

**SPECIAL MEETING
BOARD OF WATER COMMISSIONERS
(PUBLIC PARTICIPATION)**

**March 26, 2020
Conference Room**

**3:25 p.m.
281 Lincoln Street
Manchester, NH**

Present: President William Trombly, Jr., Commissioner Linda Miccio, Clerk, Director Philip Croasdale and Deputy Director-Water Distribution Guy Chabot. **Present by Electronic Participation:** Commissioner Omer Beaudoin, Commissioner Danielle York, Commissioner Judy Reardon, Commissioner Hal Sullivan, Deputy Director-Water Treatment & Supply David Miller, Deputy Director-Finance & Administration Sarah Demos and Watershed Land & Property Manager John O'Neil.

1. President Trombly calls the Special Meeting to order.

Pursuant to RSA 91-A:2 III (B), President Trombly has determined that an emergency exists due to the worldwide COVID-19 pandemic and, therefore, a physical presence of a quorum is not practical.

2. The Clerk calls the roll.

3. President Trombly advises that the purpose of the special meeting is to give residents of Manchester and the Water Works franchise the opportunity to address the Board on items of concern affecting the community; that each person will be given only one opportunity to speak, all comments shall be limited to three minutes and any comments must be directed to the President.

4. President Trombly requests that any resident wishing to speak come forward to the podium, clearly state their name and address when recognized, and give their comments.

5. President Trombly advises that if there is no one else present wishing to speak, a motion would be in order to take all comments under advisement and further to receive and file any written documentation presented.

6. President Trombly advises if there is no further business, a motion is in order to adjourn. With no further business, on MOTION by Comm. Sullivan, seconded by Comm. Miccio, the Board agreed to adjourn the special meeting and move on to the regular meeting of the Board. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

**MANCHESTER WATER WORKS
BOARD OF WATER COMMISSIONERS MEETING**

**March 26, 2020
MWW Conference Room**

**281 Lincoln Street
Manchester, NH**

Present: President William Trombly, Jr., Commissioner Linda Miccio, Clerk, Director Philip Croasdale and Deputy Director-Water Distribution Guy Chabot. **Present by Electronic Participation:** Commissioner Omer Beaudoin, Commissioner Danielle York, Commissioner Judy Reardon, Comm. Sullivan, Deputy Director-Water Treatment & Supply David Miller, Deputy Director-Finance & Administration Sarah Demos and Watershed Land & Property Manager John O'Neil.

1. President Trombly called the meeting to order at 3:28 p.m.

Pursuant to RSA 91-A:2 III (B), President Trombly has determined that an emergency exists due to the worldwide COVID-19 pandemic and, therefore, a physical presence of a quorum is not practical.

2. **The Clerk calls the roll.** There is a quorum present.

3. **Minutes** - Minutes of the previous meeting were approved on MOTION by Comm. Beaudoin, seconded by Comm. Sullivan. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

4. **Finance Committee Report** - The Finance Committee reviewed and recommended acceptance of bills amounting to \$843,302.59. Large payments for the month included: Borden & Remington Corp. \$11,430.34, CDM Smith, Inc. \$116,627.29, Concord Winwater Works \$16,912.20, EDF Energy Services, LLC. \$36,662.34, Eversource \$28,148.35, Grappone Automotive Group \$32,176.00, Hach Company \$9,212.07, Harcros Chemicals, Inc. \$17,681.53, Holland Company, Inc. \$9,142.36, Hoyle, Tanner & Associates \$20,035.50, City of Manchester Highway Dept., \$29,992.81, City of Manchester Info Systems \$199,316.63, Milton CAT \$150,400.00, NH Print & Mail \$8,549.26, OSHA Training Institute Education Ctr. \$6,400.00 and Ti-Sales \$15,464.04.

Comm. Miccio reviewed the bills this month and reported all disbursements appeared in order.

The report of the Finance Committee was approved on MOTION by Comm. Miccio, seconded by Comm. Sullivan. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried

5. **Director's Report** - Director Croasdale presented the Director's Report to include monthly financials, personnel, the COVID-19 outbreak, updates from the WTP, watershed and distribution divisions and the 2019 Water Quality Report.

- a. Deputy Director Demos reported on the financials for the eight months ending February 29, 2020.

Statement of Net Position - The Capital Assets, Non-depreciable capital assets line has been reduced by over one-half million dollars by closing jobs.

Statements of Revenues and Expenses and Changes in Net Position - Revenues are consistent with FY2019; Operating Expenses are up and due to strong interest income, the Change in Net Position overall is over \$1.5M.

Schedule of Operating Expenses - The Water Supply Division's Operating Expenses in Repairs and Maintenance were trending the budget high earlier in year and it is now actually below. We expect to be

at 67% of the budget at this time of year and the division has leveled off at 65%. The Distribution Division is still at 82-83% of the budget. There is a reduction in repair work at this time due to this outbreak but should level off considerably. The Total Expenses for all Divisions is at 67.84% as we expect and is good considering the many repairs we've had to contend with this year.

Schedule of Operating Revenues - The Total Operating Revenue in comparison with the budget is also on track at 67% and just over 71% for the Total Revenue.

Evaluating the Comparative Water Consumption Billed in CCF, in March of 2018 and 2019, MWW was averaging approximately 13.7 million gallons per day (MGD). At the beginning of this month, MWW averaged 13.2 MGD and the last two weeks, the average has been 13 MGD. Water consumption is down a bit but not significantly.

The Water Utility Billing Accounts Receivable Aging Report compares totals through February 2020. The numbers are still good and where MWW wants to be. We will see how this report changes over the next few months due to many people being out of work with the current state of emergency.

President Trombly noted MWW cash is down and asked if there are any concerns.

Deputy Director Demos stated the cash total is something that varies from year to year and is the result of a substantial amount of debt service payments made in December. This puts us at a bit of a disadvantage at this time of year but MWW has no debt service payments due until June so we expect that number to build back up.

Director Croasdale added we have made many payments that MWW will be bonding but have not received the bond proceeds yet. We had also budgeted to transfer \$1.1M of capital reserve into operating revenue anticipating that would be needed for the overall cash flow and we haven't had to do that yet. Now, not being in operations until at least May 4th, the budget will be significantly impacted. I want to say for the better since we will not be making certain expenditures other than purchased power, chemicals and things required to keep the water flowing. The next two or three months will be interesting times.

Director Croasdale was asked by the Mayor to suspend late fee charges to our customers until August 4th. Starting last week, a notice was included with the water bills. MWW will include these notices through the twelve billing cycles affirming late fees will be suspended until August 4th and we will work with those whose jobs have been impacted due to the pandemic to pay their bills.

5. b. The open Inventory Specialist II position was awarded to Ed Pepin. Ed has worked at MWW since 2003 in Distribution and several of those years as the Inventory Specialist I before taking his most recent position of Equipment Operator IV. The now vacant Equipment Operator IV position was posted for one week in-house with two candidates applying. They will be interviewed when MWW resumes full operation.

There were no reported injuries or filed grievances for the month.

- c. COVID-19 - Director Croasdale and the Deputy Directors briefed the Board as to action taken in response to the COVID-19 outbreak.

Effective Monday, March 16 the Mayor asked all department heads to implement our Continuity of Operations Plans. This means only essential city employees report to work. Other employees were asked to work remotely and/or be available to be redeployed to other departments as needed.

All personnel not needed to maintain continuing operations to pump, treat (and test) and distribute water to the franchise area for personal consumption and fire protection were assigned to stay home and be available on an emergency or as needed basis. The goal is to deliver our product as we would during

"normal" times. Executive Order 2020-04 issued in March by Governor Sununu regarding a state of emergency due to Novel Coronavirus (COVID-19) is included in the Board books for your information.

5. c. Deputy Director Miller stated the Water Treatment Plant (WTP) has moved to a single WTP Operator on each shift, 24/7. During the normal work week day shift, we have a second WTP Operator comes in and checks all of the out stations, picks up distribution samples, completes the general checks and inspections and then reports back home. Anyone regularly scheduled on a shift that is not rotated in as that single operator, is expected to be at home and ready to come in to work in the case of some type of issue or an emergency. In addition to one WTP Operator, we have one Laboratory Technician coming in each day during the regular work week to complete daily testing, to be certain the process parameters are being met and also, they are there to process distribution samples. We are still required to collect 120 distribution samples each month. We have 46 different locations where we collect the 120 samples with many being sampled more than once per month. We have had some difficulties obtaining some of these samples, such as nursing homes, as many places no longer allow access to because of the pandemic. We have come up with some alternative sites that have been reviewed and approved by NHDES to use as surrogate sites so we can continue to collect all of our distribution samples. We are also required to continue any compliance sampling. We typically do that on a quarterly basis with the first samples completed in January and/or February so that is not an issue this quarter. Deputy Director Miller added everyone is pitching in and standing by with everything running relatively smoothly so far.

Deputy Director Chabot explained right now in Distribution, we have a Distribution Operations Supervisor, the Planning & Meter Services Manager and the Dispatcher come in along with the Deputy Director. We are working on an emergency basis. MWW has an emergency technician who is working his regular 40-hour shift and is available for emergencies, turning water on and off. We have already cancelled all meter appointments. We are still receiving calls from people who have received letters or already scheduled appointments and are letting them know that everything has been suspended until this clears up. Right now, we are handling emergencies and calling in the standby crew to fix it. We had a service leak yesterday and a curb box that needed to be dug last week. It is almost like a weekend schedule, calling people in to complete the work. We are doing everything we can to shut off water and fix leaks. If somebody needs water turned on or off at their house, we will do that; obviously trying to limit interaction of our Meter Technicians with customers but try to make sure people have water. There are people coming back from Florida wanting meter sets so they can have water in their house and we will set a meter. As Phil mentioned earlier, we are not shutting anybody's water off for nonpayment or any other things. If somebody were to be off now and they wanted the water turned on, MWW would go out and turn the water on. Today, Governor Sununu issued Emergency Order # 17 requiring people to stay at home effective tomorrow night so I think MWW will try to trim the amount of people coming into the office down even more starting Monday.

Director Croasdale indicated MWW was trying to help businesses stay in business assisting with Dig Safes marking water lines and busy selling meters and meter horns. With this newly imposed emergency order to shelter in place until May 4th, we will only call in personnel during an urgent situation.

Deputy Director Demos stated we are still billing in the office and have a new insert to work with people, answering the phones but the call volume has reduced quite a bit in the last week and one-half. Most people understand that MWW is closed to the public now and have questions about how they can pay their bill or need help navigating online or things like that. We are still making sure all of our vendor payments go out, all of our payroll is processed and other than that, everything else is on hold.

Watershed Land and Property Manager John O'Neil has been reporting to the white house since he is the only staffer operating here without any contact. Forester Patrick Smerczynski has been able to do some work on his own getting ahead on forestry fieldwork and getting caught up. We are basically rotating one Watershed Worker per day who is working a three-quarter day. Patrick, John and the Watershed Patrolmen put together a checklist to fill out on a daily basis checking about 21 sites

throughout the watershed and on the water supply system. They are inspecting tanks, reservoirs, boat launches, public areas and make notes on their list such as security checks, any potential threat to the watershed, basically having a daily assessment of high-priority areas. The two Watershed Patrol Officers are sharing the duties on Friday, Saturday, Sunday and Monday then the Watershed Maintenance and Construction Workers are rotating duties on Tuesday, Wednesday and Thursday; one person per day. We are communicating over the phone with them and they submit their reports which keep contact down and work ongoing. Watershed Manager O'Neil did receive some phone calls from people on the Front Park closure but they were pleasant. He noted parking has decreased and people are spreading out over the 1500 acres around Tower Hill Pond. We are being safe.

Director Croasdale added everyone has been great in the department. Whoever we asked to come in has come in and was more than happy to. We are basically in weekend mode right now and the priority is getting the water out. In the office, we are keeping the billing going so the customers will not receive a crazy bill in the second quarter; we are getting payroll out and paying our vendor invoices. It is really the bare minimum just to keep the operation going for what looks like the next month or so until this is resolved.

Commissioner Miccio asked if there were any upcoming bid openings before May 5th.

Deputy Director Miller stated there is a chemical bid scheduled for Thursday, April 9th at 2:00 p.m. MWW should still receive the bids although it cannot be a public opening. It is usually not very well attended with three to four chemical vendors coming in to compare bids. Update – this bid opening has been postponed.

Director Croasdale will consult with the City Solicitor regarding a public bid opening during the current emergency order.

d. 2019 Annual Water Quality Report – The annual report is included for informational purposes.

6. **Bid Results - Paving** - Bids for paving, patches and trenches were opened at 2:00 p.m. on March 12, 2020 with Comm. Reardon presiding. A total of three (3) bids were received from prequalified contractors. The low bid for the project was submitted by Cooper Paving of Manchester, NH at a price of \$606,850.00.

On MOTION by Comm. Sullivan, seconded by Comm. Miccio, the Board approved Cooper Paving be awarded the paving, patches and tranches project in the amount of \$606.850.00. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

7. **Bid Award - Water Mains & Service Materials** – Bids for mains and service materials were opened at 2:00 p.m. on March 12, 2020 with Comm. Reardon presiding. A total of ten (10) bids were received. Deputy Director Chabot reviewed comparisons of costs for materials from last year and this year.

Below are the recommendations regarding awards to furnish mains and materials to the lowest responsible bidders meeting specifications:

- A. Pipe – Core & Main, Loudon, NH
- B. Fittings, Wedge Glands – Core & Main, Loudon, NH
- C. Valves – Billerica Winwater Works, Co., Billerica, MA
- D. Tapping Sleeves – Billerica Winwater Works, Co., Billerica, MA
- E. Copperhorns, Check Valves – E.J. Prescott, Inc., Concord, NH
- F. Gate Boxes, Curb Boxes – F.W. Webb Company, Londonderry, NH
- G. Corporations, Curb Stops, Unions, Tubing – Stiles Company, Norwood, MA
- H. Hydrants – Billerica Winwater Works, Co., Billerica, MA
- I. Polyethylene Wrap – Core & Main, Loudon, NH

- J. Bolted Couplings – Core & Main, Loudon, NH
- K. Saddles, Clamps – Core & Main, Loudon, NH

On MOTION by Comm. Miccio, seconded by Comm. Sullivan, bids for mains and service materials were awarded to the lowest responsible bidder meeting full requirements. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

8. **Sodium Hypochlorite Slab Repair - Amendment to Original Agreement** - Hoyle, Tanner and Associates, Inc. is requesting additional funds to cover engineering expenses related to additional work (outside the original scope) on the hypochlorite slab repair project. The additional design fee is for repairs to the floor area outside of the hypochlorite containment footprint. The extent of this damage was discovered after the original proposal for engineering services was approved and our operators began to peel up the flooring that had unbonded from the concrete subfloor. The additional funds also include providing for the “front end” of the bid specifications and bidding assistance which was not included in the original proposal. Even with the additional \$6,200 for the beyond scope items, the total cost of \$30,300 will still be less than the second-lowest original proposal of \$32,570.

On MOTION by Comm. Sullivan, seconded by Comm. York, the Board approved the change order for the hypochlorite slab repair contract with Hoyle, Tanner & Associates, Inc. in the amount of \$6,200.00. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

9. **Event Request - 2020 Bass Fishing Tournaments** - On MOTION by Comm. Miccio, seconded by Comm. York, the Board approved the six NH Fish & Game Dept. 2020 Bass Fishing Tournaments as presented, subject to completion of the usual agreements, including insurance coverage and compliance with MWW rules. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

10. **Event Request - Pioneer Trek Reenactment** - On MOTION by Comm. Sullivan, seconded by Comm. Beaudoin, the Board approved the request of the Church of Jesus Christ of Latter-day Saints to hold a pioneer reenactment on June 30 & 31, 2020 subject to the usual agreement, with no overnight camping on MWW property and including insurance coverage and compliance with MWW rules. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

11. **FY2021 Annual Rent Review** - Director Croasdale explained the annual rent review is a summary of rental properties and lease agreements which MWW presently maintains. Only three rental properties are subject to annual rent review by the Board of Water Commissioners as the others are set by the leases we have. In past years, the rent increase has ranged from 3% to 5%. The FY2021 schedule shows proposed adjusted rent increases of 3% for the tenants-at-will. The first tenant-at-will is a 10-year lease for land used in a commercial business. This lease expired in October of last year and is currently in negotiations for renewal. The second and third leases are defined as “lifetime” and are for land used for residential dwellings for the lifetime of the current tenants.

On MOTION by Comm. Reardon, seconded by Comm. Miccio, the Board approved the FY2021 lease agreements for the three rental properties identified in accordance with the 3% lease increase schedule submitted. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

12. **Report of Committees** - There were no reports from committees.

13. **New Business** - President Trombly requested a vote by the Board for MWW to forgive any late charges for the months of April through August 4, 2020 citing the COVID-19 pandemic. This will be for the water

portion of the bill only. The Environmental Protection Division is responsible for the sewer portion of the bill and regulates the sewer usage and service charges.

On MOTION by Comm. Miccio, seconded by Comm. Sullivan, the Board approved MWW to forgive any late charges on the water portion of the bills for the months of April, May, June, July through August 4, 2020 citing the COVID-19 pandemic. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

Due to the NH State of Emergency Order #17 being enacted until May 4th, President Trombly proposed there be no public participation at the next meeting.

On MOTION by Comm. Sullivan, seconded by Comm. Miccio, the Board approved there be no public participation meeting prior to the regular meeting of the Board on April 23, 2020 citing the COVID-19 pandemic. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

On MOTION by Comm. Miccio, seconded by Comm. Reardon, the Board approved moving \$11,880.00 from the MSDC fund for the Historical and Archaeological Phase 1B Survey at the well site. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

The next regular meeting of the Board of Water Commissioners is scheduled to be held on Thursday, April 23, 2020 beginning at 3:25 p.m. in the conference room at 281 Lincoln St., Manchester, N.H.

14. On MOTION by Comm. Miccio, seconded by Comm. Sullivan, the meeting was adjourned at 5:24 p.m. A roll call was taken: Comm. York – yes, Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Reardon – yes, Comm. Miccio – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

Respectfully submitted,



Linda L. Miccio
Clerk