T Rowe Price Global Multi Sector Bond I	PGMSX	171,748	3.22%
Vanguard Intermediate Term Treasury	VFIUX	98,150	1.29%
<b>Exchange Traded Funds</b>			
iShares Trust 1-3 Year Treasury Bond EFT	SHY	451,675	0.23%
<b>Total</b>		<b>1,243,485</b>	



Comptroller/Treasurer's Meeting Report – March 17, 2022

**CHECK REGISTER - FEBRUARY 2022**

Number	Date	Vendor Name	Amount
18293	02/01/2022	Artesian Water Co., Inc.	\$ 3,816.10
18294	02/01/2022	Badger Meter, Inc.	754.17
18295	02/01/2022	Comcast Business	111.20
18296	02/01/2022	Consult Dynamics, Inc./DCA Net	20.00
18297	02/01/2022	Coyne Chemical Co.	4,734.60
18298	02/01/2022	Delmarva Communications	90.00
18299	02/01/2022	DEMEC, Inc.	1,045.28
18300	02/01/2022	Division of Public Health	100.00
18301	02/01/2022	Dover Plumbing Supply Co.	338.58
18302	02/01/2022	Grainger	119.08
18303	02/01/2022	Home Depot Credit Service	2,086.83
18311	02/01/2022	Kathleen R Weirich	210.00
18312	02/01/2022	Keen Compressed Gas Co.	26.00
18313	02/01/2022	Kendall Electric, INC	1,395.80
18314	02/01/2022	Martin Marietta Materials, Inc.	979.68
18315	02/01/2022	New Castle County	644.13
18316	02/01/2022	United Electric Supply Co.	896.65
18318	02/01/2022	Verizon	555.93
18319	02/01/2022	W. B. MASON, CO., INC.	43.96
18320	02/01/2022	Exxon Mobil Fleet/GECC/Wex Bank	1,657.15
18322	02/02/2022	MID-ATLANTIC ENVIRONMENTAL LABORATORIES, INC	1,114.00
18323	02/18/2022	Council 81	440.00
18324	02/16/2022	Angerstein's Building Supply & Design Center	169.91
18325	02/16/2022	Anixter	251.25
18326	02/16/2022	Aquaflow Pump & Supply Co., Inc.	157.09
18327	02/16/2022	Assurance Media	1,231.50
18328	02/16/2022	B Safe, Inc.	194.49
18329	02/16/2022	Calgon Carbon Corporation	68,400.00
18330	02/16/2022	CBM Insurance Agency LLC	6,572.00
18331	02/16/2022	Collins Ent Inc. (Parts Plus)	69.18
18332	02/16/2022	Comcast Business	53.72
18333	02/16/2022	Cummins Sales and Service	3,625.60
18334	02/16/2022	Delaware Rural Water	850.00
18335	02/16/2022	Delaware State Escheator	631.75
18336	02/16/2022	Delmarva Power	766.51
18337	02/16/2022	KDI Inc.	138.80
18338	02/16/2022	Keen Compressed Gas Co.	64.00
18339	02/16/2022	Keystone Engineering Group, Inc.	1,220.00
18340	02/16/2022	MARKATOS SERVICES	122.50
18341	02/16/2022	Nationwide Life Ins. Co. of America	17,841.73
18342	02/16/2022	New Horizon Communications Corp	477.65
18343	02/16/2022	One Call Concepts Inc	38.87
18344	02/16/2022	Pennoni Associates Inc.	820.00
18345	02/16/2022	Saf-Gard Safety Shoe Company	564.97
18346	02/16/2022	Security Instrument Corp.	296.85
18347	02/16/2022	Trans Union LLC	304.40
18348	02/16/2022	Trustees of New Castle	6,125.00

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**CHECK REGISTER - FEBRUARY 2022**

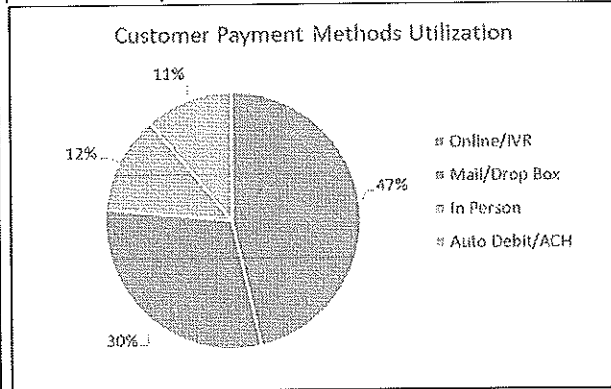
Number	Date	Vendor Name	Amount
18349	02/16/2022	United Electric Supply Co	139.42
18350	02/16/2022	Verizon Wireless	559.90
18351	02/16/2022	Wesco Receivables Corp.	6,756.68
18352	02/23/2022	ASI COBRA	892.57
18353	02/23/2022	Delta Dental of Delaware, Inc.	1,792.22
18354	02/23/2022	Department of Human Resources Financial Services	30,122.14
18355	02/23/2022	Principal Financial Group	2,378.39
DFT000151	02/06/2022	PNC BANK	2,018.46
DFT000151	02/04/2022	Nationwide Retirement Sol	211.27
DFT000151	02/04/2022	Nationwide Retirement Sol	147.27
DFT000151	02/04/2022	Nationwide Retirement Sol	158.45
DFT000151	02/04/2022	Nationwide Retirement Sol	110.45
DFT000151	02/04/2022	Nationwide Retirement Sol	842.98
DFT000152	02/04/2022	Nationwide Retirement Sol	1,015.00
DFT000152	02/04/2022	Nationwide Retirement Sol	1,355.00
DFT000152	02/04/2022	Maryland Child Support Account	184.62
DFT000152	02/04/2022	United States Treasury	6,363.88
DFT000152	02/04/2022	United States Treasury	8,144.18
DFT000152	02/04/2022	United States Treasury	1,904.70
DFT000152	02/04/2022	Delaware Div. of Revenue	3,250.67
DFT000152	02/19/2022	Delaware Div. of Revenue	14,113.00
DFT000152	02/18/2022	Nationwide Retirement Sol	211.27
DFT000153	02/18/2022	Nationwide Retirement Sol	126.27
DFT000153	02/18/2022	Nationwide Retirement Sol	158.45
DFT000153	02/18/2022	Nationwide Retirement Sol	94.70
DFT000153	02/18/2022	Nationwide Retirement Sol	984.23
DFT000153	02/18/2022	Nationwide Retirement Sol	1,015.00
DFT000153	02/18/2022	Nationwide Retirement Sol	1,355.00
DFT000153	02/18/2022	United States Treasury	6,482.66
DFT000153	02/18/2022	United States Treasury	8,254.58
DFT000154	02/18/2022	United States Treasury	1,930.56
DFT000154	02/18/2022	Delaware Div. of Revenue	3,282.93
DFT000154	02/14/2022	COMPTROLLER OF MARYLAND	678.96
DFT000154	02/14/2022	Maryland Child Support Account	184.62
DFT000154	02/19/2022	DEMEC, Inc.	571,784.60
DFT000154	02/02/2022	OpenEdge	1,544.00
DFT000154	02/28/2022	COLONIAL LIFE	781.34
DFT000154	02/28/2022	EyeMed	258.67
DFT000156	02/28/2022	Maryland Child Support Account	184.62
		TOTAL PAYMENTS TO VENDORS	\$813,940.62

Comptroller/Treasurer's Meeting Report – March 17, 2022

**Billing/Customer Service:**

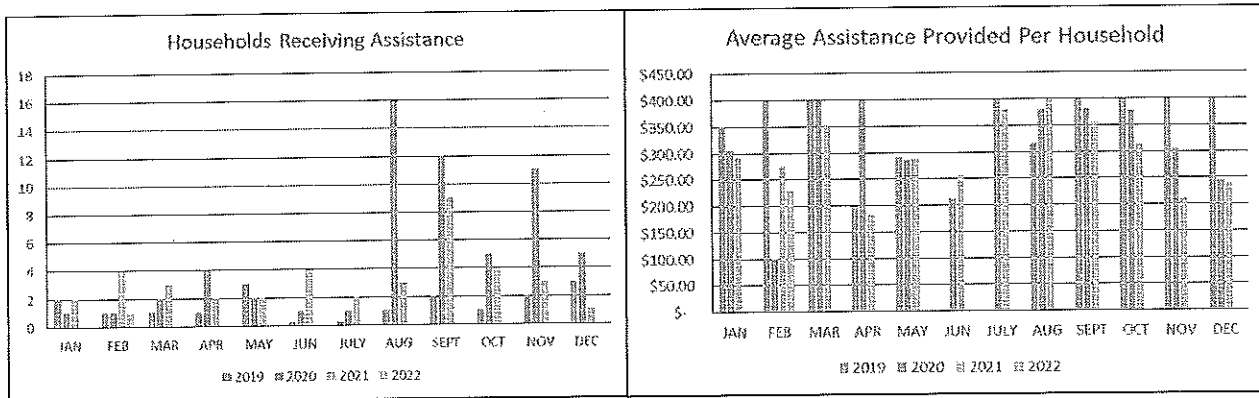
Since the previous meeting, the Customer Service Department has processed:

Bills sent	3205
Delinquent & past due notices	356
Automated phone notifications	156
Payment arrangements	39
Contracts	0
Service cuts – February	27
Accounts sent to collections	1
Electric bad debt write offs	\$1,232.56
Applications for service	15
Customers assisted in person	299
Customers assisted on telephone	893



**New Castle Cares**

The Salvation Army oversees the New Castle Cares Fund which is funded by the Commission to assist households having trouble making their utility payments. During the month of February, the fund assisted one household(s) with \$308. The maximum allowed by the program is \$400.



In addition to assistance provided through the New Castle Cares fund, eight customers received an average of \$229.46 from other agencies or nonprofits that provide assistance for utility bills.

The spike in usage of the New Castle Cares fund in September, as well as the spike in payment arrangements and service cuts in October was related to the customer service department ending the pandemic related collection polices and enforcing the provisions of the tariff.

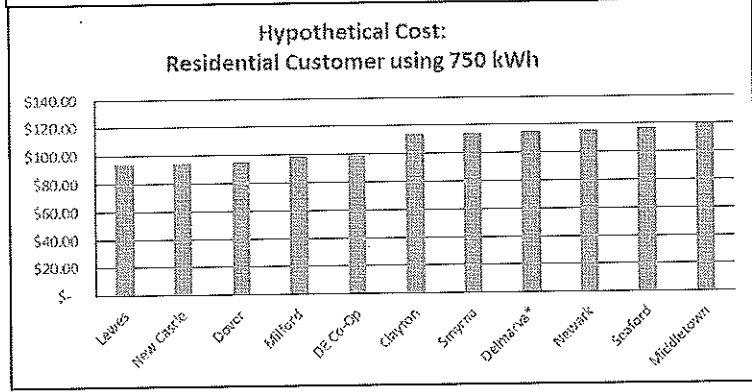
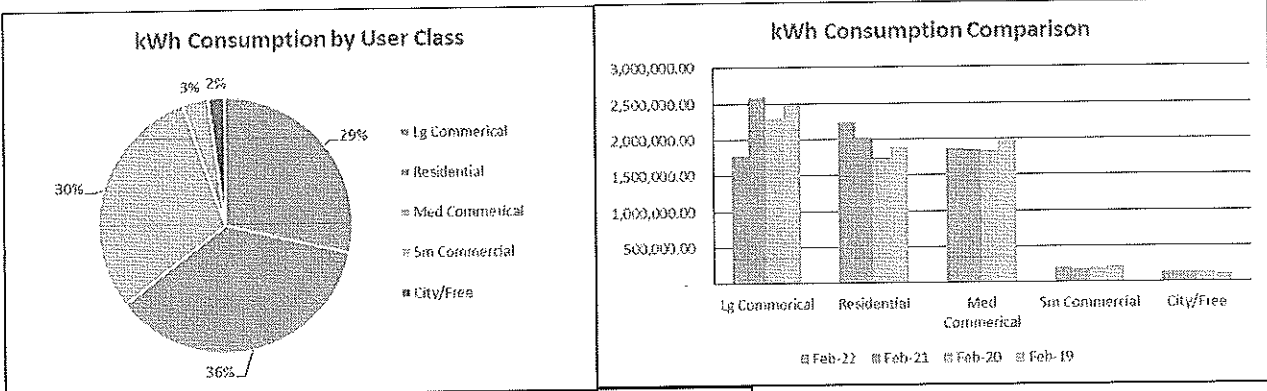
The Accounting and Customer Service Department is reviewing a proposal from a different collections agency that is offering a 30% rate instead of the 50% fee that MSC pays the existing collections agency and includes additional services such as credit bureau reporting which may help in the recovery of bad debts.

Below is a condensed aging report for active customers as of March 10, 2022.

Total	Current	30 Days	60 Days	90 Days	120 Days
\$353,210	\$340,163	\$12,153	\$894	\$0	\$0

**Electric Revenues:**

User charges are favorable year to date (\$10,275). This is due to amounts billed to customers for electric consumption being higher than anticipated when the budget was adopted. The variance will likely or be eliminated in March, the final month of the fiscal year. Looking at data prior to COVID-19, electric consumption is 6.43% lower than in February 2019. In February 2022, electric consumption was up in all categories with the exception of "large commercial" with is 32% lower than February 2021. However, when compared to January 2022, large commercial consumption was relatively stable (+3.4%).

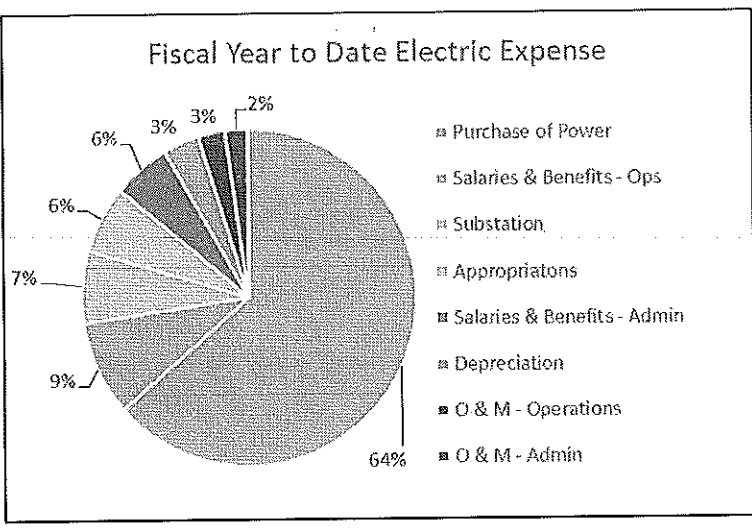


Each month, DEMEC provides a comparison of the cost of residential electric service. The analysis assumes a residential customer who uses 750 kWh per month. MSC's rate is 22% lower than Delmarva\* and 5% lower than the co-op.

\*Approximate. DP&I's transmission capacity charge is based on each individual's Peak Load Contribution (PLC) to the overall transmission load. Each customer has a unique PLC that changes every January.

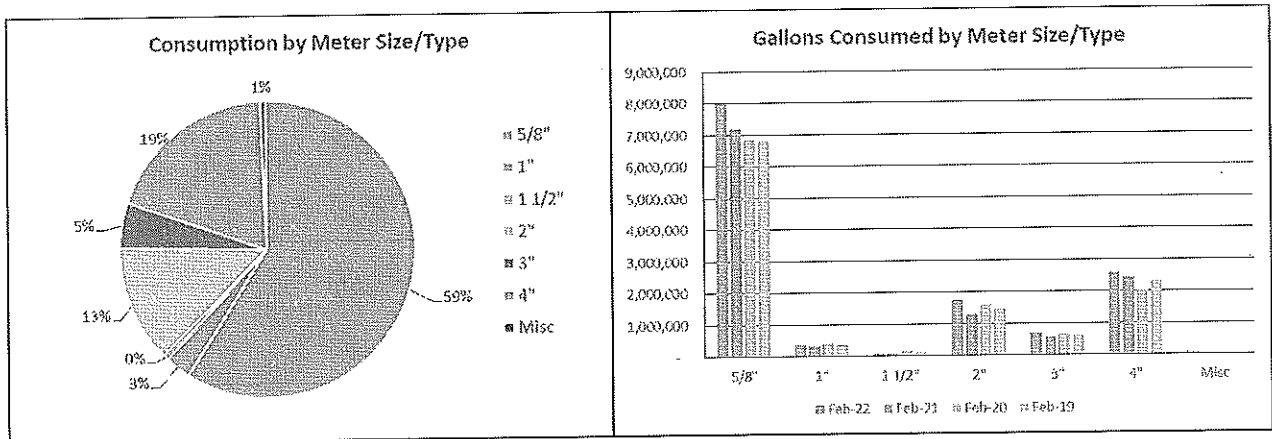
**Electric Expenses:**

Electric expenses have a year to date unfavorable variance (\$50,207). Which is attributable mostly to increase in power supply costs from DEMEC and a repair to the Wilmington Road Circuit Switcher. In total, a positive impact to net position from electric operations is anticipated at year end due to capitalized labor and equipment (\$390,063) which were not part of the adopted budget.



**Water Revenues:**

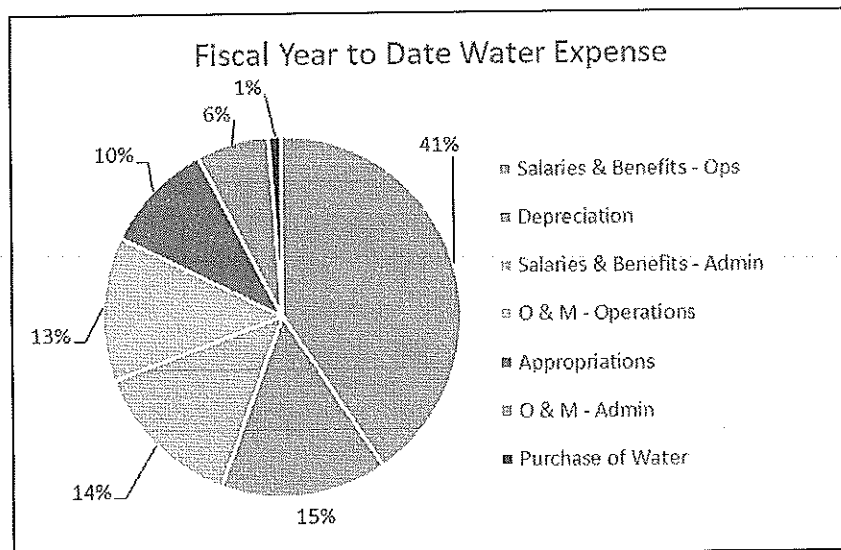
User charges are unfavorable year to date (\$35,454). Overall, water consumption for the month was up 14% from the same period last fiscal year. Looking at data prior to COVID-19, water consumption is 16.2% higher than in February 2019. February 2022 consumption is up across all meter sizes from the same period last year. MSC received a grant from the State of Delaware in the amount of \$68,400 for replacing the carbon used at the water treatment facility.



**Water Expenses:**

Water expenses have a favorable year to date variance of (\$180,024). \$81,000 of the variance is related to lower than anticipated depreciation expense due to delaying several projects. \$65,000 is savings in operations \$30,000 of which is from lower than anticipated overtime expenses.

The favorable YTD variance reported above is understated due to the way that MSC, Trustee, and City projects are accounted for. The Water Department has \$196,000 in labor and equipment cost for work on electric, city, and trustee projects. Accounting is researching options to account for those amounts differently during the year to avoid reporting artificial budget variances.





Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Budget to Actual Comparison – Electric  
As of February 28, 2022**

	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Total Budget
<b>Operating Revenues</b>				
400 - User Charges	8,235,430	8,245,705	10,275	8,987,700
420 - City Service Charges	42,150	40,331	(1,818)	46,000
440 - Free Service Revenue	41,233	39,563	(1,669)	45,000
486 - Miscellaneous Income	39,401	40,088	687	43,000
<b>Total Operating Revenues</b>	<b>8,358,214</b>	<b>8,365,687</b>	<b>7,475</b>	<b>9,121,700</b>
550 - Free Service Expense	(3,665)	(4,462)	(797)	(4,000)
<b>Net Operating Revenue</b>	<b>8,354,549</b>	<b>8,361,225</b>	<b>6,678</b>	<b>9,117,700</b>
500 - Purchase of Power/Water	5,126,841	5,318,074	(191,233)	5,595,155
505 - Purchase of Power Substation	581,524	581,757	(233)	634,644
<b>Total Purchase Power</b>	<b>5,708,365</b>	<b>5,899,831</b>	<b>(191,466)</b>	<b>6,229,799</b>
<b>Operating Expenses</b>				
<i>Operations</i>				
600 - Salaries and Wages	611,172	520,807	90,365	667,000
601 - Payroll Taxes	47,648	45,176	2,472	52,000
607 - Pension Expense	87,965	73,152	14,813	96,000
608 - Employee Benefits	144,533	120,672	23,861	157,735
610 - Insurance	45,815	54,500	(8,685)	50,000
611 - Utilities	9,804	8,658	1,146	10,700
612 - Storm Damage	2,291	-	2,291	2,500
631 - Lines and Poles	17,135	13,023	4,112	18,700
632 - Street Lights	5,956	3,940	2,016	6,500
633 - Meters and Services	3,940	1,271	2,669	4,300
641 - Substation	5,864	30,755	(24,891)	6,400
644 - Building and Grounds	2,749	2,550	199	3,000
647 - Plant Materials and Supplies	5,315	7,809	(2,494)	5,800
650 - Truck Expense	24,740	28,514	(3,774)	27,000
661 - Tools & Equip Supplies	19,838	19,807	31	21,650
662 - Equipment Rental	1,374	479	895	1,500
671 - Clothing Allowance	9,346	11,948	(2,602)	10,200
672 - Safety Expense	2,932	5,666	(2,734)	3,200
680 - Training/Seminars	6,964	3,381	3,583	7,600
682 - Computer Expense	13,195	14,204	(1,009)	14,400
684 - Professional Fees	3,665	-	3,665	4,000
686 - Security System	3,115	2,306	809	3,400
687 - Sampling and Testing	13,011	9,224	3,787	14,200
691 - Depreciation-Plant and Equipment	212,123	192,667	19,456	231,500
693 - Depreciation-Trucks and Auto	73,304	73,730	(426)	80,000
<b>Total Operating Expenses</b>	<b>1,373,794</b>	<b>1,244,239</b>	<b>129,555</b>	<b>1,499,285</b>
<i>General &amp; Administrative</i>				
700 - Office Salaries	311,542	336,697	(25,155)	340,000
706 - Payroll Taxes	25,656	27,030	(1,374)	28,000

Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Budget to Actual Comparison – Electric  
As of February 28, 2022**

	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Total Budget
707 - Pension Expense	44,899	42,840	2,059	49,000
708 - Employee Benefits & Related Expenses	56,404	61,726	(5,322)	61,556
709 - Professional Fees	35,289	26,337	8,952	38,513
710 - Insurance	16,035	17,242	(1,207)	17,500
717 - Utilities	1,649	1,898	(249)	1,800
721 - Bad Debts	11,912	14,652	(2,740)	13,000
722 - Administrative	66,913	53,738	13,175	73,025
751 - R&M Equip/Bldg/Grounds	12,929	6,771	6,158	14,110
761 - Office Supplies	14,019	10,930	3,089	15,300
771 - Clothing	916	1,446	(530)	1,000
780 - Training-Administrative	9,012	398	8,614	9,835
781 - Dues and Subscriptions	2,382	1,579	803	2,600
782 - Computer Expense	24,493	25,965	(1,472)	26,730
785 - Office Supplies	15,302	12,272	3,030	16,700
786 - Security System	2,382	2,526	(144)	2,600
788 - Telephone	9,071	9,870	(799)	9,900
789 - Key Accounts	2,520	-	2,520	2,750
792 - Depreciation-Furniture and Fixtures	27,489	25,193	2,296	30,000
<i>Total General &amp; Administrative Expenses</i>	<u>690,814</u>	<u>679,110</u>	<u>11,704</u>	<u>753,919</u>
<i>Operating Income</i>	581,576	538,045	(43,529)	634,698
651 - Allocated Equipment Costs	-	140,773	140,773	-
698 - Capitalized Labor	-	249,290	249,290	-
	<u>-</u>	<u>390,063</u>	<u>390,063</u>	<u>-</u>
<i>Operating Income after Capitalized items</i>	581,576	928,108	346,534	634,698
<i>Non Operating Revenue (Expense)</i>				
480 - Investment Income	33,444	22,819	(10,625)	36,500
950 - Investment Expenses	-	(1,873)	(1,873)	-
487 - Grant Income	-	54,553	54,553	-
930 - Grant Expense	-	-	-	-
810 - Gain on Sale of Asset	-	2,597	2,597	-
900 - Ordinary Appropriations	(494,161)	(489,757)	4,403	(539,300)
920 - Special Appropriations	-	(17,928)	(17,928)	-
940 - Change in Value of Investments	-	(33,508)	(33,508)	-
960 - Other Expenses	-	(47)	(47)	-
	<u>(460,717)</u>	<u>(463,144)</u>	<u>(2,428)</u>	<u>(502,800)</u>
<i>Change in Net Position</i>	<u>120,859</u>	<u>464,964</u>	<u>344,106</u>	<u>131,898</u>

Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Budget to Actual Comparison – Water  
As of February 28, 2022**

	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Total Budget
<b>Operating Revenues</b>				
400 - User Charges	2,085,391	2,049,937	(35,454)	2,275,883
420 - City Service Charges	25,290	31,827	6,537	27,600
440 - Free Service Revenue	6,047	3,183	(2,864)	6,600
486 - Miscellaneous Income	20,860	41,014	20,154	22,000
<i>Total Operating Revenues</i>	<u>2,137,588</u>	<u>2,125,961</u>	<u>(11,627)</u>	<u>2,332,083</u>
550 - Free Service Expense	(3,024)	(3,222)	(198)	(3,300)
<i>Net Operating Revenues</i>	<u>2,134,564</u>	<u>2,122,739</u>	<u>(11,825)</u>	<u>2,328,783</u>
500 - Purchase of Power/Water	24,282	22,480	1,802	26,500
<b>Operating Expenses</b>				
<i>Operations</i>				
600 - Salaries and Wages	603,842	576,134	27,708	659,000
601 - Payroll Taxes	46,731	45,262	1,469	51,000
607 - Pension Expense	87,965	78,678	9,287	96,000
608 - Employee Benefits	122,215	107,549	14,666	133,379
610 - Insurance	56,352	46,703	9,649	61,500
611 - Utilities	26,641	23,531	3,110	29,075
616 - R&M System Maintenance	7,147	8,868	(1,721)	7,800
620 - Pumping Stations	28,103	29,607	(1,504)	30,670
621 - Water Treatment Supplies	50,781	47,593	3,188	55,420
630 - Hydrants, Mains and Valves	15,861	2,596	13,265	17,310
633 - Meters and Services	12,929	15,652	(2,723)	14,110
644 - Building and Grounds	6,826	6,375	451	7,450
647 - Plant Materials and Supplies	4,545	6,387	(1,842)	4,960
650 - Truck Expense	18,111	25,481	(7,370)	19,765
661 - Tools & Equip Supplies	15,277	11,444	3,833	16,673
662 - Equipment Rental	671	392	279	732
671 - Clothing Allowance	7,315	6,993	322	7,983
672 - Safety Expense	2,144	715	1,429	2,340
680 - Training/Seminars	5,269	2,035	3,234	5,750
682 - Computer Expense	11,405	12,841	(1,436)	12,447
684 - Professional Fees	2,749	820	1,929	3,000
686 - Security System	836	401	435	912
687 - Sampling and Testing	12,379	9,033	3,346	13,510
691 - Depreciation-Plant and Equipment	340,497	254,636	85,861	371,600
693 - Depreciation-Trucks and Auto	22,908	28,628	(5,720)	25,000
<i>Total Operations Expenses</i>	<u>1,509,499</u>	<u>1,348,354</u>	<u>161,145</u>	<u>1,647,386</u>
<i>General &amp; Administrative</i>				
700 - Office Salaries	179,595	197,092	(17,497)	196,000
706 - Payroll Taxes	15,669	16,072	(403)	17,100
707 - Pension Expense	20,159	21,386	(1,227)	22,000
708 - Employee Benefits & Related Expenses	38,550	38,676	(126)	42,072
709 - Professional Fees	29,104	24,007	5,097	31,763

Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Budget to Actual Comparison – Water  
As of February 28, 2022**

	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Total Budget
710 - Insurance	14,203	14,242	(39)	15,500
717 - Utilities	1,374	1,553	(179)	1,500
721 - Bad Debts	2,291	-	2,291	2,500
722 - Administrative	47,258	33,995	13,263	51,575
751 - R&M Equip/Bldg/Grounds	10,253	5,595	4,658	11,190
761 - Office Supplies	7,605	5,899	1,706	8,300
771 - Clothing	916	1,183	(267)	1,000
780 - Training-Administrative	4,274	326	3,948	4,665
781 - Dues and Subscriptions	3,848	3,005	843	4,200
782 - Computer Expense	20,039	21,244	(1,205)	21,870
785 - Office Supplies	12,645	10,040	2,605	13,800
786 - Security System	2,016	2,066	(50)	2,200
788 - Telephone	7,422	6,887	735	8,100
789 - Key Accounts	2,062	-	2,062	2,250
792 - Depreciation-Furniture and Fixtures	16,493	15,631	862	18,000
<i>Total General &amp; Administrative</i>	<u>435,776</u>	<u>418,699</u>	<u>17,077</u>	<u>475,585</u>
<i>Operating Income</i>	165,007	333,206	168,199	179,312
651 - Allocated Equipment Costs	-	59,054	59,054	-
698 - Capitalized Labor	-	137,465	137,465	-
	<u>-</u>	<u>196,519</u>	<u>196,519</u>	<u>-</u>
<i>Operating Income after Capitalized items</i>	165,007	529,725	364,718	179,312
<b>Non Operating Revenue (Expenses)</b>				
480 - Investment Income	5,498	3,649	(1,849)	6,000
950 - Investment Expenses	-	(331)	(331)	-
487 - Grant Income	-	72,435	72,435	-
930 - Grant Expense	-	(4,035)	(4,035)	-
810 - Realized Gain (Loss) on Sale of Investment	-	458	458	-
810 - Gain (Loss) on Disposal of Asset	-	(32,097)	(32,097)	-
900 - Ordinary Appropriations	(119,394)	(107,952)	11,442	(130,300)
910 - City Service Appropriations	(24,740)	(32,105)	(7,365)	(27,000)
920 - Special Appropriations	-	(59,265)	(59,265)	-
940 - Change in Value of Investments	-	(5,517)	(5,517)	-
960 - Other Expenses	-	(26,025)	(26,025)	-
<i>Total Non Operating Revenue (Expenses)</i>	<u>(138,636)</u>	<u>(190,785)</u>	<u>(52,149)</u>	<u>(151,300)</u>
<b>Change in Net Position</b>	<u>26,371</u>	<u>338,940</u>	<u>312,569</u>	<u>28,012</u>

Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Statement of Net Position  
As of February 28, 2022**

ASSETS

Current Assets:	
Cash and cash equivalents	\$ 2,633,333
Investments	1,243,485
Accounts receivable, net	812,248
Dividends receivable	-
Other receivables	8,781
Inventory	756,407
Prepaid expenses	166,677
Restricted Assets:	
Cash and cash equivalents - restricted	638,691
Land	45,386
Construction-in-progress	1,663,202
Property, plant and equipment	25,135,532
Less: Accumulated depreciation	<u>(14,508,438)</u>
Total Assets	<u>18,595,304</u>

DEFERRED OUTFLOWS OF RESOURCES

Deferred outflows - pension	164,836
Deferred outflows - regulatory accounting	<u>3,124,345</u>
Total Deferred Outflows	<u>3,289,181</u>

LIABILITIES

Current Liabilities:	
Accounts payable	568,752
Accrued expenses	-
Payroll withholdings payable	30,347
Accrued wages	44,980
Accrued appropriations	108,674
Developer deposits	7,184
Other liabilities	4
Noncurrent Liabilities:	
Customer deposits	638,691
Accrued compensated absences	403,659
Net pension liability	<u>474,757</u>
Total Liabilities	<u>2,277,048</u>

DEFERRED INFLOWS OF RESOURCES

Deferred inflows - pension	<u>659,474</u>
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NET POSITION

Net investment in capital assets	12,335,682
Unrestricted	<u>6,612,281</u>
TOTAL NET POSITION	<u>\$ 18,947,963</u>

Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Combining Balance Sheet by Department  
As of February 28, 2022**

	<u>Water</u>	<u>Electric</u>	<u>Total</u>
<b>Assets &amp; Deferred Outflows</b>			
Cash	-	2,633,333	2,633,333
AR	184,274	627,974	812,248
AR Grants	-	-	-
Inventory	104,810	651,597	756,407
Divident AR	-	-	-
Prepays	75,004	91,673	166,677
Other AR	543	8,238	8,781
Investments	186,522	1,056,963	1,243,485
Capital Assets (land/bldgs/imps/equip)	13,622,586	11,558,331	25,180,917
Construction in Progress	90,259	1,572,944	1,663,203
Accumulated Depreciation	(6,040,070)	(8,468,368)	(14,508,438)
Restricted Cash	-	638,691	638,691
Due to/From	(919,516)	919,516	-
Deferred Outflows	74,176	3,215,005	3,289,181
<b>Total Assets &amp; Deferred Outflows</b>	<u>7,378,588</u>	<u>14,505,897</u>	<u>21,884,485</u>
<b>Liabilities, Deferred Inflows &amp; Net Position</b>			
Accrued Compensated Absences	232,794	170,865	403,659
Accounts Payable	20,720	548,025	568,745
Accrued Utility Taxes	-	-	-
Accrued Wages	17,774	27,205	44,979
Developer Deposits	7,184	-	7,184
Payroll Withholdings Payable	13,656	16,691	30,347
Other Liabilities	-	4	4
Accrued Appropriation	19,652	89,022	108,674
Customer Meter Deposits	-	638,691	638,691
Net Pension Liability	213,641	261,116	474,757
Due to/From	-	-	-
Deferred Inflows	296,763	362,711	659,474
Investment In Capital Assets	7,672,775	4,662,907	12,335,682
Unrestricted Net position *	(1,116,371)	7,728,660	6,612,289
<b>Total Liabilites, Deferred Inflows &amp; Net Postion</b>	<u>7,378,588</u>	<u>14,505,897</u>	<u>21,884,485</u>

\*Difference in Unrestricted Net Position reported on page 12 is due to rounding.

Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Combining Schedules of Revenues & Expenses by Department  
For the eleven months ending February 28, 2022 and 2021**

	Water Department		Electric Department		Total	
	2022	2021	2022	2021	2022	2021
<b>OPERATING REVENUES:</b>						
User charges	2,049,937	1,808,260	8,245,705	8,241,545	10,295,642	10,049,805
City service charges	31,827	23,953	40,331	39,585	72,158	63,538
Free service	3,182	2,833	39,563	38,503	42,745	41,336
Miscellaneous	41,014	19,795	40,088	50,457	81,102	70,252
<b>TOTAL OPERATING REVENUES</b>	<b>2,125,960</b>	<b>1,854,841</b>	<b>8,365,687</b>	<b>8,370,090</b>	<b>10,491,647</b>	<b>10,224,931</b>
LESS: Free service	(3,221)	(2,624)	(4,463)	(3,881)	(7,685)	(6,305)
<b>NET OPERATING REVENUES</b>	<b>2,122,738</b>	<b>1,852,217</b>	<b>8,361,224</b>	<b>8,366,209</b>	<b>10,483,962</b>	<b>10,218,426</b>
<b>PURCHASE OF POWER AND WATER</b>	(22,480)	(23,440)	(5,899,831)	(5,754,565)	(5,922,311)	(5,778,005)
<b>OPERATING EXPENSES</b>	<b>(1,348,352)</b>	<b>(1,399,567)</b>	<b>(1,244,238)</b>	<b>(1,224,012)</b>	<b>(2,592,590)</b>	<b>(2,623,579)</b>
<b>GENERAL AND ADMINISTRATIVE EXPENSES</b>	<b>(418,700)</b>	<b>(378,613)</b>	<b>(679,110)</b>	<b>(626,148)</b>	<b>(1,097,810)</b>	<b>(1,004,761)</b>
<b>OPERATING INCOME</b>	<b>333,206</b>	<b>50,597</b>	<b>538,045</b>	<b>761,484</b>	<b>871,251</b>	<b>812,081</b>
Capitalized Labor	137,465	22,610	249,290	97,167	386,755	119,777
Capitalized Equipment	59,054	12,445	140,773	55,125	199,827	67,570
<b>OPERATING INCOME AFTER CAPITALIZED ITEMS</b>	<b>529,725</b>	<b>85,652</b>	<b>928,108</b>	<b>913,776</b>	<b>1,457,833</b>	<b>999,428</b>
<b>NONOPERATING REVENUES (EXPENSES):</b>						
Investment Income	3,649	6,661	22,819	38,881	26,468	45,542
Investment expense	(331)	(431)	(1,873)	(2,443)	(2,204)	(2,874)
Grant income	72,435	14,075	54,553	17,611	126,988	31,686
Grant expense	(4,035)	(13,799)	-	(16,985)	(4,035)	(30,784)
Private developer contributions	18,897.00	18,897.00	-	-	-	18,897
Realized Gain(Loss) on Sale of Investments	458	3,669	2,597	20,790	3,055	24,459
Realized Gain(Loss) on Disposal of Assets	(32,097)	-	-	-	(32,097)	-
Other Expense	(26,025)	(2,738)	(47)	(1,717)	(26,072)	(4,455)
Appropriations to the Mayor and Council of New Castle	(107,952)	(108,153)	(489,757)	(498,392)	(597,709)	(606,545)
Ordinary	(32,105)	(23,959)	-	-	(32,105)	(23,959)
City services	(59,265)	(8,923)	(17,928)	(25,248)	(77,193)	(34,171)
Special	(5,517)	3,289	(33,508)	18,640	(39,025)	21,929
Unrealized Gains/(Losses) on investments	(190,785)	(111,412)	(463,144)	(448,863)	(633,929)	(560,275)
<b>TOTAL NONOPERATING REVENUES (EXPENSES)</b>	<b>\$ 338,940</b>	<b>\$ (25,760)</b>	<b>\$ 464,964</b>	<b>\$ 464,913</b>	<b>\$ 803,904</b>	<b>\$ 439,153</b>
<b>CHANGE IN NET POSITION</b>						

Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Combining Schedules of Operating Expenses by Department  
For the eleven months ending February, 2022 and 2021**

	Water Department		Electric Department		Total	
	2022	2021	2022	2021	2022	2021
<b>OPERATING EXPENSES:</b>						
Clothing allowance	\$ 6,993	\$ 3,185	\$ 11,948	\$ 9,083	\$ 18,941	\$ 12,268
Computer expense	12,841	14,364	14,204	13,469	27,045	27,833
Depreciation:						
Plant and equipment	254,636	330,996	192,667	194,249	447,303	525,245
Trucks and autos	28,628	19,891	73,730	71,943	102,358	91,834
Employee benefits	107,549	115,703	120,672	121,625	228,221	237,328
Equipment rental	392	342	479	419	871	761
Insurance	46,703	57,490	54,500	46,149	101,203	103,639
Payroll taxes	45,262	40,646	45,176	41,454	90,438	82,100
Pension expense	78,678	91,770	73,152	87,032	151,830	178,802
Professional Fees	820		820		820	
Plant materials and supplies	6,387	6,279	7,808	7,662	14,195	13,941
Repairs and maintenance:						
Buildings and grounds	6,375	6,750	2,550	2,700	8,925	9,450
Hydrants, mains, and valves	2,596	22,544	-	-	2,596	22,544
Lines and poles	-	-	13,023	22,043	13,023	22,043
Meters and services	15,652	10,087	1,271	2,894	16,923	12,981
Pumping stations	29,607	24,092	-	-	29,607	24,092
Street lights	-	-	3,940	6,268	3,940	6,268
Substations	-	-	30,755	3,379	30,755	3,379
Storm Damage	-	-	-	-	-	37
System Maintenance	8,867	-	-	-	8,867	-
Salaries and wages	576,134	544,355	520,807	535,765	1,096,941	1,080,120
Safety expense	715	846	5,666	2,226	6,381	3,072
Sampling and testing	9,032	9,620	9,224	11,480	18,256	21,100
Security	401	456	2,306	1,024	2,707	1,480
Seminars/Training	2,035	3,362	3,381	1,909	5,416	5,271
Tools & Equip Supplies	11,444	11,924	19,807	19,287	31,251	31,211
Truck expense	25,481	12,731	28,514	13,019	53,995	26,750
Utilities	23,531	23,902	8,658	8,240	32,189	32,142
Water Treatment Supplies	47,593	48,232	-	-	47,593	48,232
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 1,348,352</b>	<b>\$ 1,399,567</b>	<b>\$ 1,244,238</b>	<b>\$ 1,224,012</b>	<b>\$ 2,592,590</b>	<b>\$ 2,623,579</b>



Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Combining Schedules of General & Administrative Expenses by Department  
For the eleven months ending February 31, 2022 and 2021**

	Water Department		Electric Department		Total	
	2022	2021	2022	2021	2022	2021
<b>GENERAL AND ADMINISTRATIVE EXPENSES:</b>						
Administrative	\$ 33,995	\$ 26,428	53,738	55,290	87,733	\$ 81,718
Bad debts	-	-	14,652	10,403	14,652	10,403
Clothing	1,183	352	1,446	430	2,629	782
Computer expense	21,244	18,338	25,965	22,413	47,209	40,751
Depreciation - furniture and fixtures	15,631	15,631	25,193	25,401	40,824	41,032
Dues and subscriptions	3,005	3,291	1,579	2,132	4,584	5,423
Employee benefits	38,877	31,700	61,726	48,105	100,403	79,805
Insurance	14,242	14,147	17,242	15,751	31,484	29,898
Key Accounts	-	7	-	9	-	16
Office salaries	197,092	181,188	336,697	309,048	533,789	490,236
Office supplies	15,939	14,307	23,202	21,076	39,141	35,383
Payroll taxes	16,072	13,366	27,030	23,169	43,102	36,535
Pension expense	21,366	25,676	42,840	51,252	64,226	76,928
Professional fees	24,007	15,101	26,337	19,346	50,344	33,447
Repairs and maintenance - equipment/building/grounds	5,595	6,441	6,771	7,873	12,366	14,314
Security system	2,066	2,263	2,526	2,765	4,592	5,028
Telephone	6,687	7,035	9,870	8,600	16,557	15,635
Training - administrative	326	2,071	398	2,531	724	4,602
Utilities and other expenses	1,553	1,271	1,898	1,554	3,451	2,825
<b>TOTAL GENERAL AND ADMINISTRATIVE EXPENSES</b>	<b>\$ 418,700</b>	<b>\$ 378,613</b>	<b>\$ 679,110</b>	<b>\$ 626,148</b>	<b>\$ 1,097,810</b>	<b>\$ 1,004,761</b>

Comptroller/Treasurer's Meeting Report – March 17, 2022

**Municipal Services Commission  
Capital & Projects Budget to Actual  
As of February 28, 2022**

Description	Capital Budget 3/31/2022	Mat./Inventory as of 2/28/2022	Remaining Bal as of 2/28/2022
<b>Electric Department</b>			
VANDYKE VILLAGE UNDERGROUND	\$ 651,360.25	\$ 210,044.90	\$ 441,315.35
MSC Aerial to Underground Delaware St (approved 4-30-2020)	\$ 770,000.00	\$ 678,313.54	\$ 91,686.46
ELECTRIC SYSTEM WIDE UNDERGROUND EVALUATION (DESIGN & ENGINEERING)	\$ 50,000.00	\$ 49,152.19	\$ 847.81
AMI SYSTEM (\$1.3M ELECTRIC/WATER OVER 2 YEARS)	\$ 357,500.00	\$ -	\$ 357,500.00
<b>Water Department</b>			
WIAC AMP GRANT - MSC Asset Management Program 2 years \$100,000.00 RK&K Engineering (approved 07-01-19)	\$ 100,000.00	\$ 43,627.15	\$ 56,372.85
FTR WELL REHABILITATION \$35,000.00 (approved 4-30-2020)	\$ 35,000.00	\$ 35,863.28	\$ (863.28)
6th and DE St Paving Project	\$ 42,500.00		\$ 42,500.00
SCHOOL LANE VFD/SCADA PROGRAMMING \$26,000.00 (approved 4-20-2021)	\$ 26,000.00		\$ 26,000.00
AMI SYSTEM (\$1.3M ELECTRIC/WATER OVER 2 YEARS)	\$ 292,500.00		\$ 292,500.00
FTR VFD/SCADA PROGRAMMING \$15,600.00 (approved 4-20-2021)	\$ 15,600.00	\$ 11,921.00	\$ 3,679.00
DELAWARE STREET 12" MAIN EXTENSION (10TH STREET CROSSING) \$37,000.00 (approved 4-20-2021)	\$ 42,410.00		\$ 42,410.00
DELAWARE STREET RAILROAD CROSSING (approved 4-20-2021)	\$ 37,500.00		\$ 37,500.00
<b>Facilities</b>			
Master Campus Plan/Admin Facility (approved \$10,000 6-27-19, \$9,000 12-19-19)	\$19,000.00	\$ 20,380.44	\$ (1,380.44)
2ND PHASE (\$30K shared with CNC)	\$ 15,000.00	\$ 6,811.18	\$ 8,188.82
<b>Trucks/Large Equipment</b>			
T-3 PICK UP TRUCK \$42,250.00 (approved 4-30-2020)	\$ 42,250.00	\$ 39,682.70	\$ 2,567.30
Trailer for Skid Steer (approved 4-30-2020)	\$ 12,500.00	\$ 15,424.00	\$ (2,924.00)
<b>Billing/Customer Svc/Administrative</b>			
Accounting Policies/Procedure Manual	\$ 6,050.00	\$ 1,955.00	\$ 4,095.00
	<u>\$ 2,515,170.25</u>	<u>\$ 1,113,175.38</u>	<u>\$ 1,401,994.87</u>
<b>City &amp; Trustee Projects</b>			
	<u>Donated Labor &amp; Equipment</u>	<u>Billable Materials</u>	<u>Invoiced Date</u> <u>Paid Date</u>
New Castle Little League Water Service - Trustees	\$ 53,191.51	\$ 23,677.90	12/30/2021 2/11/2022
Penn Farm Electric - Trustees	\$ 31,576.25	\$ 48,888.09	
Penn Farm Water - Trustees	\$ 2,680.62	\$ 502.83	2/28/2022

# MUNICIPAL SERVICES COMMISSION

CITY OF NEW CASTLE, DELAWARE 19720-0208

P.O. BOX 208

<http://newcastlemsc.delaware.gov>

Office: 302-323-2330 Utility Building: 302-323-2333 Fax: 302-323-2337

## Water Department Commission Meeting Report

March 17, 2022

Prepared by: Jay Guyer on March 10, 2022

### 1. Developer Projects

#### A. Riverbend Subdivision

1. WUM Guyer completed revisions to the Rail Pros License Agreement and reviewed with GM Blomquist. Ron Sutton of Civil Engineering Associates has completed the revisions to the water and electric details for each agreement. Separate Water and Electric License Agreements will be submitted to Rail Pros for review and comment. Contractor Christiana Excavating has been on-site performing maintenance and testing on the sanitary system for New Castle County to accept it. WUM Guyer contacted Jeff Riley of Freedom Development in reference to scheduling a pre-construction meeting prior to the water main work being scheduled. He agreed and will schedule when ready. Miss Utility tickets were called in on 3/3/22 by Royal Cable a subcontractor for Comcast to install telecommunications in the subdivision. MSC observed the proposed telecommunication path would have conflicts with MSC's water main. WUM Guyer contacted Jeff Riley again to request a meeting to avoid utility conflicts. This meeting is scheduled for 3/11/22. Platinum Sprinkler LLC performed a fire hydrant flow test within the Subdivision on 3/9/22.

#### B. Court House – Delaware Street

1. WUM Guyer has nothing to update on this project. MSC will coordinate inspection with the sprinkler and plumbing contractors when requested to ensure the approved backflow devices and meter are installed and water testing performed.

#### C. 165 East 2<sup>nd</sup> Street – New Home

1. Contractor completed the footers and foundation for the new house. MSC received escrow money from the contractor for the water service installation and is schedule to complete the work on 3/15/22 weather permitting.

### 2. MSC Projects

#### A. Advanced Metering Infrastructure – American Municipal Power (AMP)

1. WUM Guyer has gathered data on the amount of meters that will be required to order for each meter size. Badger Meter will be sent the meter quantity data and requested to provide a quote and delivery lead time.

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## Water Department Commission Meeting Report

March 17, 2022

Prepared by: Jay Guyer on March 10, 2022

### **B. Cross Connection Control Program – Hydro Corp’s Proposal**

1. WUS Jaeger contacted Hydro Corp on 2/28/22 to check on the status of the integration of MSC’s data into the Hydro Soft Software. Software developers indicated they were still working on the integration, a meeting is set for 3/11/22. When completed, MSC and Hydro Corp will begin contacting our customers to review the new regulations, reporting requirements, and introduce them to Hydro Corp’s program. WUM Guyer worked with Admin Staff to update the MSC’s web site to include tabs for water operations and water programs information.

### **C. PFAS Sampling - Carbon Filtration System**

1. MSC completed PFAS sampling on February 2<sup>nd</sup>. Results indicate that all PFAS compounds that were tested had a Non-Detect at the School Lane Treatment Distribution Entry Point. This non-compliance sampling will be used as a base line to gauge the effectiveness of the new 40,000lbs of carbon at removing PFAS contamination.

### **D. Penn Farm House Renovation – Trustees**

1. MSC water personnel installed shut off valves, meter setter and check valve inside the newly renovated farm house. The water service was flushed and the water was sampled for bacteria and found to be absent of bacteria. Water is now turned on to the farm house. Trustees will be billed for the material and sampling costs.

### **E. 216 Chestnut Office Building - Renovation**

1. Water Operators have started renovation of the proposed conference room area. They are in the process of demolition and have ordered new windows.

## **3. Operations**

### **A. Outages**

1. There were no planned or unplanned water outages for the month of February 2022.

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## Water Department Commission Meeting Report

March 17, 2022

Prepared by: Jay Guyer on March 10, 2022

### B. Reporting

1. The Calgon Carbon Corporation (CCC) Pilot Study Test is ongoing collecting and transmitting daily data to CCC. MSC is now collecting monthly PFAS samples. Evaluation and comparison of the sample results continues as data's collected. WUM Guyer and WUS Jaeger are continuing to discuss the Study results with Engineer Adam Redding focusing on the resins being used to determine if they are an option MSC should consider going forward when making exchanges in our vessels.
2. WUM Guyer and WUS Jaeger have been alternating making presentations on Wednesday afternoons for Delaware Rural Water Association (DRWA) and Colonial School District for the Pre-Apprenticeship Water Operators Course. Recent activities included visiting the Ships Landing and Gray Street Elevated Tanks, collecting water samples and analyzing for chemicals and bacteria, and demonstrating how GIS Mapping and SCADA are used in the water industry. Currently there are 10 students enrolled in the after school course.
3. WUM Guyer and WUS Jaeger continue working with Dan Barbato of Pennoni Associates Engineering in reference to applying for the EPA / ARPA Funds and SRF Loans / Grants that could be utilized for qualifying MSC Water Projects. WUM Guyer and WUS Jaeger updated the projects list and have had several conversations with DWSRF Program Administrator Sandi Spiegel in reference to qualifying projects and the time line for submitting our Notices of Intent (NOI's) for review and placement on their Project Priority List.
4. ATSDR PFAS Exposure Assessment Results – Following the release of the ATSDR Exposure Assessment, MSC has not received any calls / communications from customers.
5. WUM Guyer and WUS Jaeger completed updating and reviewing the DRBC Annual Water Audit Report for 2021 and submitted on March 12<sup>th</sup> prior to the March 31, 2022 due date.
6. US EPA Unregulated Contaminant Monitoring Rule 5 (UCMR5) – MSC was selected to participate in the EPA UCMR5 program. WUM Guyer completed registering MSC and confirmed the sampling requirements with their staff. MSC will be required to collect water samples in March 2023 and September 2023. All costs associated with this sampling will covered by the US EPA.

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## Water Department Commission Meeting Report

March 17, 2022

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7. WUM Guyer and GM Blomquist were interviewed by WHYY's Zoe Read in reference to MSC's experience with PFAS contamination in New Castle. WUM Guyer completed a Freedom of Information Act (FOIA) request filed by Zoe Read of WHYY on 3/22/2022 requesting records for the Levels of PFAS parts per trillion found in the drinking water supply in 2014 and current levels of PFAS parts per trillion in the raw drinking water supply before treatment.

### C. System Repairs and Maintenance

1. Riverbend Subdivision – Flushed on February 3<sup>rd</sup> and 24<sup>th</sup> to maintain Chlorine Residual.
2. Monthly Meter Reading – On 3/10/2022 prior to completing the 3/14 monthly meter reads, 80 door hangers were distributed to residential houses where the water meter is no longer sending a radio read. The hangers advised the customer that a visual read from the meter will need to be taken by the customer and called into the office or they will need to schedule an appointment for an operator to read the meter. Water Operators will continue following up on water check reads and missed reads as needed for the office.
3. WUM Guyer and WUS Jaeger met with Rich Skilton of Southern Corrosion to review structural improvements that will need to be made on the Elevated Storage Tanks prior to painting. Rich was working on an updated quote to make the repairs.
4. Water Operators and Electric Lineman have started preparing the Utility Yard in preparation for the proposed Pole Barn to be used for vehicle and material storage. Electric material has been moved to the Wilmington Substation.

### D. Grants and State Revolving Funds

1. Water Infrastructure Advisory Council (WIAC) Grants – WUS Jaeger forwarded updated information to RK & K that should allow them to complete Task 3 – Asset Inventory and Condition Assessment.
2. MSC received the grant reimbursement totaling \$68,400.00 from DWSRF for the Carbon Exchange in Vessel 2.

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## Water Department Commission Meeting Report

March 17, 2022

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### **E. Capital and Operation & Maintenance Budgets**

1. WUM Guyer and WUS Jaeger are working on revised quotes for FYE 2023 Water and Facilities Capital and O & M projects. Supply chain issues and rising material costs will need to be considered and discussed prior to placing orders.

### **F. Equipment**

1. T - 9 Dump Truck repairs were completed by First State Fleet. Fuel injection pump and Starter were replaced and injector rack system was rebuilt.

### **G. Personnel and Training**

1. No personnel issues to report at this time.
2. WUM, WUS, and Water Operators attended the DRWA Technical Conference. Training classes were attended at the conference and credit hours were received for continuing education hours to maintain their operator licenses.

### **H. Safety**

1. MSC Water Operators hold daily morning Tailgate Talks discussing jobs/tasks to be performed each day with potential hazards and control measures.

### **3. Local, State, and Federal Agencies**

#### **A. WSCC - Water Supply Coordinating Council**

1. The Council sunset on January 31, 2022 after 22 years. WUM Guyer has not received any updates from DNREC on the proposed / draft legislation for the re-organization of the proposed Council.

#### **B. WRA – Water Resource Agency**

1. WUM Guyer has stopped sending weekly pump data to the WRA Staff and will resume when requested.

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## Water Department Commission Meeting Report

March 17, 2022

Prepared by: Jay Guyer on March 10, 2022

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

1. The 2/15 DEWARN Meeting went well. The Chair provided an update on COVID, chemical supply chain and cost increases, an incident that occurred in Hawaii related to a water contamination incident, and the fires in the West causing water supply issues. There were no issues in Delaware to report, EPA Region 3 is looking for volunteers to participate in and Emergency Response Drill, the Chesapeake Section of AWWA Annual Spring meeting will be held in Newark this year, one potential new member – Town of Smyrna. Elections will be held during the April Meeting.
2. The next DEWARN meeting is tentatively scheduled for April.

### D. Water Operator Advisory Council

1. The 3/3/2022 virtual meeting went well. Council reviewed Water Operator License Applications and approved/denied based upon the regulations, approved the 1/6/2022 meeting minutes, reviewed and approved new training courses from Del Tech, Delaware Rural Water Association, and the US EPA. The Sub – Committee updated the council on its' progress reviewing the Operator Certification Regulations. Council discussed the alternatives to using Del Tech to administer the examination and a new web page.
2. The next meeting is scheduled for 3/5/2022.
3. The next meeting is pending for the 5 person Advisory Council Sub - Committee tasked with review and update of the Water Operator Certification Regulations.

### E. WIAC - Water Infrastructure Advisory Council

1. The next meeting is scheduled for 3/16/2022.

### F. Miss Utility of Delmarva Monthly Meeting

1. The next meeting is scheduled for 3/17/2022 as a Hybrid meeting.

### End of Report

**Attachments:** February 2022 Water Works Report  
February 2022 Water Outage Tracking Sheet



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**Monthly Water Works Report**

February 1 - 28, 2022

Prepared By: Jay Guyer on March 10, 2022

Water Production		FT 300		Gallons	
Month	Year	Total Gallons	Adjusted Finished Total Gallons	Raw	Finished
February	2021	10,335,600	10,266,651		10,852,100
February	2022	10,852,100	10,786,539		10,786,539
	Difference	516,500	519,888		-65,561
	Percentage Difference	4.8	4.8		Percentage Difference
					0.6

Well(s) in Operation	Basin Road	Frenchtown Road	School Lane	Cross Roads
Days Pumped	Reserve Status	Resting	XXX	XXX
			7	21

Water Quality	MSC Average	Goal	Range
Average Chlorine Residual	1.38 ppm	1.00 ppm	0.90 - 1.40 ppm
Average pH	7.6	7.6	7.4 - 7.8
Average Fluoride Residual	0.97 ppm	1.00 ppm	0.60 - 1.00 ppm

General Water System Report	Results
Routine Bacteria Sampling (Office of Drinking Water)	# Collected Results
	10 Absent
	0 Present

Miss Utility Locate Requests (Water and Electric Locates)	Results
	# Received 23
	# Completed 23
	# of Damages 0

Building Permit Review (Water Related Conflicts)	Results
	# Reviewed 26
	# Approved 26
	# Not Approved 0

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**Monthly Water Outages / Interruptions Report**  
February 1 - 28, 2022

Prepared By: Jay Guyer on March 10, 2022

Planned Outage / Interruptions	Date	Approximate Duration		Location	No. of Customers	Comments
		Hours / Minutes	Customers			

No Planned Outages or Interruptions for the Month of February 2022.

Unplanned Outage / Interruptions	Date	Approximate Duration		Location	No. of Customers	Comments
		Hours / Minutes	Customers			

No Unplanned Outages or Interruptions for the Month of February 2022.

**ELECTRIC DEPARTMENT COMMISSION REPORT**

**March 17, 2022**

**Prepared by Artie Granger on March 10, 2022**

**1. Developer Projects:**

**a. 90 Lukens Dr:**

- I. MSC has been in contact with the general contractor to get them the information they need to order the long lead time items.

**B. Cherry Lane**

- I. MSC has been in contact with a representative of Greggo and discussed the method of getting power to the new building location.

**C. Riverbend Subdivision:**

- I. MSC has located the existing electrical infrastructure as needed for Miss Utility locates. There is a meeting scheduled with the involved parties to coordinate the installation of the utilities.

**D. Historic Penn Farm Renovations**

- I. MSC Electric has completed this project.

**2. Capital Projects:**

**a) Van Dyke Village:**

- a. MSC is continuing to monitor material costs, as they continue to escalate. We will keep looking at this closely and will likely adjust work speed and or material purchased to attempt to keep this project going smoothly and with-in budget.

**b) Grant Opportunities**

- a. MSC has compiled some project that we intend to submit to Baker Tiley to allow them to determine the best funding options to pursue.

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**ELECTRIC DEPARTMENT COMMISSION REPORT**

**March 17, 2022**

**Prepared by Artie Granger on March 10, 2022**

**c) System Undergrounding plan:**

- a. MSC has received the High Level Overhead to Underground Conversion plan for our electrical distribution system. The commissioners have received the executive summary that was included in the report. The MSC electric department is curious about the Commissioners thoughts about plan and the next steps.

**d) EV Chargers:**

- a. MSC is planning on installing the charger at the Chestnut Street location this month.

**3. Capital Purchases:**

- I. MSC Utility Building
  1. MSC has decided to act as the general contractor for this building. MSC expects to bring the total project in under budget by acting as the general contractor.
  2. MSC has decided to place the order for the building package from Graber Supply. MSC has paid for engineered and stamped drawing so we can submit for a building permit.
  3. MSC is finalizing remaining subcontractors for the project. IE: framing, concrete, wash bay equipment.
- II. MSC Replacement Radios
  - i. MSC has informed Delmarva Communications of plan to move forward with the radio replacement. This is to allow for Delmarva Communications to begin moving forward as they are also dealing with unusually long lead times for items.

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**ELECTRIC DEPARTMENT COMMISSION REPORT**

**March 17, 2022**

**Prepared by Artie Granger on March 10, 2022**

- iii. MSC Stake Body Truck
  - i. MSC placed an order for the new stake body truck. MSC placed the order with Carman Dodge.
  - ii. Due to anticipated extended lead times when ordering custom colors MSC will have Intercon paint the truck MSC yellow when the truck arrives. MSC has been informed that if a custom color is ordered we might not receive the truck until 2023 or 2024
  - iii. On delivery Carman Dodge will deliver truck to Intercon to paint the truck and install the body and additional equipment.

**4. Operations:**

**a. Outages :**

I. There was one outage this month. This outage was in Vandyke Village and was caused by a branch that came down on the primary line. There were 28 customers that were off for about 1 ½ hours while we cleared the line.

II. 1/1/21 – 1/1/22

<b>SAIDI (minutes)</b>	<b>SAIFI (number of interruptions)</b>	<b>CAIDI (minutes)</b>	<b>ASAI (percent)</b>
39.711	0.538	73.815	99.9924

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.

**MUNICIPAL SERVICES COMMISSION**  
CITY OF NEW CASTLE, DELAWARE 19720-0208  
P.O. BOX 208

<http://newcastlemsc.delaware.gov/>  
Office: 302 323-2330 Utility Building: 302-323-2333 Fax: 302-323-2337

**ELECTRIC DEPARTMENT COMMISSION REPORT**

**March 17, 2022**

**Prepared by Artie Granger on March 10, 2022**

**5. Repairs and Maintenance:**

**A. Wilmington Road Substation:**

- I. MSC has been monitoring the SF-6 gas levels as recommended. No problems have been detected.
- II. MSC has not received the replacement pressure gage yet. We will install when it comes in.
- III. The electric department has performed the monthly inspections at this location.

**B. Dobbinsville Substation:**

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

**C. Routine Tree Trimming**

- I. MSC Electric department has been doing routine tree trimming around our system. MSC expects to have this completed in the next couple of weeks.