

**NASHVILLE UTILITY SERVICE BOARD MEETING  
WEDNESDAY, DECEMBER 13, 2022**

Commission members present in person: President Bob Willsey, Secretary Alyn Brown, Member Dan Klaker, Member Pam Gould, Commission member not present: Vice President Bob Kirlin. Also in attendance in person: Municipal Operations Consultant Dax Norton, Town Administration Manager Phyllis Carr, NMU Water/Sewer Utility Operator Robin Willey.

Town Council Members present – Nancy Crocker

**COMMISSION BUSINESS**

**1) CALL TO ORDER**

- 6:30 Called to order by President Willsey
- Alyn, Bob, Dan, Pam, Phyllis, Nancy, Dax, Robin here

• **Approval of Minutes**

- MOC Norton’s team is catching up the minutes. 36 hours of work, with Zip drive of the minutes, up to November – Should be the only one that is not completed.
- Issue with trying to figure out who is who in the meetings.
- Dax offered to have his staff get us caught up on this. As discussed in the last billing
  - \$9,000 in work – at MOC Norton’s \$215 normal billing rate
  - Good to listen to them again
- Town Council President Crocker - Hopefully next year they will not get as far behind.
- MOC Norton - Hard to take minutes and be active at the same time.
- President Willsey – We will have elections and a new board at the next meeting.
- Members to review the minutes before the next meeting.

• **Adjustment Requests**

- President Willsey - 3 requests, one is a sizeable one
  - President Willsey asked NMU Operator Willey - Carol Smith – Large one, just inside the meter pit. Our leak.
  - Motion to approve made by Member Klaker
  - 2nded by Member Gould
  - All in favor

**Monthly Reports –**

○ **Budget Review**

- NOC Norton –
  - Redid the entire year of budget management reports –
    - In the November meeting, there was a question of the \$200K loss on the sanitary sewer.
    - NOC Norton pointed out that an error had been corrected, turning to the P&L Sheet, we were in the black for 11 months in a row.
    - Loss of \$143K (Stated in March), design fees came out of the operating budget instead of out of the Asset Management Budget. Also not paid out of ARPA funds.
    - Sanitary Sewer side would be in the black if we transferred it from a different category.
- If we want to asset management into the operating account to make it look correct.

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- Design fee would be an even break – Move the money from Asset Management to Operating fund to fix the error –
  - NOC Norton will ask if the finance team can just move it.
  - President Willsey Proposed motion, Member Klaker made the motion – Empower the financial team to move the \$100K from Asset Management to Operating Budget to correct the mistake.
  - NOC Norton said there are three categories that we can use –
  - Member Gould Seconded the motion
  - All in favor
- NOC Norton also pointed out, that on the sanitary sewer side is the Electric Bill –
  - Budget \$90K but at \$120K
- NOC Norton asked about Contract Services –
  - Budgeted \$60K but at around \$120K
  - Operator Wiley responded - We had a lift station that went down, and we had to replace 2 pumps in the lift station. Very expensive Pump and Hall of the contract services.
- NOC Norton pointed out that the \$140K in “Engineering Design” was for the design fees that were approved by counsel. Discussed this coming out of the operating budget in June.
  - Member Gould asked where the Master plan for water came from.
  - Norton responded
  - Council has authorized \$350K for sewer design
  - \$700K design approved by the council for the project.
    - We are at 60% design, which has been funded for the Sanitary Sewer rehabilitation project.
    - Member Gould –
      - When we were preparing the 2022 Budget, we should have known that this was coming out of our budget.
      - The Council turned in a different direction, so we need to take it out of the ARPA plan.
    - The original intention when we signed for the \$2 Million, it was supposed to be used as a match for the grant.
  - Don't think this has come to the council yet.
    - We have spent the money.
    - We cannot use the ARPA money for this particular debt.
  - Town Council President Crocker asked what the \$2 Million is sitting there is for. ... And what is the Swift Money being used.
  - President Crocker –
    - The \$2 Million, we have to work harder to get that, not sure that anyone else is stepping into that position.
    - Use it for \$10 Million in construction, or \$300K in design.
    - What the reserve is for?
    - Member Gould asked if ARPA money going to be used for something else?
      - Member Gould asked if Storm Water money was moved to Police Dept. Capital Asset Plan.
      - It was the overage for the CCD Fund –
    - Storm Water is not under this particular board.

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- Member Gould asked about the storm water presentation that we were presented with early.
- Council is required to pass an ordinance to specifically state how they are going to use the funds.
  - If we want to add that into finishing the design and construction for the water, As part of the local match
  - No match for Swift, but we got extra points for it.
- Member brown asked for clarification
  - Sewer is 11 million
    - We have a 2 million swift grant
    - We have asked for an additional 6 million for free money
      - We were told NO this go around but may get it next time. Part of the reason is that our rates are not high enough. There threshold is about \$85 for both utilities – To get forgivable money, our after project rates, they should be at or higher for both utilities.
      - 2 million low interest loan
    - Original numbers decreased – State of Indian would build new salt creek lift station with their funds.
    - ARPA Money – For Wastewater?
    - Sanitary sewer was in such good shape, Idem was going to fine us about \$60K, but reduced it to \$5K –
      - Agreed order said to fix the plant issues and fix the INI
  - Town Council President Crocker stated - Astronomical rates in poverty level towns,
    - Ask Town Council to set aside whatever was approved for wastewater from ARPA gets set aside for Wastewater.
- Member Gould – We could ask for the ARPA funds to finish the design.
  - Next meeting is the 13<sup>th</sup>, are we going to run into the same problem –
    - Can't see the council approving this.
  - Town Council President suggested that we reach out to town counsel and get them thinking about this.
  - Some of the Town Council members are interested in this.
- Getting to the place –
  - Member Klaker –
    - Urgency to get something from Town Council so that we can get something moving in first quarter –
    - Need to have this decided
  - Member Gould
    - Is there any argument not to ask for this now.
  - NOC
    - Asked for \$2.5
    - At the council meeting on Thursday
    - We need a resolution, or an approval,
- Member Gould – Present to Town Council that the ARPA funds designated for the waste water design needs
  - Need an ordinance

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- - Ask the Town Attorney to create an ordinance.
  - Member Brown Second, all in favor
- NOC Norton - The ARPA money must stay in its own account, will stay separate, and will be used to pay the associated bills.
- Budget rate increase is starting to show up
  - Depreciation still \$100K
  - Increases \$6k each month
  - Member Klaker asked how close we are to the \$85 target.
  - NOC Norton said we are in the \$65 to \$75 range for
    - Set for incremental increase over time to get us to the mark
    - The \$85 Target is for the post project rate
- **Operations Report**
  - **Operator Willey and Administrator Manager Carr**
  - Operator Willey – We found a big leak down by Brown County Tire
    - Next one we will be looking at is over by Andrew Tilton’s Hotel –
      - This one will take a while to investigate where it is coming from
  - Doing some projects at the plant, working on pumps, Etc.
  - President Willsey asked how they are doing. DO they have enough staff to stay ahead or are they still in the “Reactive” mode.
    - Operator Willey responded that they are still training, have had some people out sick, and are still short a person. Operator Willey is still not able to focus on the planning side.
  - Operator Willey –
    - The line in front of the high school is ductile iron. It will break again.
  - Member Klaker – Had a good experience with the town’s ability to service the public.
  - Operator Willey says that the new team members are doing well.

### Ziptility Presentation

- Start to being a “Digital Utility”
- When Ziptility becomes the Utility of Truth – Find whatever they need in one place
  - Maintenance history, see who has been here
  - Create reports, etc.
  - Mostly a GIS Platform, but have built a bunch of other stuff.
- He is on the “Utility Success Side” – Not sales anymore.
  - Want to be more digital
  - Pro Package –
  - Ability to create routines
  - Create PM’s for Robin and his crew
  - Weekly, monthly, annual, create work orders, etc.
  - Spent most of the 2<sup>nd</sup> half of the year building out a utility module
  - Will manage from Ziptility
  - Doing a special at the show, anyone that signed up to be a pro package –
    - Built the LCR program
      - Lead and Copper Revised Rule – Will need to submit a full service line inventory
    - Pulls county build data

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- Send out mailers to the customers, some PR Stuff in there, etc.
- They will send a self identification survey – Try to get as many of these back as possible.
  - Studying the LCRR for the last few months, and think what the state will require.
  - This may be the same as the EPA requirements
  - Think they will be able to use predictive modeling for some of this.
- President Willsey asked –
  - Do we need this and do we have the money?
- Questions –
  - Who owns the data?
  - Is there an End User License Agreement?
  - Security
  - API's to interface with other systems?
  - Where are the data centers?
- Motion to approve the Ziptility pending legal review
  - Member Klaker made motion, Member Brown seconded, all unanimously in favor.

### Water Loss Report –

- Operator Willey - Leak by Knights Corner proved to be a good find
  - Noticed a significant drop in water consumption. Fill at 7 inches per hour, before we were filling at 3" per hour.
  - Can tell it has been leaking for a while.
  - 40% loss (Down quite a bit)
  - This was a 2-million-gallon annual loss that was repaired!

### Unfinished Business:

- Consider Low Income Household Water Assistance Program Vendor MOA
- NOC Norton – Some of the Buy Back Better Program money –
  - Indiana federal housing authority is using some of the money to help low-income families catch up on past due utility bills.
- Member Gould asked how many houses are behind?
  - There were enough that we felt like we should do this?
  - How many qualify, and how many are in arrears and have not paid?
- NOC Norton stated that Tricia is the one who pushed for this. If people can get assistance to get water, why wouldn't we.
- Motion to approve by Member Brown, Member Klaker Seconded
- Motion to approve moving forward for this passed, Approved for Administration Manager Carr to sign.
- Ordinance to amend procedure for adjustment of utility bills
  - Motion to approve, and take to Town Counsel sign off.
  - Member Klaker made a motion, Member Brown seconded
  - Member Gould will represent this to town counsel.
- **New Business**
  - Research electronic time keeping system for the utilities for next year.
    - Talk about Key Fobbing the doors


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### • Old Action Items

- Consider Task accountability Spreadsheet
  - Contract with Street Department for Snow Removal Services -
  - Fire Hydrant Maintenance Report
  - Water Loss Detection Flow Meter Project
    - Still need to do this, but need to wait until spring when there is a less
  - Vehicle maintenance and GPS Tracking System – Is this something still interested in
    - Police Department doesn't like them
    - You can hack them, and find your officers anywhere in time.
    - Worth Looking into
    - Consider a full electronic digital, coming of age for time keeping.
    - Create a new task for electronic time keeping
  - KPI/SOP Manual – NOC Norton Working on a final draft
  - Conflict of Interest Statement
  - Establish oversight committee
  - Establish a water loss solution committee
  - Sanitary Sewer – Complete 5-year maintenance plan
  - Waterworks – Complete 5-year Maintenance plan
  - Lift station transfer of ownership procedure/Policy – Need to create policy
  - Lead Service Line Inventory plan (Water master plan)
  - Privacy/Fair Debt Act Policy – (Bill Adjustment Requests Information) – Make sure the customer paperwork does not have identifying information on it
  - Develop a Policy for contracts – Need a uniform contract for services.
- **BUDGET ADOPTION**
  - NOC Norton –
    - Other than engineering and electricity, the budget has been managed well.
    - Town Council President Crocker asked if we were prepared for cold weather, proper gear, clothes, etc. Operator Willey said yes.
  - Motion to approve the Budget for 2023?
    - Member Klaker – Motion to pass the 2023 Budget
    - What happens if we do not pass it until next month?
    - We will be behind when we start making expenditures.
  - Member Klaker made motion to approve the 2023 budget. President Willsey seconded the motion. Willsey and Klaker voted in favor, Gould and Brown abstained. The motion did not pass and will be addressed again at the next meeting.

### • Motion to ADJOURN

President Willsey adjourned the meeting at 8:16.

  
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President Pam Gould

  
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Date