



**Manchester Water Works  
Board of Water Commissioners  
Board Meeting Agenda  
April 23, 2020**

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The Regular Meeting beginning at **3:30 p.m. on Thursday, April 23, 2020** of the Board of Water Commissioners to be held in the Conference Room at 281 Lincoln Street. The following items will be considered:

1. President Trombly calls the Regular 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. Clerk Miccio calls the roll.
3. Accept minutes of previous Board Meeting of March 26, 2020
4. Accept Finance Committee Report
5. Communication - Director's Report
  - a. Financials - Sarah Demos, Deputy Director, Finance and Administration
  - b. Personnel
  - c. COVID-19
6. Proposal Results – Professional Timber Harvesting and Marketing Services
7. Petition for Main Extension - Haig Street
8. Draft FY2021 Budget
9. Report of Committees (if available)
10. New Business
11. Adjournment - if there is no further business, a motion is in order to adjourn.

cc: Aldermen, City Solicitor Emily Rice, Esq., Planning Board, Manchester Union Leader, Hippo Press, Auburn Board of Selectmen, Town of Hooksett, Town of Derry, News Directors – WGIR, WMUR-TV, WFEA  
agenda 4/23/2020

**Manchester Water Works**

281 Lincoln St., Manchester, NH 03103, tel. 603-624-6494, fax: 603-628-6020

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

**April 23, 2020  
MWW Conference Room**

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

**Present:** President William Trombly, Jr., Director Philip Croasdale and Deputy Director-Water Distribution Guy Chabot. **Present by Electronic Participation:** Commissioner Linda Miccio, Clerk, Commissioner Omer Beaudoin, Commissioner Danielle York, Commissioner Judy Reardon, Comm. 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 called the meeting to order at 3:30 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. Sullivan, seconded by Comm. Miccio. A roll call was taken: Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Miccio – yes, Comm. York – yes, Comm. Reardon – 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 \$970,576.72. Large payments for the month included: Atlantic Asphalt Paving \$85,870.00, Borden & Remington Corp. \$10,749.34, CDM Smith, Inc. \$115,299.95, EDF Energy Services, LLC. \$36,423.47, Energy Efficient Investments, Inc. \$243,640.17, Equipment East, LLC \$7,500.00, Ever-source \$29,928.38, Harcros Chemicals, Inc. \$8,921.68, Holland Company, Inc. \$7,831.46, McDevitt Trucks, Inc. \$233,320.00, NH Print & Mail \$5,974.01, Pike Industries, Inc. \$5,161.79, E. J. Prescott, Inc. \$6,844.59, United Solutions, Inc. \$6,404.00, Univar USA, Inc. \$9,671.48 and F.W. Webb Company \$40,679.80.

Comm. Sullivan 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. Reardon. A roll call was taken: Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Miccio – yes, Comm. York – yes, Comm. Reardon – 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 and updates from the water treatment plant, watershed and distribution divisions.

- a. Deputy Director Demos reported on the financials for the nine months ending March 31, 2020.

**Statement of Net Position** - The Current Assets, Cash and equivalents line is low at \$19,573 ~ timing issue related to spending of funds that will be bonded as well as the lockbox service being shut down the last two weeks of March. The receipts sent to the lockbox during that time were received and posted in April.

**Statements of Revenues and Expenses and Changes in Net Position** - Under Nonoperating Revenue, the Energy savings rebate line is \$8,500 lower than last year however, the City has two receipts to process and distribute MWW funds which will increase this total.

**Schedule of Operating Expenses** - For the nine months ending March 31, 2020, MWW is 75% through the FY2020 budget; Watershed Division 42%, Water Supply Division 68%, Finance & Administration Division 73%. The Distribution Division is over budget at 87% but the amounts that we are under in other divisions make up for that and then some. Overall, we are \$137K under budget across all divisions for materials, supplies and outside services.

**Schedule of Operating Revenues** - Water consumption has declined a little during this time period but we are hopeful this will level off over the next few months as the weather improves and people start watering their lawns. Overall, MWW is still in good shape.

Last month, we discussed and the Board approved delaying late fees on bills for the months of April through August 4, 2020 due to the COVID-19 pandemic. The Fees - late bill payment line indicates even if MWW did not charge late fees for the rest of the year, MWW would only be under budget about \$35K. We are expecting approximately \$100K in timber harvesting sales and overall, the Total Operating Revenue is still over 75% at this time. We are hopeful if we do come in under budget, the Operating Expenses being under budget should net that out.

The 2020 Fiscal budget quarterly payroll is under budget approximately \$30K at this time. We are under budget in salaries due mostly to retirements and we had vacancies as we filled those positions which made us slightly under projections for the year.

The Water Utility Billing Accounts Receivable Aging Report compares totals through March 2020. The over 30 days amounts doubled in percentage and more than doubled in dollar amount which is partially due to the lockbox banking issue; these payments were not posted as of the end of March. We did receive the payments in April so this report should look better next month.

5.
  - b. Regarding personnel, Director Croasdale stated there were no reported injuries or filed grievances for the month.
  - c. COVID-19 - Director Croasdale reported MWW has one employee who did test positive for the novel coronavirus. The employee quarantined for the 14-day protocol recommended by the NH Dept. of Health and Human Services, Bureau of Infectious Disease Control and has been cleared. MWW employees are staying relatively healthy.

Director Croasdale is very proud of the staff throughout the company for stepping up and being there when needed to keep the basic operations on an even keel. In talking with staff in all divisions, the Director is confident when we all return to "normalcy" and back to work; MWW operations will pick up where we left off. We were able to maintain the status quo other than a late start in construction. The WTP is operating very soundly, leaks have been down, the business office is sending out bills and making all payments to the vendors, utilities, chemical companies and we are maintaining the system for the public. MWW is available to the public on an as-needed basis and we are trying to accommodate private businesses as they need us to maintain their operations.

Watershed Land and Property Manager John O'Neil reported since the outbreak and the change in staffing, he has been working in the office at old farm house. Patrick Smerczynski, the MWW Forester has been able to do work in the field. We've had one Watershed Patrolman out each day patrolling and keeping a watch on things and one Watershed Foreman checking on reservoir covers and all of our facilities. A few weeks ago, we started working in small groups of two and started clearing the new lagoon we are building which has been helpful since we are pressed to get that done. Patrick has been working with the watershed crew doing some logging in the area and has shipped three loads of logs off the job to a mill in northern NH that is still able to run. The groundskeeping crew has been back since Monday working in small groups doing a lot of ground cleanup after the winter. There is plenty of work to be done at the WTP, the Cohas Pump Station and the Lincoln Street business office.

With the COVID-19 outbreak, we have seen the activity level on the watershed really pick up. It seems many people are just getting outside and discovering Lake Massabesic. There are a lot more cars and

people by the trailheads but there is plenty of space for people to move around, hike and walk their leashed dogs.

5. The lake level is down 0.5", the gauging station is just under 1' so there is still a good amount of water coming into Lake Massabesic. Tower Hill Pond is full so there is still plenty of water out there. We are working with what we have for staff and what we can do right now, keeping everybody safe with masks, gloves and a reminder to stay separated and so far, so good. We are proud of the work we are getting done with the separation.

Commissioner Sullivan asked if we will see any shortages of water or requests for less usage over the summer based on the water levels.

Director Croasdale explained that MWW likes the lake to be full on June 1<sup>st</sup>. During a typical summer, the lake usually goes down approximately one foot per month so if it were down one foot on July 1<sup>st</sup>, two feet on August 1<sup>st</sup>, three feet on September 1<sup>st</sup> that would be normal water levels in the lake for the year to date. From mid-September to October and onward, we see the lake replenish itself and the water levels rise. We keep the Tower Hill Reservoir full until sometime in the fall when we release it to replenish the lake.

Deputy Director Miller stated he wanted to echo Director Croasdale's kudos to the staff here at the Water Treatment Plant (WTP). The plant is running very well at the same reduced staffing reported last month. Flows are slightly lower than normal because of the pandemic. We are seeing weekend flows all week which is odd. If you look at the first three months of the year, we were actually lower in average precipitation yet the lake is spilling and we had no snowpack. It is rather unusual.

We are working on getting items for the new lagoon. Deputy Director Miller has been ordering precast concrete inlets and outlets structure, the manholes, the drainage pipe, etc. because the work has been progressing very well with the land clearing. The land will be grubbed and the top soil removed next week followed by some grading to level the site. Deputy Director Miller is happy to report things are progressing well there.

We are also obtaining materials to replace the Derryfield Pump Station roof. We hope to get started on that project if the weather looks good. The sodium hypochlorite slab repair is finishing up its second week of work. As Deputy Director Miller previously mentioned, he was hoping there would be no need for a full depth repair which would be more expensive and time consuming; it does not appear like that is going to be necessary at all. That is a good outcome and should keep the overall cost well below the bid price.

We plan to staff the WTP back up slowly as the pandemic conditions improve. We are working on procuring more personal protective equipment (PPE); masks seem to be the difficult item to get. Right now, we are pretty much maintaining the same level of staffing. Staff has been very accommodating and very willing to do their part to make sure the plant stays operating smoothly.

Deputy Director Chabot reported in Distribution, we have about two-thirds of the staff either coming in or working from home. As Deputy Director Miller mentioned, we are lacking in face masks and we are going to need to secure some N95 masks somewhere before we start cutting pipe and similar jobs. The Construction Crew is out doing hydrant inspections after the winter months to make sure the hydrants are drained properly and do not require repairs. While conducting the inspections, we come up with hydrants that need to be repaired so we have a few workers doing hydrant repairs. We are checking curb boxes and gate boxes in preparation for this year's construction season. The Emergency Technician is going out and conducting dig safes; with private contractors, he is turning services on and obviously, turning water off for leaks. We have one Meter Technician who is setting meters for seasonal customers who return from warmer climates. We are trying to minimize going into people's houses as much as possible but when it comes to somebody needing a meter set to have water service so that they can live in their house, we are doing that work.

In planning and meter services, we continue to sell deduct meters, meter horns and take applications for water service albeit at a limited amount as there are not many people out. We do sell meters and do try to help plumbers and contractors get their supplies so they can continue with their work. The engineering staff is just about done with the design work for this year's cleaning and lining project. The contractor for this project is eager to get started but we cannot get out there until we receive an okay to get out there. The water main relay design plans are pretty much done also, we are just waiting to get the go ahead and start doing what we typically do at this time of year.

Director Croasdale wanted to let the Water Commissioners know that MWW is following the City guidelines for safe distancing which includes for every employee a mask, gloves, cleaning supplies for themselves and the vehicles that they use, we are assigning one worker per vehicle. Right now, we are working on two-man crews and for the most part we are maintaining the recommended six to ten-foot separation for working outside. We are following the guidelines but we are still getting the work done. In the office it is a little bit different because of confined spacing but we are maintaining safe distancing in the office too.

Deputy Director Demos added the office is operated on a rotating basis and fortunately, we do have some parts of the office where the work stations are spread out so we rotate and try to keep one person or possibly two people on each side of the office. With that, we also have two people who are working full-time from home, payroll and accounts payable. Billing and collections are much more involved in the office so we are rotating them and our job costing and other purchasing functions are rotating days of the week so that we keep only a few people in and it seems to be working rather well. We are lucky that some of our work depends on the guys working and since not many of them are working, we haven't had too much in the job costing department. As we've been saying, everyone is getting their bills, all of the bills that are getting paid are being posted, all customer questions are getting answered and all the vendor checks are going out.

President Trombly asked for the few people doing payroll at home, is everything secured?

Deputy Director Demos replied MWW was fortunate to secure two remote access points before the coronavirus was prevalent. The City has a shortage of these but our Accounts Payable and Payroll Clerks were able to take their desktops home with them and were provided with a flash drive by the City's Information Systems Dept. that provides a secure access point from their houses.

6. **Proposal Results - Professional Timber Harvesting and Marketing Services** - MWW received five (5) proposals for professional timber harvesting and marketing services. A point system was created to evaluate proposals.

Watershed Land and Property Manager O'Neil stated these companies provide an extensive amount of information to show that they have good marketing ability for their products, good relationships, good pricing and they also proposed a percentage of that delivered pricing to us. They give us their market share of what they get they get for all their products and they also propose a percentage of the gross delivered. It is full transparency of their marketing and their costs and then we get paid a net that is called stumpage.

After review of the proposal packets by Watershed Manager O'Neil and Forester Smerczynski, Fort Mountain was the top proposer for both value and professional utility. MWW has worked with Fort Mountain on occasion since the 1980's. Therefore, it is our recommendation to award the contract for professional timber harvesting and marketing services to Fort Mountain Companies of Allenstown, NH.

On MOTION by Comm. Sullivan, seconded by Comm. York, the Board awarded the Professional Timber Harvesting and Marketing Services to Fort Mountain Companies bid proposal in the amount of \$101,961.68 and meeting full requirements. A roll call was taken: Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Miccio – yes, Comm. York – yes, Comm. Reardon – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

7. **Petition for Water Main Extension - Haig Street** - Deputy Director Chabot explained the petition for 34 Haig St., Map 16, Lot 8 for a new two-family dwelling in Goffstown beginning at the existing 8" dead end water main. This job involves 190'± of 8" water main being installed by the Petitioner, Daniel Lapoint who is responsible for all costs associated with this water main extension at an estimated cost of \$19,000.00.

On MOTION by Comm. Miccio, seconded by Comm. Beaudoin, the Board approved the petition for a water main extension on 34 Haig St., Goffstown of 190'± of 8" water main by Daniel Lapoint, petitioner. A roll call was taken: Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Miccio – yes, Comm. York – yes, Comm. Reardon – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

8. **Draft FY2021 Budget** – Deputy Director Demos provided Draft summaries of the FY2021 Budget. This is a fluid preliminary budget to give the Board an idea of where MWW is heading and allow time to review it and ask any questions you may have. The schedules included are summary pages and account details will be provided upon request.

Notable changes from the FY2020 to FY2021 Budget:

- Revenue reflects a 3% rate increase for water usage and service charges. Growth is also built in for the anticipated Southern NH Regional usage of approximately 500,000 gallons per day.
- Backflow service charges have been increased in accordance with the recently approved rate increase.
- Interest income has been increased due to the large cash balance and high interest rates.
- Debt service principal and interest payments have increased approximately \$500K due to:
  - Initial payment on the SRF loan for the 3MG Londonderry Tank and the Cohas Pump Station roof
  - Initial payment on General Obligation bonds for the Cohas Pump Station roof improvements, paving and windows and the bonded heavy equipment and vehicles (Loader/Backhoe, Wheel Loader and two dump trucks).
- Watershed Division's O&M Budget increase is primarily due to planning for a full year with two (2) full crews working. In addition, there are funds added for road maintenance in three areas of the watershed.
- Supply Division's O&M Budget increased to reflect annual planned maintenance costs.
- Distribution Division's O&M Budget increase is a result of the planned increases for the Bolt Valve Replacement work. Also, with a change in accounting policy during FY2020, we began charging meter and radio devices to the operating budget instead of the capital budget.
- Finance and Administration Division's O&M Budget increase reflects an increase in the employer's share of pension contribution. Increases also reflect a full year of pension, health insurance and payroll taxes for positions in FY2020. Health insurance rates for FY2021 have not become available yet, but will be updated as soon as we receive them.
- The final page is a schedule of future anticipated rate increases and their impact based on average residential usage.

President Trombly added this is only the beginning of the of the budget process. I would recommend all the Commissioners to review it and if they do have questions, please contact Deputy Director Demos or Director Croasdale. Hopefully, next month we will all be together and will have a formal presentation on the budget and we will still have another month to review that before we have to approve it.

9. **Reports of Committees** - There were no reports from committees.

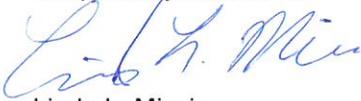
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10. **New Business** – For the Board's information, Director Croasdale mentioned the City is looking at a hiring freeze for the department. MWW has one open position in the distribution division that we would not hire and the summer laborers. Director Croasdale did ask the Mayor if the two seasonal Watershed Patrol Officers could be excluded from the hiring freeze since they are rather essential because of the additional traffic at the lake during the summer months. He will update the Board with any new information.

The next regular meeting of the Board of Water Commissioners is scheduled to be held on Thursday, May 28, 2020 beginning at 3:25 p.m. in the conference room at 281 Lincoln St., Manchester, N.H.

11. On MOTION by Comm. Sullivan, seconded by Comm. Beaudoin, the meeting was adjourned at 4:36 p.m. A roll call was taken: Comm. Beaudoin – yes, Comm. Sullivan – yes, Comm. Miccio – yes, Comm. York – yes, Comm. Reardon – yes, Pres. Trombly – yes. There being none opposed, the motion carried.

Respectfully submitted,



Linda L. Miccio  
Clerk