

# North Wales Water Authority Board of Directors

## Minutes of 03-23-2011

**Call to order:**

The meeting was held at the NWWA Offices, 200 W Walnut St, North Wales, PA. 19454, and called to order by Board Chair, Joan Nagel, at 5:00 p.m.

**Pledge of Allegiance:**

Mrs. Nagel led all in attendance in the Pledge of Allegiance.

**Roll Call:**

Roll call was taken and recorded as follows;

Attendee Name	Organization	Title	Status
Joan Nagel	NWWA	Chair	Present
Albert Tenney	NWWA	Vice Chair	Present
Carene Makinson-Sanders	NWWA	Secretary	Present
Herbert Kavash	NWWA	Treasurer	<i>Absent</i>
Donna Mengel	NWWA	Asst. Sec/Treasurer	Present
Robert C. Bender	NWWA	Executive Director	Present
Raymond J. Berry	NWWA	Director of Operations	Present
Christine Lezoche	NWWA	Director of Finance	Present
Melissa Fiala	Rudolph Clarke Kirk	Authority Solicitor	Present
Kenneth Heydt, P.E.	Carroll Engineering	Authority Engineer	Present

Mr. Bender reported that Mr. Kavash had called and advised that he would not be at the meeting due to a family illness but could be reached by telephone in case of emergency.

**Approval of Minutes:**

The Board next considered approval of the Minutes of 03/09/2011. Upon a motion of member Tenney, seconded by member Mengel, the minutes were approved.

Vote Record						
			Yes/Aye	No/Nay	Abstain	Absent
x Approved	Mrs. Nagel		x			
	Mr. Tenney	Initiator	x			
	Mrs. Sanders		x			
	Mr. Kavash					x
	Ms. Mengel	Seconded	x			

**Public Comment:**

No members of the public were present

**Solicitors Report:**

Ms. Fiala reported that a short Executive Session was held after the regular meeting of 03/09/2011, to discuss real estate matters.

**Engineers Report:**

Mr. Heydt presented Payment Application #3 for Contract 521-09-20 Montgomery Ground Storage Refurbishing & Repainting in the amount of \$74,248.57 to V & T Painting LLC.

Upon a motion by member Mr. Tenney, seconded by member Mrs. Sanders, the payment was unanimously approved.

<b>Vote Record</b>						
			<b>Yes/Aye</b>	<b>No/Nay</b>	<b>Abstain</b>	<b>Absent</b>
x Approved	Mrs. Nagel		x			
	Mr. Tenney	Initiator	x			
	Mrs. Sanders	Seconded	x			
	Mr. Kavash					x
	Ms. Mengel		x			

**Operations Report:**

Mr. Berry presented the monthly operations reports for review and noted that there was nothing out of the ordinary.

Mr. Bender noted several sections of the report indicating that customer service calls were up nearly 100% over the prior YTD period, and that we have many more shut off notices going out, however, actual shutoffs were slightly lower YTD, indicating good efforts to arrangement payment schedules with our customers. He also noted that even with the difficult economic times, and increased shut off notices, our customers still have given us an 95% "above average - excellent" rating on our customer surveys. He attributed this to good communications by the customer service staff.

Mr. Berry explained and then asked for approval to advertise and open bids for Leak Detection/Water Loss Control Services. These services were reviewed by Mr. Clarke as a possible professional service; however he determined that they should be bid.

Upon a motion by member Ms. Mengel, seconded by member Mrs. Sanders, the request was unanimously approved.

Vote Record						
			Yes/Aye	No/Nay	Abstain	Absent
x Approved	Mrs. Nagel		x			
	Mr. Tenney		x			
	Mrs. Sanders	Seconded	x			
	Mr. Kavash					x
	Ms. Mengel	Initiator	x			

**Bills & Requisitions Approval:**

Mrs. Lezoche distributed financial statements that were generated from the financial software to the Board, briefly reviewed them to point out several issues, and then asked them to review and let her know if they have any questions. Mr. Bender then thanked Ms. Lezoche for her ongoing efforts to streamline and improve our accounting system, briefing the Board on some of her work and recent success.

Mrs. Lezoche then stated that there was nothing out of the ordinary in the bills, reviewed the listings, and then recommended and requested approval to pay all bills and process all requisitions, as presented.

**a. Approval of Bills and Requisitions of 03/09/2011 in the amount of \$ 112,148.71**

Payment of the bills as presented was approved by the Board in accordance with the following vote:

Vote Record						
			Yes/Aye	No/Nay	Abstain	Absent
x Approved	Mrs. Nagel		x			
	Mr. Tenney		x			
	Mrs. Sanders	Seconded	x			
	Mr. Kavash					x
	Ms. Mengel	Initiator	x			

**Executive Directors Report:**

Mr Bender again complimented Mrs. Lezoche on her efforts to reorganize the finance department and improve the internal accounting processes.

Mr. Bender then asked for the Board to approve the appointment of a GIS consultant as part of our ongoing asset management & long term planning projects. He advised that Solicitor Clarke advised that this was a professional service, but recommended that we obtain 3 quotes for services anyhow. Mr. Albright and Mr. Howse of the Authority did this, conducted interviews, and then rated the possible consultants. After their review and in consideration of the scope of work, they have recommended the firm - GeoDecisions -with a proposal amount of \$28,140.00.

Upon a motion by Mr. Tenney, seconded by Mrs. Sanders the agreement was approved as follows:

Vote Record						
		Yes/Aye	No/Nay	Abstain	Absent	
x Approved	Mrs. Nagel	x				
	Mr. Tenney	Initiator	x			
	Mrs. Sanders	Seconded	x			
	Mr. Kavash				x	
	Ms. Mengel		x			

Mr. Bender next reviewed the competencies criteria developed for each key position. He advised the Board of the implementation of these descriptions and minimum requirements in conjunction with an updated wage matrix which will provide a uniform salary scale which is focused primarily upon job skills and responsibilities, rather than being focused primarily upon time and tenure. He advised that this wage matrix was also going to be beneficial in future succession planning as it will establish a base wage for each position, updated hereafter each year when staff salaries are adjusted. He advised the Board that Mr. Clarke had reviewed the document for legal ramifications and there does not appear to be any issues. The Board concurred with this program and plan.

Mr. Bender next asked the Board to allocate some time at the next regular meeting to discuss the upcoming I & I program, and to consider what special services, incentives, or rebates the Authority may wish to offer our customers. Some examples given were coupons for credits on the customer's sewer bill, rain barrels, reimbursements for repairs etc. The Board was informally polled and the consensus was in support of the concept. The Solicitor was asked to investigate the legalities of such a program for future discussion and consideration.

Mr. Bender next reported that we will continue to improve upon our recycling efforts and reduction of plastic "throw away" water bottles. He said he had discussed the bottled water issue with Mr. Belitto at North Penn Water and that we will both be discontinuing our bottled water distributions. We will continue to offer the water tanker with biodegradable cups for regular community events, and will occasionally use refillable bottles with the NWWA logo for larger events.

Mr. Bender noted that we have started to move furniture into the 2<sup>nd</sup> floor of the Borough building and to set up the emergency operations center. This is expected to take most of the summer.

Mr. Bender updated the Board on the Chalfont and SEPTA meetings related to the water pipeline easements that are to be held next week.

Mr. Bender reported that he has been asked to speak at Villanova University on the upcoming NWWA I&I program, and that he will also be attending an April 3 day conference at Coastal Carolina University as a panelist on Human Resources matters, speaking on the topic of Preventing Policies and Procedures from Becoming Employment Agreements. He advised the Board that costs to the NWWA will be minimal as he is attending both conferences at no cost, as since he is a presenter. The Board concurred with his attending these activities.

Mr. Bender then presented the TSG Inc. DBA Synfin Bankruptcy agreement and recommended that the Board accept the agreement of 70 cents on the dollar to settle the debt. These documents were reviewed by Ms. Fiala and he recommends taking the agreement.

Upon a motion by member Ms. Mengel, seconded by member Mrs. Sanders, the proposal was unanimously approved.

Vote Record							
			Yes/Aye	No/Nay	Abstain	Absent	
x	Approved	Mrs. Nagel	x				
		Mr. Tenney	x				
		Mrs. Sanders	Seconded	x			
		Mr. Kavash					x
		Ms. Mengel	Initiator	x			

**Other / New Business:**

None

**Adjournment:**

There being no further business before the Board, upon motion by Ms. Mengel, seconded by Mr. Tenney, the meeting was adjourned at 5:50 pm. All present voted in favor.

Carene Makinson-Sanders  
Secretary