

**North Wales Water Authority
Board of Directors Meeting
Minutes of 04/13/2016**

Call to order:

A regular business meeting of the NWWA Board of Directors was held at the NWWA Offices, 200 W. Walnut Street, North Wales, PA., 19454, and was called to order at 5:05 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;

<u>Attendee Name</u>	<u>Organization</u>	<u>Title</u>	<u>Status</u>
Joan H. Nagel	NWWA	Chair	Present
Albert S. Tenney	NWWA	Vice Chair	Present
Donna L. Mengel	NWWA	Secretary	Present
Herbert W. Kavash	NWWA	Treasurer	Present
Gregory J. D'Angelo	NWWA	Asst. Sec/Treasurer	Present
Robert C. Bender	NWWA	Executive Director	Present
Bradley S. Fisher, PE	NWWA	Dir of Engineering/Ops	Present
Christine Lezoche	NWWA	Director of Finance	Present
Michael Clarke, Esq.	Rudolph Clarke	Authority Solicitor	Present
Kenneth Heydt, PE	Carroll Engineering	Authority Engineer	Present
Melissa Fiala, Esq.	Rudolph Clarke	Authority Solicitor	Present
Keith Albright	NWWA	Director of Information Tech	Present

Executive Session Report

There was a brief Execution Session at the meeting of 03/09/2016 wherein the Board discussed a personnel matter, with no formal action taken.

Approval of Minutes:

The Board considered the Minutes of March 9, 2016. Upon a motion of member D'Angelo, seconded by member Kavash, the minutes were approved as presented.

Vote Record

		Yes/Aye	No/Nay	Abstain	Absent
x	Approved				
	Mrs. Nagel	x			
	Mr. Tenney	x			
	Ms. Mengel	x			
	Mr. Kavash Seconded	x			
	Mr. D'Angelo Initiated	x			

Public Comment: No Public Present

Resolutions:

None this meeting

Bids and Contracts:

None this meeting

Solicitors Report:

Mr. Clarke presented the Board with the Extension Agreement and Deed of Dedication for Project E-1006 Penn Florida Realty aka Spring House Village Center. He noted that the Attorney for the builder's bank had requested a few changes to the standard agreements regarding the blanket easement, requesting approval of the agreement once the document has been approved by the Executive Director and Solicitor. Upon a motion by member Tenney, seconded by member Kavash the Board with Ms. Mengel abstaining approved to agreement subject to review and authorizes the Executive Director to execute such documents. Ms. Mengel abstained due to a conflict of interest, as her husband has previously provided legal counsel to the property owner, noting that she will also recuse herself from any future discussion or action on this project.

Vote Record

x Approved			Yes/Aye	No/Nay	Abstain	Absent
	Mrs. Nagel		x			
	Mr. Tenney	Initiator	x			
	Ms. Mengel				x	
	Mr. Kavash	Seconded	x			
	Mr. D'Angelo		x			

Ms. Fiala reported that she attended the zoning hearing pertaining to dimensional variances for the lot at 201 W Walnut St. on April 5th. She noted that David Caracausa had purchased the property from the NWWA, subject to the ZHB approval, noting that the ZHB did vote to approve the application and that we would be proceeding to settlement. She reported that several neighbors of the property were in attendance to express concerns over parking, and that she had informed all parties at the meeting that the Authority had previously offered to build a NWWA/community parking lot on the site, which was previously objected to by the same parties.

Engineers Report:

Mr. Heydt gave an update on the West Walnut St. project. The contractor has a deadline date of April 29, 2016 and they continue to work on sidewalks, walkways and curbing. A final punch list for the job will need to be completed before closing. Mr. D'Angelo mentioned that he had received quite a few compliments on Authority staff member Mark Elser, regarding his willingness to work with the residents.

Mr. Heydt reported that the Virginia Drive Project is out for bid on the PennBID system, and scheduled for opening on April 27th at the Authority office. The project located in Upper Dublin Township is a result of bridge renewal work by PennDOT. There will be 3 stream crossings and directional drilling and approximately 1300-1400 feet of water main be relocated as part of the project.

Operations Report:

Mr. Fisher reviewed the monthly operations report, noting all water flows and operational activities were with the normal ranges and mentioned that the Authority has begun operations at the Pine Run Community as of April 4.

Bills & Requisitions Approval:

Mrs. Lezoche noted that there were no payments or activities out of the ordinary upon the bills listings, recommending and requesting approval to pay all invoices, process all refunds, and to transfer and/or requisition funds, as presented.

- a. Ratification of Bills, Customer Refunds, Fund Transfers & Requisitions for list dated 03/09/2016
- b. Ratification of Bills, Customer Refunds, Fund Transfers & Requisitions for list dated 03/17/2016
- c. Ratification of Bills, Customer Refunds, Fund Transfers & Requisitions for list dated 03/23/2016
- d. Ratification of Bills, Customer Refunds, Fund Transfers & Requisitions for list dated 03/30/2016
- e. Ratification of Bills, Customer Refunds, Fund Transfers & Requisitions for list dated 03/31/2016
- f. Approval of Bills, Customer Refunds, Fund Transfers & Requisitions for list dated 04/13/2016

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

<input checked="" type="checkbox"/> Vote Record						
<input checked="" type="checkbox"/> Approved			Yes/Aye	No/Nay	Abstain	Absent
	Mrs. Nagel		x			
	Mr. Tenney		x			
	Ms. Mengel	Initiator	x			
	Mr. Kavash	Seconded	x			
	Mr. D'Angelo		x			

Executive Directors Report:

Mr. Bender provided the Board with an overview of several major customer service initiatives being explored by Authority staff, three which are anticipated to commence with the 2016/17 budget period.

Several staff members followed with presentations to the Board, as follows;

- **MXU Change out Program:** Mr. Fisher reported that several thousand MXU devices, located on the outside of customers buildings need to be replaced as they have reached or will soon reach the end of their useful battery life cycle. He explained that the battery life on these units is 15-20 years and we have about 13,000 units that will need to be replaced over the next few years. He further explained that the total unit replacement is actually less expensive than simply changing the batteries. Mr. Fisher noted that the new units will have a longer battery life and as these units are typically located outside the building, we would like to have a service company complete these installations under the supervision of NWWA staff.
- **Water Meter Change Out Program:** Mr. Fisher next advised the Board that in a manner similar to the MXU's, we have several thousand water meters also reaching the end of their life cycle of 18-20 years, and that a replacement program for these older meters also needs to be implemented. This will require additional NWWA staff as they are indoors and we want to use only our staff when entering a building.
- **Billing Software Purchase:** Keith Albright, NWWA IT Manager, reported that our current billing software is no longer being supported by the vendor and manufacturer, and is now approaching 20 years old. He explained that the vendor is no longer providing the software updates needed to permit this software to interface with newer technologies and several programs now in use at the NWWA. He noted that newer software would permit our customers increased direct access to their billing and use information, frequently requested. Mr. Albright explained the preliminary vendor review process, noting that we have narrowed the list down to four possible vendors.
- **Outsourcing of Printing and Mailing:** Finance Director Christine Lezoche advised the Board that she had investigated the potential cost savings and efficiencies associated with outsourcing our bill printing and mailing, as well as implementing a lock box payment option for our customers. She explained that all bill calculations will continue in house, and that once completed, a file would be transmitted to the selected vendor for printing and mailing of invoices. She explained the lockbox process, wherein payment would be sent directly to a bank for processing, and the bank would confirm payment and daily deposit by return file.

Mr. Bender summarized all of the presentations by noting that these efforts would result in greater staff and operational efficiencies, a reduction in lost revenues due to under reading water meters, reduce unaccounted for water, would provide customers with additional payment options, would permit us to better use our existing staff in other areas, and would provide several future benefits to our water customers. He noted that with our continued growth, we will need to hire some additional staff, but that the initiatives being considered would lessen this obligation.

After questions and discussion, the Board consensus was to proceed with all of the initiatives as part of the upcoming budget, except for outsourcing of printing, billing, and acceptance of lock box payment options, which may proceed at this time.

Mr. Bender next reported that due to the construction work being done on West Walnut and Swartley Streets, Elm Ave has a large number of potholes from Sumneytown Pike to Swartley. He advised the Board that the Authority will be making arrangements for patching of this section of road, also obtaining an optional quote from the contractor for North Wales Borough to continue this patching from Swartley to Center Street.

Adjournment:

There being no further business to be brought before the Board, upon motion by member Kavash, seconded by member D'Angelo the meeting was adjourned at 6:20 pm.

All present voted in favor.

Respectfully Submitted

Donna L Mengel, Secretary