

## Manager's Agenda

### **Board Meeting**

March 29, 2005

➤ **DOCUMENTS ATTACHED (in packet delivered Tuesday)**

- Agenda (Agenda Item)
- Meeting Minutes
  - *February 22, 2005* (Agenda Item)
- Claim Dockets
  - *Month of February claims and transfers*
- Letter to the Editor; Plain Dealer & Sun
  - [REDACTED] *complaints about the water company.*
- Notes; Manager's
  - *Notes provided to Ed Whitaker in response to Mr. [REDACTED] complaints.*
- Letter; Mary Ann Gay
  - *To Jennings Water, Inc. requesting advanced notice of anticipated rate increases.*
- Information; [REDACTED] (customer provided) (Agenda Item)
  - *Thermal expansion tanks, sample language to use for public notification.*
- Status Report; Mary Ann Gay
  - *Re. NPDES Permit objection; Cause No. 01-W-J-2743 before the Indiana Office of Environmental Adjudication.*
- Written Proposal, March 3, 2005; Commonwealth/Utility Manager
  - *Response to the City's expressed interest in JNRU developing a proposal showing ideas on how to share customers during a meeting with North Vernon USB members on Wednesday, March 2, 2005.*
- Letter; Corinne Finnerty
  - *Response to letter dated February 23, 2005 and sent to permitting authorities w/map enclosure and to Proposal dated March 3, 2005.*
- Letter; Ed Judd, County Auditor
  - *Response to letter dated February 23, 2005 and sent to permitting authorities w/map enclosure.*
- Letter; Ed Whitaker
  - *Letter sent to [REDACTED] of J&L Mobile Home Park indicating the Phase I/II PER status as it relates to providing sewer service to his park.*
- Letter; Hayden Resident [REDACTED]
  - *Letter outlining her concerns about the costs associated with the Hayden PER and sewer project.*
- Letter; Commonwealth
  - *Letter to Dan Wright, FPBH, outlining the review and conclusions of North Vernon's financial records.*

- Documents; Hayden PER
  - *Signatory Resolution No. 2005-3* *(Agenda Item)*
  - *Good Faith Negotiation Letter* *(Agenda Item)*

➤ **GENERAL INFORMATION**

- Common Water/Sewer Department Issues:
  - **New Truck Purchase;** *Trucks were delivered to Country Chevrolet on Friday, March 18, 2005; Truck beds are scheduled for completion in three (3) weeks.*
  - **Baltus Electronics, Inc**
    - *Provided an alternate quote for eight (8) handheld radios and one (1) base radio; this quote provided for the purchase of a repeater system in lieu of annual repeater leasing (approx. \$750/year). The alternate system was purchased on March 2, 2005.*
    - *Owning the repeater eliminates interference from other users and additional range can be achieved with a taller tower; our current tower is approximately thirty (30) feet tall, a 60-foot minimum and 100-foot optimum height is recommended; a taller tower should be worked into the budget over the next few years.*

*Total cost, with trade-ins (initial quote): .....\$3,625*

*Total cost with trade-ins (alternate quote): .....\$5,564*
  - **Office Building**
    - Concrete work
      - *Slab to be poured under ten-foot overhang*
      - *Sidewalks; from south parking lot, across building front, north end of building, ...*

*Total cost for concrete, estimated:.....\$2,500-3,000*
  - **Rate Study Group;** *Invitations to work with the Rate Study Group will be given after the CSL election on April 2, 2005. On March 3, 2005; a Preliminary Planning Meeting was held at the utility office which identified four distinct focus points to be studied; each topic will represent one (1) of a series of four (4) meetings to be held at the Jennings County Public Library and estimated to be at two-week intervals:*
    - Customer concerns
      - *Availability Fees, double/multi-lot agreements, etc...*
      - *Rates too high!!!*
      - *Failing WWTP/collection system*
      - *Debt expense*
      - *Etc...*
    - JNRU Concerns
      - *Difficulty in collecting rates and charges*
      - *Perception; conflicts w/CSL rules*
      - *Lost revenues/lost customer base*
      - *Rates too high!!!*
      - *Failing WWTP/collection system*

- *Debt expense*
- *Revolving accounts; 60% plus are rentals or rent-to-own accounts.*
- Possible Solutions
  - *Eliminate availability fees*
  - *Alternative fee structure*
  - *Pay tap fees to eliminate availability fees*
  - *Require all accounts to be kept ONLY in deeded owners' name!!!*
  - *Minimum bill based on 1,000 gallons consumption; lowering the minimum bill (benefits satellite/low consumption users)*
  - *Minimum fees for tapped lots (per SRF).*
  - *???*
- Recommendations to the Board
  - *Rate Structure*
  - *Public Relations*
- Water Department
  - **██████████; Lot No. ██████ Heatherlan Lane** *(Agenda Item/attachment)*
    - I provided a similar **NOTIFICATION** of a recent customer complaint, via e-mail, made by Mr. ██████████ regarding the water utility.
    - Mr. ██████████ complaint addressed his concerns over not receiving notification/information about potential risks associated with check valves being used in conjunction with water heaters and further about methods of protection (*i.e. turning down the water temperature, thermal expansion tanks, pressure regulators, etc...*) prior to the utility's field staff installing a check-valve in his meter setting (*as part of a rehabilitation of the meter setting*). His water heater ruptured soon after the check valve was installed and, in turn, he had to replace his water heater, which continued to leak thru the pop-off valve.
    - Mr. ██████████ spent a great deal of time educating himself about potential risks associated with check valves being used in conjunction with water heaters and further about methods of protecting his water system and his family. His concerns were responded to by both field and office staff and further by Commonwealth (*he contacted Ed Tinkle*) while I was sick. In addition, Mr. ██████████ called IDEM and the Plain Dealer as well as spread word to various members of the community. I returned to work and spoke with staff, Commonwealth, Plain Dealer, IDEM, and Mr. ██████████ to assure them all that I share their concerns, as well as Mr. ██████████ concerns.
    - In my opinion, his request that customers be notified/informed about check valves being installed on their service line before the actual installation is an appropriate request and concern of the

utility. In brief, it appears as though we'll need to do at least three (3) things:

- Determine whether or not to pay for his water heater (\$210), which he plans to sue the utility for the cost;
- Prepare an article/publication to share topic appropriate information with customers that already have check-valves in their service lines; and,
- Prepare similar information for field/office staff to provide to new customers.
- Mr. [REDACTED] has stated he is satisfied with my response, supports the technology of using check valves and simply wants to see that customers receive the appropriate information and warnings; along with being reimbursed for his hot water heater.

○ Sewer Department

▪ **Wastewater Treatment Plant (WWTP)**

- Ammonia and Total Suspended Solids (TSS) Violations in February:
  - *Low temperatures are still adversely affecting the treatment process at the WWTP. Currently we are meeting TSS limits but cold temperatures are hampering ammonia removal.*

▪ **Requests for Sewer Waivers**

- Hurley Drive: [REDACTED] *(Agenda Item/attachment)*
  - *Several JNRU board members have met with members of the City's USB in an effort to establish an agreement between the two entities that would allow for providing sewer service for this project; a draft proposal was prepared by JNRU but denied by City officials. An interim-waiver is currently being worked on by JNRU for submission to the City for their review and comment.*

▪ **Vernon Villa (behind Decatur Plastic Products)**

- Request for Cost of Sewer Service
  - *Richard Morin, engineering representative for Vernon Villa, is requesting a letter outlining connection fees and monthly service costs associated with JNRU providing them with sewer service. I plan to developed an approximate cost with Commonwealth and present it to Mr. Morin for planning their project costs by the end of next week.*

▪ **Engineering Projects**

- Hayden PER
  - *Contingent upon WWTP PER treatment alternatives.*
  - *Signatory Resolution No. 2005-3*
  - *Good Faith Negotiation Letter*
- Phase I/II PER (Unchanged)
  - *Contingent upon WWTP PER treatment alternatives.*
- WWTP PER
  - *Ongoing communication with North Vernon*

- April 2, 2005: Board members & utility manager invited to attend the North Vernon Utility Service Board meeting; County Auditor and Economic Development Commission also invited.
- North Vernon sewer system and financial information recently received were adequate for preparing financial calculations.

➤ **DOCUMENTS TO REMEMBER**

- Board Meeting minutes approval
  - **February 22, 2005:..... (Regular meeting)**
- Claim Dockets
  - **February 2005**
- DMR/MRO signatures
  - **February 2005 reports**