

Municipal Services Commission Monthly Meeting
November 28, 2023, 8:00 a.m.
216 Chestnut Street New Castle, Delaware

The meeting was called to order at 8:03 a.m. with Mr. Scott Blomquist, Secretary, presiding.

Present: David Atherton, Commissioner
John Wik, Commissioner
Mayor Valarie W. Leary, Commissioner
Scott L. Blomquist, Secretary

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

Mr. Blomquist convened the meeting at 8:05 a.m. Roll call followed and a quorum to conduct business was declared.

Minutes

September 28, 2023 – A motion to approve the minutes of the September 28, 2023, meeting as presented was made by Commissioner Leary, seconded by Commissioner Atherton and unanimously passed.

October 26, 2023 – A motion to approve the minutes of the October 26, 2023 regular meeting minutes was made by Commissioner Leary, seconded by Commissioner Atherton and unanimously passed.

October 26, 2023 – A motion to approve the minutes of the October 26, 2023 executive session minutes was made by Commissioner Leary, seconded by Commissioner Atherton and unanimously passed.

Staff Reports

Mr. Blomquist asked Staff to stand on their reports.

Staff responded to several questions:

- Electric Usage - Electric usage was down due to the recent warmer than normal weather. MSC is 5.6% lower than last year and 6.5% lower than the 5 year average. It was noted that this is in line with what DEMEC is seeing overall for power purchase.
- Electric Consumption – Electric consumption is down approximately 1.7% from the same period last year. Consumption is tracking with other agencies and across the board with the DEMEC members.
- Check Register – Mr. Natale explained a number of payments:
 - Wesco Receivables Corp. – Mr. Natale will pull the invoice to advise the actual labor rate.
 - First State Fleet – Several shops are generally used and First State’s rate of \$150/hour is within range. Mr. Granger gave a brief background of various vendors that were and are being used, noting that First State Fleet has been reliable. Commissioner Leary suggested that Mr. Granger check into Trans Plus, Inc.
 - NuCar – The \$63,000 payment was for the cabin chassis for one of the water trucks being built. This is on the current capital budget.

Municipal Services Commission Monthly Meeting
November 28, 2023, 8:00 a.m.
216 Chestnut Street New Castle, Delaware

There being no further questions Mr. Blomquist thanked the Mangers and excused them from the meeting.

Assurance Media

Server Update – Mr. Natale stated that effective December 31st Microsoft will no longer support MSC's operating system. This expense was not in the budget, and needs Commission approval. The cost to replace the server is \$12,150.

In response to a question from Commissioner Wik, Mr. Natale explained the back-up server system.

A motion to approve replacing the proposal to replace the server for a cost of \$12,150 was made by Commissioner Leary, seconded by Commissioner Wik and unanimously carried.

Cloud Backup – Mr. Natale presented a proposal for a cloud-based backup for MSC and the City of New Castle. MSC and the City split the \$405 monthly cost for the current backup system. A monthly cost for a Cloud backup system for MSC and the City will be \$642. There would also be a one-time cost of \$1,106. Mr. Natale suggested that MSC cover the entire cost. During discussion Mr. Natale explained how the cloud system will work, noting that in the event of a catastrophic incident the worst case scenario would be that one day's data would have to be rerun. Commissioner Leary suggested that MSC reach out to Council President Souder to request that MSC and the City continue to share the monthly cost.

A motion was made by Commissioner Leary to approve a one-time payment of \$1,106 and a monthly payment of \$642 with an approach to the City to pay one-half, and if the City is unable to do so, MSC will absorb the entire cost. The motion was seconded by Commissioner Atherton and unanimously passed.

Cyber Security Testing – Mr. Natale noted that the Auditors suggested that MSC redo penetration testing. One quote for MSC and the City was received of approximately \$30,000.

A motion to move to executive session was made by Commissioner Atherton. The motion was seconded by Commissioner Leary and the meeting moved to Executive Session at 8:21 a.m.

The Commission came out of executive session at 9:00 a.m.

A motion was made by Commissioner Leary to approve the Non-Union bonuses as discussed in executive session. The motion was seconded by Commissioner Wik and the motion passed unanimously.

A motion was made by Commissioner Leary to approve the FYE 2025 Non-Union Pay Scale as discussed in executive session. The motion was seconded by Commissioner Atherton and the motion passed unanimously.

Mr. Blomquist gave some background on the Electric and Water Infrastructure Agreement.

Municipal Services Commission Monthly Meeting
November 28, 2023, 8:00 a.m.
216 Chestnut Street New Castle, Delaware

A motion was made by Commissioner Atherton to approve the Electric and Water Infrastructure Agreement. The motion was seconded by Commissioner Wik and the motion passed unanimously.

Mr. Blomquist noted that the Commissioners would need to vote for a Commission President.

A motion was made by Commissioner Wik to nominate Commissioner Atherton to be president. The nomination was seconded by Commissioner Leary. The motion passed unanimously.

Commissioner Wik asked about PFAS filtration. Mr. Blomquist gave some background on the carbon system and the intent to convert over from carbon to resin. The MSC is hoping to get approved by the State for funding with principal forgiveness.

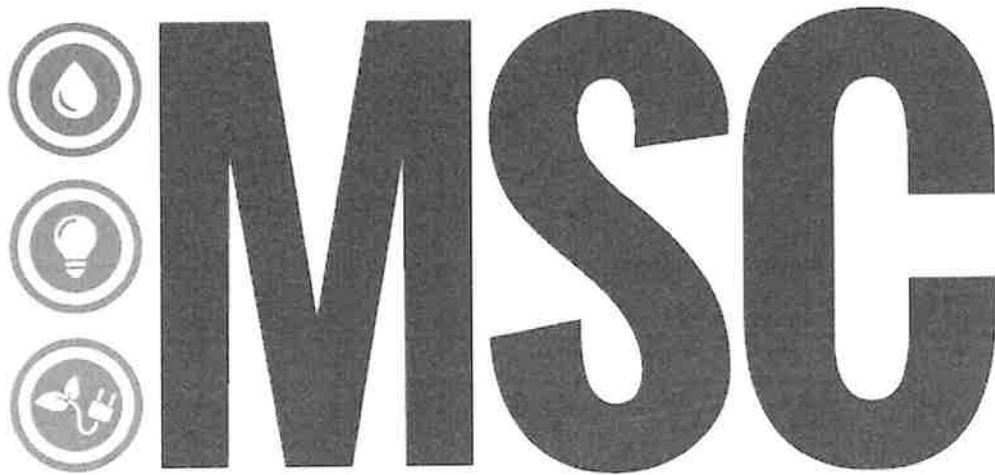
The Commissioners set the December Commission Meeting for Monday, December 11th at 8:00 a.m. and the January Commission Meeting for Thursday, January 18th at 8:00 a.m.

The meeting adjourned at 9:15 a.m.


Kathleen R. Weirich, Stenographer

Approved: 
(Minutes transcribed from notes.)

Comptroller/Treasurer's Report



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

November 28, 2023 Commission Meeting
Prepared By: Ken Natale, CPFO on November 13, 2023

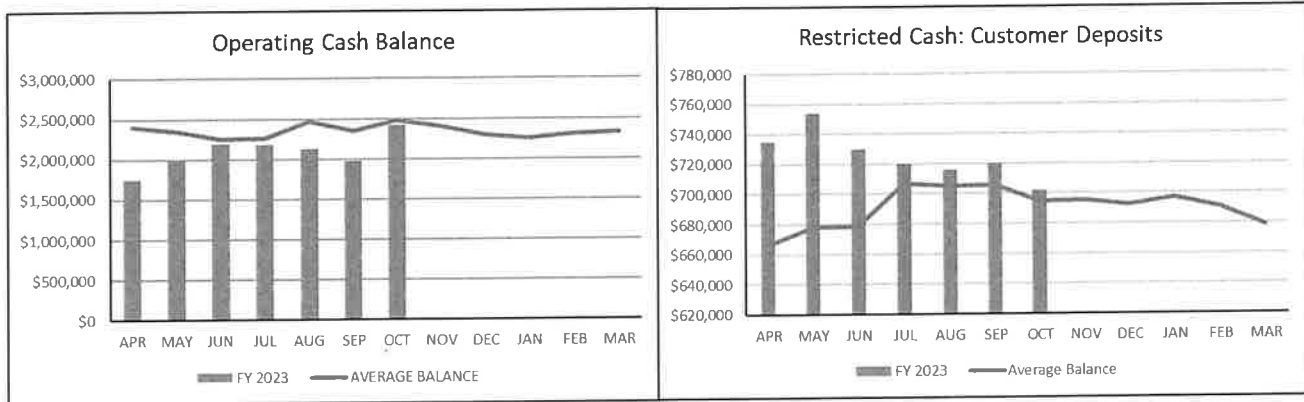
Contents

Cash & Investments	1
Customer Service/Billing.....	4
Electric Revenues.....	5
Electric Expenses.....	5
Budget to Actual Comparison – Electric	6
Water Revenues.....	7
Water Expenses	7
Budget to Actual Comparison – Water	8
Statement of Net Position	9
Statement of Revenues, Expenses, and Changes in Net Position	10
Combining Balance Sheet by Department.....	11
Combining Schedules of Revenues, Expenses, and Changes in Net Position by Department	13
Capital & Projects Budget to Actual.....	15

Cash & Investments

As of October 31, 2023 the cash balances were:

M&T Bank Checking:	\$	321,444
M&T Investment Sweep:		2,100,420
M&T Bank MMA:		701,835
Petty Cash/Change Fund:		898
Total Cash on Hand:	\$	3,124,597



A condensed cash flow summary for September is provided below for the operating accounts:

Beginning Balance	\$	1,978,475
Cash from customers		1,221,758
Interest Income		8,616
Bond Proceeds		272,814
Refunds to customers - deposits	(3,754)
Payments to suppliers for goods & services*	(956,641)
Bank service fees	(583)
Payments to employees for services	(97,922)
Net Cash Provided (Used)		444,288
Ending Cash Balance	\$	2,422,763

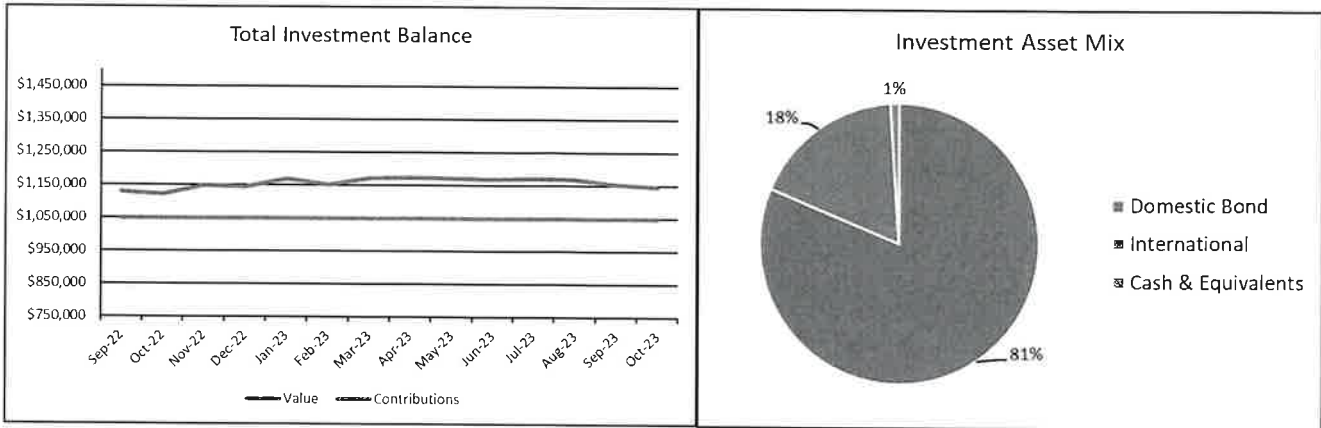
*A detailed check register for the month is available on page 3 of this report.

As of October 31, 2023 the value of the Commission's investment portfolio totaled \$1,145,879 which is a net loss of \$8,390 (0.7%) from the prior month.

The M&T Investment Sweep account is where cash that is not immediately needed for operations is placed to earn interest on the funds. Currently, those funds are invested in a Goldman Sachs Government Money Market Mutual Fund (FGTXX) which currently pays 5.38% interest and has a stable net asset value of \$1.00.

There was 105 days unrestricted cash on hand at September 30 (+10 days from prior month) when including the value of the Commission's investment portfolio which is held in liquid assets (mutual and exchange traded funds).

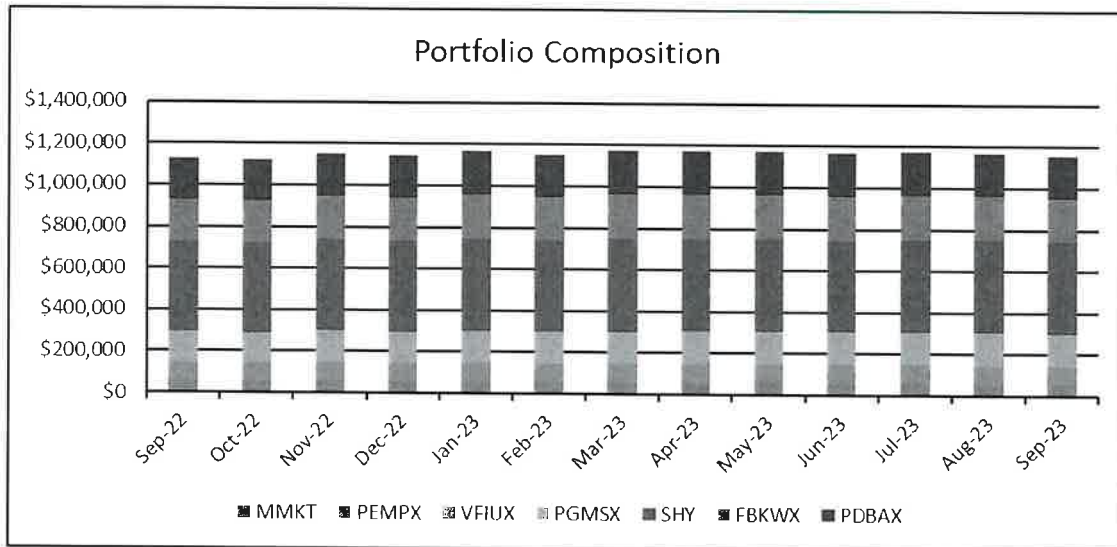
Comptroller/Treasurer's Report – November 28, 2023



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
Money Markets			
Insured Cash Accounts		\$ 8,087	0.80%
Mutual Funds			
Fidelity Advisor Total Bond CL Z	FBKWX	204,484	4.70%
PGIM Total Return Bond CL A	PDBAX	198,210	6.02%
PIMCO Emerging Markets Bond I2	PEMPX	48,634	8.83%
T Rowe Price Global Multi Sector Bond I	PGMSX	154,921	4.68%
Vanguard Intermediate Term Treasury	VFIUX	83,888	4.63%
Exchange Traded Funds			
iShares Trust 1-3 Year Treasury Bond EFT	SHY	447,655	2.59%
Total		\$1,145,879	



Comptroller/Treasurer's Report – November 28, 2023

OCTOBER 2023 - CHECK REGISTER

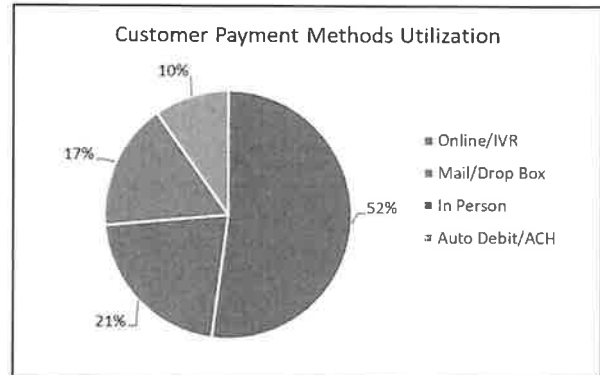
Number	Date	Vendor Name	Amount
201129	10/17/2023	AC Miller Concrete Prod.	\$ 1,720.00
201130	10/17/2023	Anixter	7,794.44
201131	10/17/2023	Antonio's Lawn Service	1,300.00
201132	10/17/2023	Cable Testing Services LLC	4,500.00
201133	10/17/2023	Delmarva Power	116.81
201134	10/17/2023	DEMEC Inc	1,290.98
201135	10/17/2023	Kendall Electric INC	1,277.72
201136	10/17/2023	Trans Union LLC	329.68
201137	10/17/2023	Tyler Technologies Inc.	356.00
201138	10/17/2023	Utility Engineers PC	660.00
201154	10/30/2023	Artesian Water Co Inc	2,361.91
201155	10/30/2023	Christiana Excavating Company	106,670.00
201156	10/30/2023	COLONIAL LIFE	781.34
201157	10/30/2023	Consult Dynamics Inc DCA Net	20.00
201158	10/30/2023	Council 81	415.50
201159	10/30/2023	Delta Dental of Delaware Inc	1,867.42
201160	10/30/2023	DEMEC Inc	1,038.62
201161	10/30/2023	Department of Human Resources Financial Services	37,745.10
201162	10/30/2023	Grainger	326.80
201163	10/30/2023	Kathleen R Weirich	217.50
201164	10/30/2023	McCollom D'Emilio Smith Uebler LLC	210.00
201165	10/30/2023	NuCar	63,370.64
201166	10/30/2023	Pennonni Associates Inc.	1,357.50
201167	10/30/2023	Principal Financial Group	2,490.05
201168	10/30/2023	Tyler Technologies Inc.	8,809.25
201169	10/30/2023	Wesco Receivables Corp.	704.16
DFT0002102	10/16/2023	BRINKS CAPITAL	680.30
DFT0002104	10/13/2023	Nationwide Retirement Sol	4,980.17
DFT0002107	10/13/2023	United States Treasury	18,352.74
DFT0002108	10/02/2023	OpenEdge	1,657.95
DFT0002109	10/13/2023	Coyne Chemical Co	906.50
DFT0002110	10/13/2023	Ferguson Enterprises Inc	5,279.60
DFT0002111	10/13/2023	M&T ONE CARD	11,119.54
DFT0002112	10/13/2023	United Electric Supply Co	124.00
DFT0002113	10/13/2023	Home Depot Credit Service	39.84
DFT0002114	10/17/2023	Maryland Child Support Account	184.62
DFT0002115	10/19/2023	DEMEC Inc	584,818.89
DFT0002116	10/27/2023	Maryland Child Support Account	184.62
DFT0002117	10/27/2023	Nationwide Retirement Sol	4,967.03
DFT0002120	10/27/2023	United States Treasury	18,267.60
DFT0002121	10/23/2023	Nationwide Life Ins. Co. of America	22,897.42
DFT0002122	10/30/2023	COMPTROLLER OF MARYLAND	1,059.30
DFT0002123	10/30/2023	Delaware Div. of Revenue	18,609.00
DFT0002124	10/27/2023	M&T ONE CARD	14,289.97
DFT0002125	10/27/2023	United Electric Supply Co	490.00
TOTAL PAYMENTS			\$ 956,640.51

Comptroller/Treasurer's Report – November 28, 2023

Customer Service/Billing

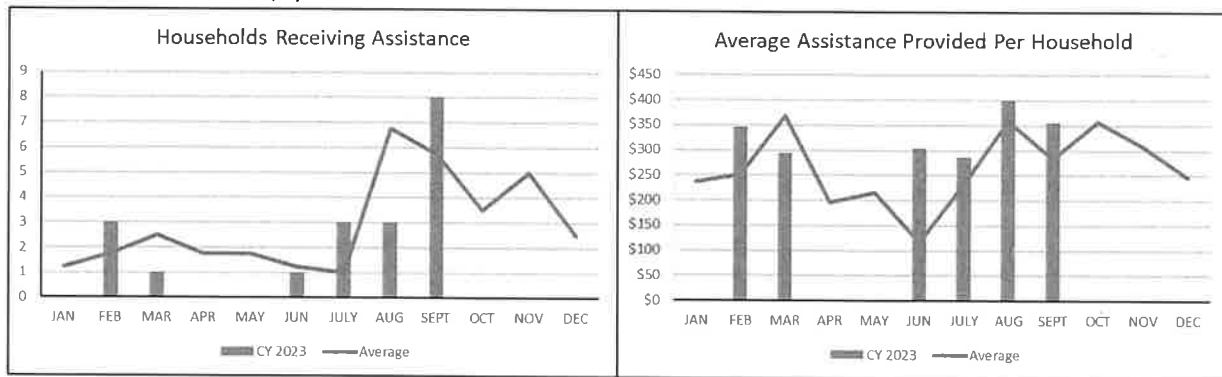
Since the previous meeting, the Customer Service Department processed:

Bills sent	3,226
Delinquent & past due notices	427
Automated phone notifications	405
Payment arrangements	24
Contracts	0
Service cuts – October	21
Accounts sent to collections	5
Electric bad debt write-offs	\$0.00
Applications for service	29



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 October, the fund assisted five customers with approximately \$339. The maximum allowed by the program is \$400. The current balance in the fund is \$7,620.



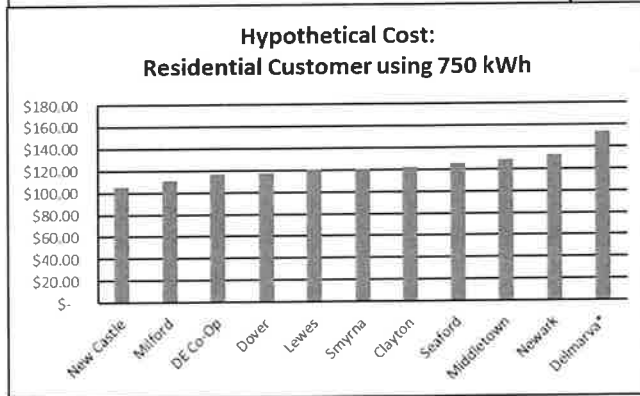
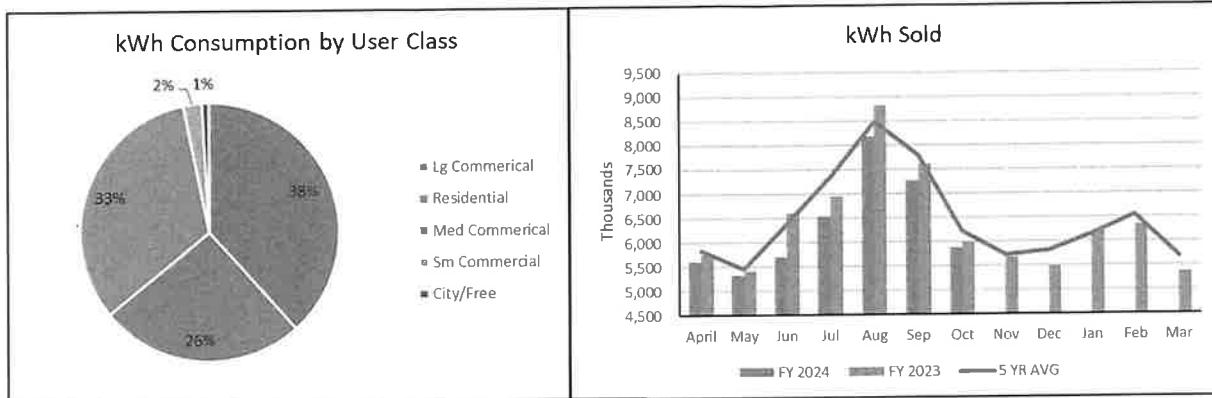
In addition to assistance provided through the New Castle Cares fund, eight customers received an average of \$263 from other agencies or nonprofits that provide assistance for utility bills.

Below is a condensed aging report for *active* customers as of November 13, 2023:

Total	Current	30 Days	60 Days	90 Days	120 Days
\$177,045	\$167,916	\$7,208	\$1,297	\$256	\$368

Electric Revenues

User charges are \$164,000 under budget fiscal year to date. October kWh sales decreased by approximately 1.7% (197,000 kWh) from the same period last year. Consumption is approximately 6.5% lower than the 5-year average and 5.6% lower than the prior year to date due to the mild weather compared to historical averages. This decrease in consumption is consistent with decreased consumption across DEMEC members as a whole.



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 46.0% lower than Delmarva* and 11.0% lower than the co-op.

*Approximate. DP&L'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 operating expenses have a year-to-date favorable variance (\$92,000). \$144,000 is related to decreased power purchase costs due to lower than anticipated consumption. The negative variance in operations' salaries & benefits is related mostly to increases in compensated absences as a result of vacation accruals that occurred in June as well as less expense being capitalized for the VanDyke undergrounding project than anticipated YTD. Other variances are the result of timing differences and are expected to decrease in future months.

The Electric Department needed to replace the motor in one of their trucks, this expense was approved by the Commissioners in the prior fiscal year, however, due to supply chain disruptions, the repair was not able to be completed until May of 2023, meaning the expense will fall in the current budget year. This will result in the repairs and maintenance expense line being over budget in future months (approximately \$20,000). The remaining negative variance in repairs and maintenance is related to less expenses being capitalized for using MSC's own equipment on the VanDyke project than anticipated YTD.

After accounting for non-operating revenues and expenses, there is an increase in net position of \$71,000, \$88,000 less than anticipated at this point in the year as a result of the variances discussed above.

Municipal Services Commission

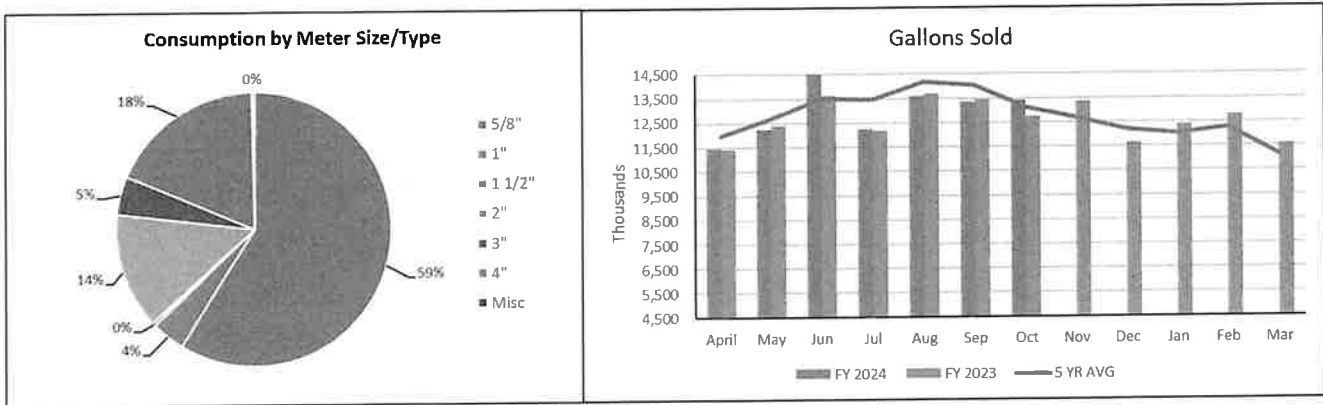
Comptroller/Treasurer's Report – November 28, 2023

**Budget to Actual Comparison – Electric
As of October 31, 2023**

	YTD Budget	YTD Activity	Variance	Total Budget
Operating Revenues				
User charges	5,943,342	5,785,459	(157,883)	9,624,301
City service charges	31,125	28,299	(2,826)	52,000
MSC service charges	20,940	17,578	(3,362)	41,000
Miscellaneous income	41,159	44,328	3,169	61,210
<i>Total Operating Revenues</i>	<u>6,036,566</u>	<u>5,875,664</u>	<u>(160,902)</u>	<u>9,778,511</u>
Less: Free Service	3,422	3,136	286	8,000
<i>Net Operating Revenues</i>	<u>6,033,144</u>	<u>5,872,528</u>	<u>(160,616)</u>	<u>9,770,511</u>
Operating Expenses				
Purchase of Power	4,125,000	3,981,403	143,597	6,751,000
<i>Operations</i>				
Salaries and benefits	464,648	507,988	(43,340)	872,468
Insurance	35,248	34,869	379	51,186
Utilities	4,703	4,994	(291)	11,700
Repairs and maintenance	(69,604)	4,212	(73,816)	(82,900)
Supplies and materials	38,739	50,772	(12,033)	73,600
Professional fees	51,221	38,711	12,510	112,250
Depreciation	415,459	432,939	(17,480)	712,500
<i>Operations total</i>	<u>940,414</u>	<u>1,074,485</u>	<u>(134,071)</u>	<u>1,750,804</u>
<i>General & administrative</i>				
Salaries and benefits	293,379	280,250	13,129	518,853
Insurance	13,283	11,333	1,950	22,770
Utilities	6,585	6,544	41	11,731
Repairs and maintenance	5,208	3,590	1,618	7,860
Supplies and materials	15,895	17,746	(1,851)	29,500
Professional fees	117,034	70,503	46,531	141,340
Misc	60,105	49,839	10,266	95,328
Depreciation	16,327	5,235	11,092	28,000
<i>Total general & administrative</i>	<u>527,816</u>	<u>445,040</u>	<u>82,776</u>	<u>855,382</u>
<i>Total operating expenses</i>	<u>5,593,230</u>	<u>5,500,928</u>	<u>92,302</u>	<u>9,357,186</u>
Operating income	<u>439,914</u>	<u>371,600</u>	<u>(68,314)</u>	<u>413,325</u>
Nonoperating revenue(expense)				
Investment income	47,941	63,752	15,811	80,000
Investment expense	(1,850)	(1,720)	130	(2,500)
Unrealized gain(loss) on investment:	-	(40,721)	(40,721)	-
Grant expense	-	-	-	-
Other Expense	-	(101)	(101)	-
Appropriations				
Mayor and Council	(326,536)	(318,105)	8,431	(560,000)
Special	-	(3,665)	(3,665)	-
<i>Total nonoperating revenue(expense)</i>	<u>(280,445)</u>	<u>(300,560)</u>	<u>(20,115)</u>	<u>(482,500)</u>
Change in Net Position	159,469	71,040	(88,429)	(69,175)

Water Revenues

User charges have a favorable variance of \$18,000 fiscal year to date. Water consumption for the month was up 665,000 gallons from the same period last year. Consumption was up in smaller (residential meters) by 1 million gallons while consumption was down in larger (commercial) meters by 330,000 gallons. Fiscal year to date, water sales are 1.6% higher than the five-year average and 5.5% higher than the prior year. The favorable variance is entirely related to selling water to Artesian in the beginning of June (4.5 million gallons).



Water Expenses

Water operating expenses have a favorable year to date variance (\$72,000). These variances are the result of timing differences and are expected to decrease as the year progresses. The negative variances in salaries and benefits and repairs and maintenance are related to less expenses being capitalized that anticipated year to date for water operators and equipment being used on the VanDyke electric undergrounding project.

When considering nonoperating revenues and expenses, there is an increase in net position of \$312,000, which is \$254,000 better than anticipated at this point in the year. \$169,000 of that variance is related to grant from the State of Delaware for replacement spent carbon at the School Lane Treatment Facility. The new filter media has been capitalized in line with the Commission's policy as the new carbon has an estimated useful life in excess of a year.

Comptroller/Treasurer's Report – November 28, 2023

**Municipal Services Commission
Budget to Actual Comparison – Water
As of October 31, 2023**

	YTD Budget	YTD Activity	Variance	Total Budget
Operating Revenues				
User Charges	1,432,746	1,457,529	24,783	2,456,543
City Service Charges	21,257	16,665	(4,592)	37,000
MSC Service Charges	2,213	-	(2,213)	3,500
Miscellaneous Income	17,281	24,994	7,713	28,790
<i>Total Operating Revenues</i>	<u>1,473,497</u>	<u>1,499,188</u>	<u>25,691</u>	<u>2,525,833</u>
Less: Free Service	2,291	2,203	88	4,000
<i>Net Operating Revenues</i>	<u>1,471,206</u>	<u>1,496,985</u>	<u>25,779</u>	<u>2,521,833</u>
Operating Expenses				
Purchase of water	15,992	13,814	2,178	26,000
<i>Operations Dept</i>				
Salaries and benefits	506,457	523,730	(17,273)	920,789
Insurance	44,405	31,817	12,588	56,968
Utilities	16,200	17,736	(1,536)	28,770
Repairs and maintenance	89,036	117,743	(28,707)	172,112
Supplies and materials	67,850	47,543	20,307	131,435
Professional fees	51,909	20,102	31,807	86,502
Depreciation	178,662	187,260	(8,598)	306,400
<i>Total operations</i>	<u>954,519</u>	<u>945,931</u>	<u>8,588</u>	<u>1,702,976</u>
<i>General & administrative</i>				
Salaries and benefits	173,969	168,242	5,727	305,605
Insurance	10,868	9,273	1,595	18,630
Utilities	5,555	5,353	202	9,961
Repairs and maintenance	7,649	2,937	4,712	11,610
Supplies and materials	10,740	12,765	(2,025)	20,400
Professional fees	24,378	15,817	8,561	35,884
Miscellaneous	102,726	68,818	33,908	137,094
Depreciation	11,079	2,528	8,551	19,000
<i>Total general & administrative</i>	<u>346,964</u>	<u>285,733</u>	<u>61,231</u>	<u>558,184</u>
<i>Total operating expenses</i>	<u>1,317,475</u>	<u>1,245,478</u>	<u>71,997</u>	<u>2,287,160</u>
Operating Income	<u>153,731</u>	<u>251,507</u>	<u>97,776</u>	<u>234,673</u>
Nonoperating revenue(expense)				
Investment income	8,991	11,200	2,209	15,000
Investment expense	(370)	(304)	66	(500)
Unrealized gain(loss) on investment:	-	(7,186)	(7,186)	-
Grant income	-	168,510	168,510	-
Other Expense	-	(7,966)	(7,966)	-
Appropriations				
Mayor and Council	(81,634)	(80,498)	1,136	(140,000)
City Services	(22,960)	(21,533)	1,427	(40,000)
Special	-	(1,445)	(1,445)	-
<i>Total nonoperating revenue(expense)</i>	<u>(95,973)</u>	<u>60,778</u>	<u>156,751</u>	<u>(165,500)</u>
Change in Net Position	57,758	312,285	254,527	69,173

Comptroller/Treasurer's Report – November 28, 2023

**Municipal Services Commission
Statement of Net Position
As of October 31, 2023 and 2022**

	<u>2024</u>	<u>2023</u>
ASSETS:		
Current assets:		
Cash and equivalents	\$ 2,422,763	\$ 2,236,566
Investments	1,145,879	1,120,435
Accounts receivable, net	589,978	1,367,637
Inventories	843,952	821,979
Prepays	85,579	182,138
Restricted cash	701,835	800,408
Total current assets	<u>5,789,986</u>	<u>6,529,163</u>
Noncurrent assets:		
Capital assets not being depreciated:		
Land	43,796	45,386
Construction in progress	1,667,581	776,519
Capital assets net of accumulated depreciation:		
Buildings	690,305	260,012
Equipment	687,201	751,484
Infrastructure	14,111,594	10,837,450
Total noncurrent assets	<u>17,200,477</u>	<u>12,670,851</u>
Total assets	<u>22,990,463</u>	<u>19,200,014</u>
DEFERRED OUTFLOWS OF RESOURCES		
Pension	574,626	319,164
Regulatory accounting - substation	-	3,436,566
Total deferred outflows	<u>574,626</u>	<u>3,755,730</u>
LIABILITIES		
Current liabilities:		
Accounts payable	606,371	682,349
Accrued liabilities	34,421	28,141
Customer Deposits	727,489	944,583
Total current liabilities	<u>1,368,281</u>	<u>1,655,073</u>
Noncurrent liabilities:		
Due within one year	96,050	84,922
Due in more than one year	2,653,676	1,731,201
Total noncurrent liabilities	<u>2,749,726</u>	<u>1,816,123</u>
Total liabilities	<u>4,118,007</u>	<u>3,471,196</u>
DEFERRED INFLOWS OF RESOURCES		
Pension	250,334	472,843
Total deferred inflows	<u>250,334</u>	<u>472,843</u>
NET POSITION		
Net investment in capital assets	16,213,525	12,670,851
Unrestricted	2,983,223	6,340,854
Total net position	<u>\$ 19,196,748</u>	<u>\$ 19,011,706</u>

Comptroller/Treasurer's Report – November 28, 2023

Municipal Services Commission
Statement of Revenues, Expenses, and Changes in Net Position
As of October 31, 2023 and 2022

	2024	2023
Operating Revenues:		
Water sales	\$ 1,474,194	\$ 1,374,432
Power sales	5,831,337	5,618,416
Miscellaneous	69,322	46,205
Total operating revenues	7,374,853	7,039,053
Less: free service	(5,339)	(5,813)
Net operating revenues	7,369,514	7,033,240
Purchase of water and power	3,995,217	4,189,061
Operating Expenses		
Salaries and benefits	1,480,209	1,333,265
Repairs and maintenance	209,850	219,981
Supplies	96,277	97,798
Utilities	34,630	36,351
Insurance	87,294	124,750
Professional fees	83,679	82,460
Administrative	131,291	96,277
Depreciation	627,962	409,992
Total operating expenses	2,751,192	2,400,874
Operating income (loss)	623,105	443,305
Nonoperating revenues (expenses):		
Net investment income	72,930	15,888
Unrealized gain(loss) on investments	(47,907)	(114,515)
Gain (loss) on disposal of assets	-	(4,826)
Grant income	168,510	12,410
Grant Expense	-	(12,890)
Miscellaneous	(8,512)	(3,846)
Appropriations to Mayor & Council of New Castle		
Ordinary	(398,603)	(388,406)
City Services	(21,533)	(20,894)
Special	(5,110)	(8,736)
Total nonoperating revenues (expenses)	(240,225)	(525,815)
Income before capital contributions	382,880	(82,510)
Capital Contributions	-	-
Change in net position	382,880	(82,510)
Net position - beginning	18,813,868	19,094,216
Net position - ending	\$ 19,196,748	\$ 19,011,706

**Municipal Services Commission
Combining Balance Sheet by Department
As of October 31, 2023 and 2022**

	Water		Electric		Total	
	2024	2023	2024	2023	2024	2023
ASSETS:						
Current assets:						
Cash and equivalents	-	-	2,422,763	2,236,566	2,422,763	2,236,566
Investments	171,882	168,065	973,997	952,370	1,145,879	1,120,435
Accounts receivable, net	171,617	168,194	418,361	1,199,443	589,978	1,367,637
Inventories	164,272	160,944	679,680	661,035	843,952	821,979
Prepays	25,139	66,430	60,440	115,708	85,579	182,138
Restricted cash	-	-	701,835	800,408	701,835	800,408
Total current assets	532,910	563,633	5,257,076	5,965,530	5,789,986	6,529,163
Noncurrent assets:						
Capital assets not being depreciated:						
Land	43,796	45,386	-	-	43,796	45,386
Construction in progress	915,808	254,979	751,773	521,540	1,667,581	776,519
Capital assets net of accumulated depreciation:						
Buildings	314,114	120,630	376,191	139,382	690,305	260,012
Equipment	222,618	292,738	464,583	458,746	687,201	751,484
Infrastructure	6,980,228	7,033,720	7,131,366	3,803,730	14,111,594	10,837,450
Total noncurrent assets	8,476,564	7,747,453	8,723,913	4,923,398	17,200,477	12,670,851
Total assets	9,009,474	8,311,086	13,980,989	10,888,928	22,990,463	19,200,014
DEFERRED OUTFLOWS OF RESOURCES						
Pension	258,582	143,624	316,044	175,540	574,626	319,164
Regulatory accounting - substation	-	-	-	3,436,566	-	3,436,566
Total deferred outflows	258,582	143,624	316,044	3,612,106	574,626	3,755,730

(Continued)

**Municipal Services Commission
Combining Balance Sheet by Department
As of October 31, 2023 and 2022**

	Water		Electric		Total	
	2024	2023	2024	2023	2024	2023
LIABILITIES						
Current liabilities						
Accounts payable	33,617	68,198	572,754	614,151	606,371	682,349
Accrued liabilities	15,490	12,663	18,932	15,477	34,421	28,141
Customer Deposits	11,621	57,503	715,868	887,080	727,489	944,583
Due to other funds	567,542	893,688	(567,542)	(893,688)	-	-
Total current liabilities	628,269	1,032,052	740,012	623,021	1,368,281	1,655,073
Noncurrent liabilities:						
Due within one year	15,592	-	80,458	-	96,050	-
Due in more than one year.	1,476,766	555,332	1,176,910	1,260,790	2,653,676	1,816,122
Total noncurrent liabilities	1,492,358	555,332	1,257,368	1,260,790	2,749,726	1,816,122
Total liabilities	2,120,627	1,587,384	1,997,380	1,883,812	4,118,007	3,471,196
DEFERRED INFLOWS OF RESOURCES						
Pension	112,650	212,779	137,684	260,064	250,334	472,843
Total deferred inflows	112,650	212,779	137,684	260,064	250,334	472,843
NET POSITION						
Net investment in capital assets	7,854,993	7,747,453	8,358,532	4,923,398	16,213,525	12,670,851
Unrestricted	(820,214)	(1,092,906)	3,803,438	7,433,761	2,983,223	6,340,854
Total net position	7,034,779	6,654,547	12,161,970	12,357,159	19,196,748	19,011,706

**Municipal Services Commission
Combining Schedules of Revenues, Expenses, and Changes in Net Position by Department
For the seven months ending October 31, 2023 and 2022**

	Water		Electric		Total
	2024	2023	2024	2023	
Operating Revenues:					
Charges for services	\$ 1,474,194	\$ 1,374,432	\$ 5,831,337	\$ 5,618,416	\$ 7,305,531
Miscellaneous	24,994	17,759	44,328	28,446	69,322
Total operating revenues	1,499,188	1,392,191	5,875,665	5,646,862	7,374,853
Less: free service	(2,203)	(2,241)	(3,136)	(3,572)	(5,339)
Net operating revenues	1,496,985	1,389,950	5,872,529	5,643,290	7,369,514
Operating Expenses					
Purchase of water and power	13,814	13,689	3,981,403	4,175,372	3,995,217
Salaries and benefits	691,971	640,174	788,238	693,091	1,480,209
Repairs and maintenance	123,025	133,280	86,825	86,701	209,850
Supplies	59,369	53,775	36,908	44,023	96,277
Utilities	23,091	20,845	11,539	15,506	34,630
Insurance	41,091	59,032	46,203	65,718	87,294
Professional fees	31,173	41,038	52,506	41,422	83,679
Administrative	72,158	46,447	59,133	49,830	131,291
Depreciation	189,788	189,655	438,174	220,337	627,962
Total operating expenses	1,245,480	1,197,935	5,500,929	5,392,000	6,746,409
Operating income (loss)	251,505	192,015	371,600	251,290	623,105

(Continued)

**Municipal Services Commission
Combining Schedules of Revenues, Expenses, and Changes in Net Position by Department
For the seven months ending October 31, 2023 and 2022**

	Water		Electric		Total
	2024	2023	2024	2023	
Nonoperating revenues (expenses):					
Net investment income	10,897	2,465	62,033	13,423	72,930
Realized gain (loss) on investments	-	-	-	-	-
Unrealized gain(loss) on investments	(7,186)	(17,177)	(40,721)	(97,338)	(47,907)
Gain (loss) on disposal of assets	-	(2,172)	-	(2,654)	(4,826)
Grant income	168,510	12,410	-	-	168,510
Grant Expense	-	(12,410)	-	(480)	(12,890)
Miscellaneous	(7,966)	(3,132)	(545)	(714)	(8,512)
Appropriations to Mayor & Council of New Castle					
Ordinary	(80,498)	(77,555)	(318,105)	(310,851)	(388,406)
City Services	(21,533)	(20,894)	-	-	(21,533)
Special	(1,445)	(5,271)	(3,665)	(3,465)	(8,736)
Total nonoperating revenues (expenses)	60,779	(123,736)	(301,003)	(402,079)	(525,815)
Income before capital contributions	312,284	68,279	70,597	(150,789)	382,880
Change in net position	312,284	68,279	70,597	(150,789)	(82,510)
Net position - beginning	6,722,495	6,586,268	12,091,373	12,507,948	18,813,868
Net position - ending	<u>\$ 7,034,779</u>	<u>\$ 6,654,547</u>	<u>\$12,161,970</u>	<u>\$12,357,159</u>	<u>\$19,196,748</u>
					<u>\$19,011,706</u>

Comptroller/Treasurer's Report – November 28, 2023

**Municipal Services Commission
Capital & Projects Budget to Actual
As of October 31, 2023**

Project	Total Approved Budget	Materials as of 3/31/2024	Remaining Budget as of 3/31/2024	Total Capitalized To Date (1)	Status
Vandyke Village Undergrounding	\$ 886,000.00	\$ 654,635.00	\$ 231,365.00	\$ 1,391,935	In Progress
AMI System - Electric	665,000	475,728	189,272	-	In Progress
Dobbinsville Relay Replacement	85,000	37,127	47,873	-	In Progress
Stake Body Truck	90,000	91,640	(1,640)	91,640	Complete
WIAC AMP Grant - MSC Asset Management \$100,000 RK&K Engineering (approved 07-01-19)	100,000	90,928	9,072	-	In Progress
AMI System - Water	1,281,000	727,751	553,249	-	In Progress
Toyota Pallet Lift	10,500	11,428	(928)	11,428	Complete
T-8 Replacement	150,000	-	150,000	-	In Progress
	\$ 3,267,500.00	\$ 2,089,237.40	\$ 1,178,262.60		

(1) Includes capitalized labor and equipment costs.

Special Appropriations

City & Trustee Projects	Donated Labor & Equipment	Billable Material	Invoiced Date	Paid Date
City of New Castle - Repairs & Maintenance	\$ 5,110.00	\$ -	n/a	n/a

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

November 28, 2023

Prepared by Artie Granger on November 21, 2023

1. **Developer Projects:**

A. **Riverbend Subdivision:**

- I. MSC has had no new conversations about this project.

B. **Graver Industries**

- I. MSC has installed the transformer for this customer. MSC will energize the transformer when ready.

C. **Agro Refiners**

- I. Cables have been pulled and tested and are ready to energize.

D. **The Flats at Riveredge**

- I. MSC has had no new conversations about this project.

2. **Capital Projects:**

a. **Substation Relay Replacement**

- I. MSC has been working with Utility Engineering to complete a design for the relay replacements for both substations. This has been substantially completed. MSC is planning on ordering materials the first part of FYE 24/25

b. **Van Dyke Village:**

- I. MSC has completed the restoration for this year. MSC will plan on installing wiring to convert customers from aerial to underground.

**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

November 28, 2023

Prepared by Artie Granger on November 21, 2023

3. Capital Purchases:

I. AMI

1. Pro Meters has completed their portion of this project. MSC has continued to work on installing the commercial meters.

4. Operations:

5. Outages :

- I. MSC has had one outage since our last commission report. This outage was on 10/22/23 and was caused by a squirrel. This outage caused 11 customers to loose power for about 2 ½ hours.

SAIDI (minutes)	SAIFI (number of interruptions)	CAIDI (minutes)	ASAI (percent)
43.707	0.552	79.217	99.9916%

II. 10/1/22 – 10/1/23

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.

6. Repairs and Maintenance:

A. Wilmington Road Substation:

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

November 28, 2023

Prepared by Artie Granger on November 21, 2023

- I. The electric department has performed the monthly inspections at this location.
- B. **Dobbinsville Substation:**
 - I. The electric department has performed the monthly inspections at this location.
- C. **System**
 - I. The electric department will be doing routine tree trimming
 - II. The electric department will be working on replacing a few poles that have been identified for replacement.

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

November 28, 2023

Prepared by: Jay Guyer on October 20, 2023

1. Developer Projects

A. Riverbend Subdivision

1. Freedom Development's Representative has advised they are applying for the money for the Norfolk Southern Railroad Crossing Permit Applications for the water and electric loops with Centerpoint Boulevard. 10 new Building permits have been issued for which WUM Guyer forwarded an estimate to GEM Craft for inspection of the new water services from the curbstop to the house. WUM Guyer is working to reconcile the project for Phase 1 of the installation with both Freedom Development and GEM Craft Homes.

B. Sheriffs House Renovation – Market Street

1. Both domestic and fire service have been restored and the backflow prevention devices tested and certified. Per the project General Contractor, the results will be uploaded to the Hydro Corp Portal. WUM Guyer will reconcile the project when complete.

C. Flats at Riveredge – Riveredge Park

1. WUM Guyer has nothing to update on the proposed 451 unit residential subdivision in Riveredge Park. The engineer is finalizing draft plans to forward for preliminary review.

D. Charter School of New Castle – 160 Lukens Drive, Riveredge Park

1. The Charter School of New Castle's contractor set the 2 new classroom trailers and completed the Domestic and Fire System connections. The contractor disinfected the interior plumbing and collected water samples for Bacteria testing. MSC will reconcile the project for our work performed on the underground and invoice EDIS Construction.

E. The Battery Apartment Complex – 427 West 7th Street

1. WUM Guyer has nothing to update on this proposed 152 unit apartment complex.

F. Deemers Landing and Helm Apartment Complexes

1. The property owner's plumber continues installing meter settings for each apartment unit preparing them for individual metering. Individual meters will be installed over the next year and when ready, the master meter will be stopped and the new meters activated.

2. MSC Projects

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

1. MSC, DEMEC, AMP, and Pro Meters have weekly meetings to discuss the conversion progress and issues being encountered with implementation of the AMI metering system. WUM Guyer and WUS Jaeger use the IP Keys MDM Portal and Pro Meters Portal to review MSC meter data. Pro Meter Technicians completed their portion of the

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

November 28, 2023

Prepared by: Jay Guyer on October 20, 2023

meter installation project and demobilized on November 18th. MSC Water Operators continue installing water meters that remain unchanged. WUS Jaeger worked through issues with the tablet and Field Tools Application and Operators have started troubleshooting new meters in the field that are not reading. A list of customers that have not responded to Pro Meters request to access the property to perform the water change out was provided to MSC. After numerous attempts to contact these customers, their electric was cut until they scheduled their meter upgrade appointment. 17 Water customers are on the Remainder List and their services are cut at the curb. Water Operations will continue troubleshooting and refining the system.

B. Water System Asset Management Program

1. RK & K Engineering submitted a final draft of the Asset Management Plan on November 7th. WUM Guyer and WUS Jaeger are reviewing and training with RK & K will be scheduled. WUM Guyer will reconcile the project and assist with grant closing.

C. Cross Connection Control Program – Hydro Corp

1. Cross Connection Control (CCC) Program – HydroCorp mailed out the Final notices to MSC customers with testable devices that have not responded to the first and second notices. WUM Jaeger and Water Operator Schlecht are working on contacting non-compliant customers to confirm contact information and advise them of the device testing requirements.

D. Hewlett, Janvier, and Megginson Avenue Water Main Replacement

1. R.E. Pierson Construction Company (REP) completed the main installation and had back-to-back samples absent of bacteria. The main was flushed and put into service. REP started transferring individual water services on November 14th averaging 4 - 5 per day. MSC Water Operator Granger continues performing full time inspection in coordination with our Engineer Pennoni Associates to ensure compliance with MSC standards. An onsite meeting was held on November 8 with REP, Pennoni, and MSC to review and discuss paving, curb, and sidewalk restoration. WUM Guyer and Pennoni Associates are reviewing/approving pay requests 1 and 2 and submitting DWSRF Reimbursement requests 2, 3, and 4 to the Office of Engineering.

E. School Lane Water Treatment Facility PFAS Treatment System Improvements

1. WUM Guyer and WUS Jaeger will plan to attend the December 13th Water Infrastructure Council Meeting where the Full Application will be presented for Approval in case there are any questions. DWSRF did confirm the project is approved to receive full principle forgiveness of \$1,135,920.00.

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

November 28, 2023

Prepared by: Jay Guyer on October 20, 2023

3. Operations

A. Outages

1. There were no planned and unplanned water outages for the month of October 2023. See attached outage report for details.

B. Reporting

1. Calgon Carbon Corporation (CCC) Pilot Study – The Study is ongoing collecting and transmitting daily data to CCC. MSC collects bi-weekly PFAS samples delivering them to the STRIDE Lab for testing, evaluation, and comparison.
2. On March 14th, the US EPA proposed the first national primary drinking water standards for six (6) PFAS compounds as part of their PFAS Strategic Roadmap. WUM Guyer is following the proposed regulation and has no update.
3. MSC completed our second round of Unregulated Contaminant Monitoring Rule 5 (UCMR 5) sampling on September 11th. Results being posted to the EPA Central Data Exchange web site are pending.
4. US EPA East Basin Road Groundwater Superfund Site – WUM Guyer confirmed our next quarterly meeting with the US EPA and DNREC will be virtual and is scheduled for January 10th.
5. Delaware Rural Water Association (DRWA) Apprenticeship Program with Colonial School District's William Penn High School - WUS Jaeger attended the November 7th Veolia Water Treatment Plant in Stanton with the students. The next class WUS Jaeger has scheduled is on December 6th with our engineering consultant Keystone Engineering making a SCADA System Presentation. Class started on September 11th and will run through January 24, 2024.
6. WUM Guyer and WUS Jaeger attended the US EPA Region III Mid Atlantic Source Water Protection Leadership Forum on November 15th. WUM Guyer was invited to make a presentation on PFAS Contamination from a Small Water System Perspective. WUM Guyer and WUS Jaeger prepared a 30 minute Powerpoint presentation titled Managing PFAS Contamination – A Small Water Utility Perspective. WUM Guyer made the presentation which was well received by the Forum attendees.

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

November 28, 2023

Prepared by: Jay Guyer on October 20, 2023

7. Potomac Sampling – DNREC performed their Semi-Annual Potomac Sampling on November 6th monitoring for chlorides and sodium and other Water Quality Parameters. The results will be forwarded for MSC review and records when prepared.

C. System Repairs and Maintenance

1. Riverbend Subdivision – Flushed on October 19th and 31st to maintain Chlorine residual.
2. Monthly Meter Reading – Monthly meter reads were completed on November 12th. Operators followed up on check / missed reads as needed.
3. Cross Road Well Motor Controller – CR Well Variable Frequency Drive motor controller burned up on November 2nd during well change over. The pump and motor were placed out of service and WUS Jaeger reached out to our Drives Representative at United Electric. UE Reps visited the site and are working to order a replacement drive.
4. Water Operators rotate working with the Electric Crew on the Van Dyke Village Electric Undergrounding Project as needed assisting with equipment operation, excavation, conduit installation, and restoration.

D. Grants - State Revolving Funds - Budgets

1. School Lane Water Treatment Facility Natural Gas Generator – WUM Guyer as advised the project review was progressing and received RFI #2 from our DEMA Representative on November 10th. A virtual meeting was held on November 16th with DEMA and our University of Delaware Grant Representative to discuss the RFI. MSC will work to get the additional information for the RFI and forward to our U of DE Grant Rep to compile a response to DEMA/FEMA.
2. Capital and O & M Budgets – WUM Guyer and WUS Jaeger started updating Waters 5 Year Capital Budget focusing on a Draft of the FYE 2025 Budget Year. The Water Operation and Maintenance Budget is also being drafted.

E. Equipment

1. No equipment issues to report for the month of October.
2. Water Operators are performing routine maintenance on water trucks and equipment including DMV inspections. Large trucks are being scheduled for DOT Inspections.

F. Personnel and Training

1. No personnel issues to report.

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

November 28, 2023

Prepared by: Jay Guyer on October 20, 2023

2. All Utility Building Staff are registered to attend OSHA 10 Safety Training on January 16th and 17th.

G. Safety

1. MSC Water Operators hold daily morning Tailgate Talks discussing jobs / tasks to be performed each day with potential hazards and control measures.
2. The next DEFIT Safety Meeting is scheduled for November 21st Dover, DE.
3. WUM Guyer and WUS Jaeger met with a Risk Control Specialist from PMA Group on site October 18th at School Lane Water Treatment Facility so he could observe and sample air quality. He will assist MSC with developing a basic Respirator Program.

3. Local, State, and Federal Agencies

A. WSCC - Water Supply Coordinating Council

1. The November 9th Northern New Castle County Water Providers Check-In Meeting went well. The Delaware Geological Survey (DGS) and Delaware State Climatologist presented current Water Conditions for Northern New Castle County. Currently 2 indicators are in the Drought Watch range and heading for Drought Warning
2. The next Northern New Castle County Water Providers Check-In Meeting is scheduled for December pending weather conditions.

B. WRA – Water Resource Agency

1. WUM Guyer stopped sending weekly pumping demand data to the University of Delaware Water Resource Agency Staff on October 30th until Spring 2024.

C. DEWARN – Delaware Water/Wastewater Agency Response Network

1. The next DEWARN meeting is scheduled for December.

D. Water Operator Advisory Council

1. The November 2nd meeting went well. Council reviewed and approved Water Operator applications, training courses, and Council membership/attendance. Council also discussed the progress reviewing the Operator Certification Regulations and written examination questions. Several personnel issues were discussed in executive session.
2. The next Advisory Council meeting is scheduled for December 7th.

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

November 28, 2023

Prepared by: Jay Guyer on October 20, 2023

E. WIAC - Water Infrastructure Advisory Council

1. The next WIAC meeting is scheduled for December 13, 2023.

End of Report

MUNICIPAL SERVICES COMMISSION
 CITY OF NEW CASTLE, DELAWARE 19720-0208

P.O. BOX 208

www.newcastlemsc.com

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

Monthly Water Works Report

October 1 - 31, 2023

Prepared By: Jay Guyer on November 20, 2023

Water Production		FT 300		Gallons	
Month	Year	Raw Total Gallons	Adjusted Finished Total Gallons	Raw Finished	Difference
October	2022	12,452,000	12,306,007	13,282,500	13,282,500
October	2023	13,282,500	13,098,673	13,098,673	-183,827
Difference		830,500	792,666		
Percentage Difference		6.3	6.1	Percentage Difference	
				1.4	

Well(s) in Operation	Basin Road	Frenchtown Road	School Lane	Cross Roads
Days Pumped	Reserve Status	XXX	XXX	XXX
		6	24	1

Water Quality	MSC Average	Goal / Target Level	Range
Average Chlorine Residual	1.56 ppm	1.40 ppm	1.0 - 4.0 ppm
Average pH	7.1	7.5	6.5 - 8.5 on a 0 - 14 Scale
Average Fluoride Residual	0.87 ppm	0.80 ppm	0.60 - 1.00 ppm

General Water System Report

Routine Bacteria Sampling
(Office of Drinking Water)

# Collected Results	Absent	Present
10	10	0

Miss Utility Locate Requests
(Water and Electric Locates)

# Received	# Completed	# of Damages
94	94	0

Building Permit Review
(Water Related Conflicts)

# Reviewed	# Approved	# Not Approved
44	44	0

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

www.newcastlemsc.com

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

Monthly Water Outages / Interruptions Report

October 1 - 31, 2023

Prepared By: Jay Guyer on November 20, 2023

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

No Planned Outages or Interruptions for the Month of October 2023.

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

No Unplanned Outages or Interruptions for the Month of October 2023.