



## LISBON WATER DEPARTMENT

639 Lisbon Road

Lisbon Falls, Maine 04252

Tel. (207) 353-3020 Fax (207) 353-3004

Marie Hale, Chairman, Kenneth R. Wells & James Lemieux Commissioners

### Commissioners' Meeting Minutes for June 19, 2017

Members Present: Ken Wells, Marie Hale, and Jim Lemieux

Staff Present: Shellie Reynolds, Bill Alexander, Larry Plourde

Audience: Jason Chadwick and Bob Moody with EJ Prescott

Meeting called to order by Ms. Hale at 5:31pm

#### **I. AUDIENCE PARTICIPATION**

##### **A. EJ Prescott Value Added Service (VAS) Program**

1. Mr. Alexander said that he asked Jason Chadwick and Bob Moody to come to discuss the Value Added Service (VAS) Program and inventory monitoring service that EJ Prescott offers. He explained that he had used this service with his former employer and it worked great.
2. Jason Chadwick and Bob Moody presented some information and explained how the Program and Inventory monitoring works. They explained that they come to our location and count current inventory and establish a "virtual warehouse" for our materials on their customized software that we will use to track our inventory going forward. They said that the material would be categorized in 3 different ways. Category A would be our most frequently used items, category B would be items used but not as often and category C would just be things we would order as needed. They explained that we would establish minimums on our category A items and EJP would monitor them closely and keep them up to date, stocked and if we didn't have one of these items when we needed it they will deliver one to us within 2 hours of our call. Mr. Moody said that we will have a set price list for a year on each item unless it is a specialty item they don't normally carry. Mr. Moody also explained that there is a rewards program for every item you purchase which can be used for anything within reason that they can provide for us. He said that you can redeem them on every invoice or save it up for a tool or piece of equipment and they don't expire as long as you are an active VAS customer. He also explained that they can utilize all their VAS customer's inventory for a customer's request for example if we needed a special connector that isn't a normal item they can see if another VAS customer has one and call to see if it can be purchased rather than having to wait. They discussed many other benefits including returning overstock, warranties, 8 hours of leak detection per year, and free training.
3. Mr. Alexander said that we have actually experienced the free training and emergency part delivery prior to actually being a VAS customer. He said that we did not have the

correct valve for one of the valve replacement locations on High St and they had it to the job site within an hour. He also said that it saves a lot of time having the set price list for a year when you have to do estimates; you don't have place a call for prices and wait for a response.

4. Ms. Reynolds agreed that this was a great way to help with the inventory all year and including reporting for year end.
5. Mr. Wells asked what the cost is and they explained that it is a percentage mark-up on each item. Mr. Moody said that a good target to relate to is about a 10% mark up; some items may be a little higher but a lot are lower so it could actually average lower than a 10% mark up. He said that the program basically keeps our costs down by not paying to have a lot of stock on hand as they replenish on a weekly basis if needed.
6. The Board discussed the issue and Ms. Hale made a motion for Mr. Alexander to sign up for the VAS program with EJ Prescott. Mr. Lemieux 2<sup>nd</sup> the motion followed by a positive unanimous 3/0 vote.

## **II. EXECUTIVE SESSION**

### **A. MRSA 13 § 406 (6) (A) Personnel**

1. Ms. Hale made a motion to enter Executive Session citing MRSA 13 § 406 (6) (A) Personnel. Mr. Wells 2<sup>nd</sup> the motion followed by a positive unanimous 3/0 vote at 6:28pm. Ms. Hale motioned to leave Executive Session at 7:12pm and Mr. Wells 2<sup>nd</sup> the motion followed by a positive unanimous 3/0 vote.
2. Ms. Hale made a motion to continue the salary match for the employee on worker's comp until we hear from the provider about the light duty work detail. Mr. Wells 2<sup>nd</sup> the motion followed by a positive unanimous 3/0 vote.

## **III. WARRANTS**

- A. Warrant 21017 (May 24, 2017)-Approved
- B. Warrant 22017 (May 31, 2017)-Approved
- C. Warrant 23017 (June 07, 2017)-Approved
- D. Warrant 24017 (June 14, 2017)-Approved

## **IV. OLD BUSINESS**

### **A. Reading and Approval of Minutes**

1. 05/22/2017-Tabled
  - a. Ms. Reynolds said that the minutes were not ready for review and will have them for the next meeting.

### **B. Kelly Park Update**

1. Mr. Alexander said that they made the tap into Moody Rd to complete the tie in for Premier Drive that came in from Route 196. He said that he expects them to complete the connection this week, pressure test it and disinfect it to be ready to turn it on this week. He said that he spoke with Mr. Kelly and they have approved the last draft of the easement and will get it signed and back to us as soon as possible.

### **C. Valve Replacements on High St**

1. Mr. Alexander said that this whole project came about because a meter wouldn't read. We went and investigated and found we needed to change the meter but couldn't do the work because the customer's service had deteriorated too much. We also discovered that we couldn't get his shut-off to work either which meant we would needed to shut of the valve in the street to dig up the curb stop but the valve would not work either which led to figuring out that other valves in the area didn't work. He said that they spent 2 days trying to exercise them and one got stuck in the partially closed position and started to leak about 2 gallons a minute which remained that way until we were able to do the replacement project about 3 weeks later. He discussed the different material costs associated with the

different options he researched to make the decision on what to fix. He said that he chose option 3 that fixes 4 valves to enable more options for management of the system. He said prior to this project they would have to shut-down most of this end of Lisbon Falls to make any repairs and once this project was complete we are now able to keep most everyone in service if anything happens in the future. He said that he had a temporary line installed to try to mitigate how many people that would actually be without water. He explained the process of the actual replacement and what they did to monitor the pressure in the system. He said that they had a lot of complications trying to shut-off water so there ended up being a lot more shut-off than expected. He said that there was a valve out on Route 196 that controlled the flow to High St and it took them several hours and several other valve shut-downs to track it down and get the water completely off. He said that once we got the water shut down they had all 4 of the replacements done by 8pm. He said that one of the valves leaked and EJP came and picked it up today to evaluate it. He said that the contractor denied damaging it so it is being checked for defects. He said that they began running water to flush the system and ended up leaving hydrants going over the weekend to continue to pull the dirty water from the system. He said that ETTI did a great job and really appreciated the help from EJ Prescott in getting us parts that we needed as we needed them. He said the staff did a great job as well and stayed through the night to get decent water back to the customers from the break as well as the project. Ms. Reynolds also clarified that the staff will receive overtime from the point of the job that they had worked 8 hours through until the early morning break that Mr. Alexander had released them to go home around 4:30-5am. He said that he really appreciated everyone's efforts.

2. He said that just as we were recharging the system, we received a call that there was a main break on Main St. He said that ETTI heard the conversation and offered to go right to the break site on Main St. Mr. Alexander gave them the go ahead and expressed his gratitude for their willingness to step up after an extremely long and trying day.
3. He said unfortunately in this process they have found more bad valves that will need to be addressed. He said that they will start exercising the valves once they finish meter reading and repairing a hydrant on the corner of Route 196 and Plummer St that we weren't aware was damaged. Mr. Lemieux said that the Fire Department tried to use it for a fire on Prince St the past weekend and discovered it was broken. He said that we really need to come up with a long term plan as there is a lot that needs to be addressed in the system.

D. Paving Repairs

1. Mr. Alexander said that the 3 repairs that the Board approved at the last meeting have been completed.

E. Fire Flow at Hydrant on RT 196 –Premiere Drive

1. Mr. Alexander said that they conducted a fire flow for Premiere Development Sprinkler design. He said that they started at 9pm and flowed a hydrant by M-T Pools. He said they used the hydrant by Premiere Drive as the recording hydrant with 77 psi static and 48 psi residual for 1161 gallons per minute and calculate that down to 20psi and 1834 gallons per minute for firefighting purposes.

F. Littlefield Rd Blow-off Installation

1. Mr. Alexander said that it is a private main on Littlefield and they did install a blow off assembly and a new water shut off which blew apart. He said that we ended up shutting the main down so they could make their repairs and has since been fixed and turned-on.

G. Personnel Policy Updates

1. Ms. Reynolds said that she went back through the entire policy and there were a lot of changes that were to be done since the last approval in May 2015 so it is not done yet. Mr.

Wells asked if the Cell Phone memo made it out to the employees and she said that it has not as she had hoped to just present the policy to get it approved but did not have enough time with the customer calls regarding the project.

H. Main Street Main Replacement Project Update

1. Mr. Alexander said that there is a meeting with MDOT at the Town Office Wednesday morning at 9am and that they have finished their plans so hopefully we will have a set soon.
2. Mr. Wells asked is we plan to replace the whole main on Main St and if we will have to go to bond for the project.
  - a. Mr. Alexander said he would like to replace the whole main as it is in pretty bad shape and Ms. Reynolds confirmed that we would have to go to bond to pay for it. Mr. Wells stated that a 3% rate increase would not cover the project and Ms. Reynolds agreed that we would have to go for more than one increase or more than 3%.
  - b. Mr. Wells said that we could go after the referendum for permission to borrow the funds and Ms. Reynolds confirmed that once it is approved we can go for the bond whenever the project it going to happen.

I. Unresolved Issues

1. Highland Ave Project
2. Mill Street Main Project
3. Personnel Policy
  - a. Office Closure, Vehicle Use, Drug Testing, Driving Record Check
4. Oxford Networks Proposal
5. Plaque or Memorial for Bill Bauer
6. Comprehensive Plan Update for Planning Board
7. Sludge to TOL Sewer-Ms. Hale asked about the status and Mr. Alexander said that he has continued to do samples and forward the information but he has not heard from anyone.
8. Route 196 Project
9. New Standpipe Property Options

J. Any Other Old Business

1. None

V. **NEW BUSINESS**

A. Superintendent's Report

1. ISO Response
  - a. Mr. Alexander said that he has completed everything for the ISO response and that the previous information was not correct such as the standpipe opening being oversized. He said that he was not sure where the previous information came from but he has made the corrections, updated the information on any changes in the system, and now he just needs to do some fire flow tests on some hydrants of their choosing.
2. Flat Rate to Meter-charges
  - a. Mr. Alexander said that we have a location that is currently off but used to be a flat rate location with no meter. He said that he has required them to become a metered location but was not sure who pays for the meter. He recommended not charging the customer as it is only to the Water Department's benefit to be metered. The Board

agreed that it is to our benefit and that we will not charge customers for the meter and reader when changing from a flat rate to a metered service.

3. 5 New Service Estimates

- a. Mr. Alexander said that he would just like to report to the Board that we have had 5 new service requests.
- b. Ms. Reynolds said that it has given us the opportunity to perfect our forms and process and it is really helpful to be able to tell the customer that they can get the form online, complete and return it to us via e-mail; it has been really helpful.

4. Damaged Curb Box on Frost Hill Ave

- a. Mr. Wells asked about the curb stop repair on Frost Hill and Mr. Alexander said that in his past practice we don't charge for that if it is in the right of way. Mr. Wells said that he only asked because he saw a garbage truck damage it.
- b. Mr. Alexander said that you waste more resources trying to prove it than it actually takes to just fix it and Mr. Wells was ok with that too.

B. Business Manager's Report

1. Financial Statements from RHR Smith

- a. Ms. Reynolds said that she sent out the draft financial statements from RHR Smith to our financial advisor and Mr. Henry sent back replies and they have resolve everything except for the funds in the bank that exceed the insured amount. She said that we have a plan in place and she will ask RHR to proceed with the final copy if the financial statements.
- b. Mr. Wells asked if Androscoggin Bank was the only place we looked to move our money to and Ms. Reynolds said that she did not approach them that she spoke with the Town's Finance Director for ideas and Androscoggin Bank was the option she chose to move forward with. Mr. Wells asked if we shopped other banks as you have a limited number of withdrawals with these types of accounts. Ms. Reynolds said that it is ok as the only money she is moving is money to be used for the standpipes or a new standpipe and Mr. Wells was fine with Androscoggin Bank. Ms. Reynolds said she needs the Boards approval to move forward with these accounts with Androscoggin Bank. Ms. Hale made a motion to move forward with opening the specified accounts with Androscoggin Bank to get all our funds insured. Mr. Lemieux 2<sup>nd</sup> the motion followed by a positive unanimous 3/0 vote.

2. Rate Case Options

- a. Ms. Reynolds said that she has discussed the costs of a rate case with the financial advisor and he said that the costs to do a 3% rate increase is the same as a 10% increase; that it is the same amount of work and public hearings. He said the difference is that customers can't petition a 3% increase.
- b. The Board asked Ms. Reynolds to ask Mr. Henry what we should be going after without having to do more cuts and about surcharges for smaller improvements.

3. Abatement Request for 608 Lisbon St

- a. Ms. Reynolds said that we received a letter requesting an abatement for a high usage at 608 Lisbon St.
- b. The Board reviewed the letter and noted that the issue was fixed. Mr. Wells made a motion to approve the abatement request for 608 Lisbon St. per the abatement policy. Ms. Hale 2<sup>nd</sup> the motion followed by a positive unanimous 3/0 vote.

- C. Commissioner Communication/Requests
  - 1. Mr. Wells-None
  - 2. Ms. Hale-Summer Help-She asked Mr. Alexander if he was going to pursue summer help and he said that he is. Ms. Reynolds said that we are looking to speak with a previous summer employee as this would be easier on Mr. Alexander.
  - 3. Ms. Lemieux-None
- D. Complaint Log
  - 1. Valve Replacement complaints-no water, dirty water, low pressure
- E. Customer Comments
  - 1. None
- F. Other New Business
  - 1. Moody Road Gate Open
    - a. Ms. Hale said that she noticed that the gate was open at Moody this past Sunday and called the Police Dept and got the on-call person's number and spoke with Mr. Lawton and he said that they were having a lot of alarms so they hadn't locked the gate yet.
- G. Next Meeting
  - 1. Ms. Reynolds asked the Board to consider moving our meetings from Mondays to Tuesdays as Mondays are very challenging. The Board discussed the options and agreed to the 2<sup>nd</sup> Tuesday of the month on a trial basis for the summer. Ms. Hale made a motion to change the meeting day to Tuesdays for the summer to begin July 11<sup>th</sup> at 5pm with Executive Session. Mr. Wells 2<sup>nd</sup> the motion followed by a positive unanimous 3/0 vote.
  - 2. The next Commissioners' Meeting is Tuesday, July 11, 2017 at 5:00pm at the Lisbon Water Dept.

## **VI. ADJOURNMENT**

- A. Mr. Lemieux made a motion to adjourn. Ms. Hale. 2<sup>nd</sup> the motion followed by a positive unanimous 3/0 vote. The meeting was adjourned at 8:41pm.