

UTILITIES SERVICE BOARD MEETING

May 2, 2016

Utilities Service Board meetings are recorded electronically or stenographically and are available during regular business hours in the office of the Director of Utilities.

Board President Frank called the regular meeting of the Utilities Service Board to order at 5:39 p.m. The meeting was held in the Utilities Service Board room at the City of Bloomington Utilities Administrative Building in Bloomington, Indiana.

Board members present: Sam Frank, Jim Sherman, Jim Sims, Jason Banach, Jeff Ehman, Amanda Burnham, and Tim Mayer, ex-officio. Staff members present: Vic Kelson, John Langley, Kim Alexander, Chris Wheeler, Jon Callahan, Nolan Hendon, Mike Hicks, Phil Peden, Triana Johnson, Lori Fairns, Rebekah Fiedler, Missy Monyhan, Efrat Feferman, Tamara Roberts, Evelyn Brophy, Mike Bengtson.

Other: Donnie Guinn, Charles Brandt

MINUTES

Board Member Burnham moved and Board Member Sherman seconded the motion to approve the minutes of the April 18th meeting. Motion carried, 6 ayes, 1 member absent, (Roberts).

CLAIMS

Board Member Burnham moved and Board Member Sherman seconded the motion to approve the claims as follows:

Vendor invoices submitted to the Controller's Office on included \$211,115.63 from the Water Utility; \$121,223.14 from the Wastewater Utility; and \$1,922.01 from the Stormwater Utility. Total Claims approved, \$334,260.78.

Motion carried, 6 ayes, 1 member absent, (Roberts).

Board Member Ehman questioned the claims for Rogers Group, Inc. (Invoice Nos. 0071150187, 0071150341, 0071150342, and 0071150343). He wanted to know if they had been properly classified since one was for water and sewer; two were for sewer; and one was for miscellaneous stone – stock. Assistant Director of Finance Efrat Feferman replied that this was for a joint project with work on both sides. Superintendent of Transmission and Distribution Tom Axsom spoke to the scope of the project. He stated that 10th Street was the water project (a 12 inch water main); he thought the miscellaneous stone was taken to the stone pile at the top of the hill that is used for either.

Board Member Burnham asked a question regarding the Strauser Construction Co., Inc. invoice for \$31,900. This was for the Monroe kitchenette remodel. She wanted to know if this would be the final invoice. Ms. Feferman replied that it is the final bill for the construction of the Monroe kitchenette and multi-purpose room. Her understanding is that the remodel is complete, and she hopes to bring pictures to the Board in an upcoming meeting.

Board Member Burnham moved and Board Member Sherman seconded the motion to approve the utility claims as follows:

Utility invoices submitted to the Controller's Office on April 27th included \$7,149.48 from the Water Utility; \$10,678.65 from the Wastewater Utility; and \$0.00 from the Stormwater Utility. Total Claims approved, \$17,828.13.

Motion carried, 6 ayes, 1 member absent, (Roberts).

Wire transfers and fees for the month of April:

Board Member Burnham moved and Board Member Sherman seconded the motion to approve the wire transfers and fees for the month of April in the amount of \$303,611.76.

Motion carried, 6 ayes, 1 member absent, (Roberts).

Board Member Burnham moved and Board Member Sherman seconded the motion to approve the customer refunds as follows:

Customer refunds submitted to the Controller's Office on April 27th included \$17.55 from the Water Utility; \$2,589.56 from the Wastewater Utility; and \$0.00 from the Stormwater Utility. Total Claims approved, \$2,607.11.

Motion carried, 6 ayes, 1 member absent, (Roberts).

Board Member Sherman asked why the claims seemed to be higher than normal for this period. Ms. Feferman noted that there was a large one for \$1,000 that was processed with extra zeroes in the payment, but the others were standard. There was also a refund for a hydrant meter deposit (\$607.79).

REPORT ON ONLINE FORMS FOR CUSTOMERS

Assistant Director of Finance Efrat Feferman reported on the digitalization of customer forms and focused her remarks on the staff. Several members of the customer relations staff were in attendance: Missy Monahan, Lori Fairns, Edie Henderson, and coordinator Triana Johnson. There is currently one vacancy. These four staff members represent a combined 53 years of experience in customer services at the Utilities, and 65 combined years of service to the city. She noted these invaluable staff members are the frontline for almost all the various transactions our approximately 25,000 customers require to start, stop, transfer service, answer questions regarding their accounts, trouble shoot other needs, and many other services. It is a fast-paced office, especially in May or August. They put the customer first with utmost professionalism. Ms. Feferman noted that in the past, customers were required to come into the office to fill out a form and show an ID. At one point, these forms were put online in PDF format enabling customers to print the form, hand fill it out, scan them or mail them in. Internally, this resulted in piles of paper. In 2015, approximately 8,000 forms were processed.

One of the top complaints, especially from new customers, was not being able to complete forms online. She reported that now that is possible. In August the project was begun to design the electronic forms, and three weeks ago they were launched on the website. This project presented the ability to respond to customer feedback, with solutions that are easy and efficient, but also allowed for

transitioning internal workflow to an electronic one, resulting in better accountability for processing forms, less time in doing so, and less expenses over time as paper, printer usage, and overtime and temporary help are reduced during the rush times. CBU worked on this project with the company that manages our document management system, OnBase, to design this. Van Ausdall & Farrar from Indianapolis and the design costs were in the claims list today (\$8,000) which included the careful detailing of the scope of services, the complex workflows of each form process, rigorous testing and training sessions, and ongoing support which has been very responsive and productive. Internally it has been a team effort with Charles Brandt from ITS, the Systems and Applications Manager, working closely with CBU staff and the customer relations staff. Ms. Feferman thanked everyone for their work in bringing this project to fruition. She noted the forms are stored securely, encrypted, with captcha features to weed out spam and other problematic use. She encouraged Board members to have review the new forms. Ms. Feferman also noted that a brief survey was included at the end in order to get feedback from customers.

Board Member Burnham expressed her pleasure with the new forms. She noted that as a landlord, this is the only utility company that students have to use and they often asked why it was not online. She asked how the message is being communicated to "high end" users, e.g., apartment complexes, the university housing, etc. Ms. Feferman replied that it was the desire for this meeting to be the first point of communication. She noted she has been working on a press release with Jon Callahan that will go to some of the media outlets including the IDS. Essentially it has been utilized for the past three weeks; as customers go to sign up online they immediately see this as an option. Brand new customers may not notice the change as they are going to the website for the first time.

Board Member Sherman suggested that when customers come in, staff should point out that services can be completed online.

President Frank commended the customer relations for their work on this project and thanked them for their professionalism in handling customers: Triana Johnson, Missy Monahan, Lori Fairns, Edie Henderson (absent) and Charles Brandt and the entire ITS team (including Rick Dietz, Rick Routon, Allen Schertz, and Eric Morrow).

REQUEST FOR RELIEF TO UPLAND BREWING COMPANY'S JANUARY 2016 HIGH STRENGTH SURCHARGE BILL AND REQUEST FOR RECALCULATION OF THE BILL USING DATA COLLECTED BY UPLAND BREWING COMPANY

President Frank reported that this request was heard before this meeting by the Administrative Subcommittee. The subcommittee decided to continue the appeal until members can actually be clear on how to settle it, or what is being asked for. Another Administrative Subcommittee will be scheduled to address those issues.

UPLAND BREWING COMPANY INDUSTRIAL WASTEWATER PRETREATMENT PERMIT REVISION

Board Member Burnham moved and Board Member Sherman seconded the motion to approve the Upland Brewing Company Industrial Wastewater Pretreatment Permit Revision as follows:

Motion carried, 6 ayes, 1 member absent, (Roberts).

Tamara Roberts, Pretreatment Coordinator, requested this permit revision. The only change in the permit was in the sampling location for BOD and TSS. Upland is going to begin doing the monthly sampling flow-based and that is being added to the permit. The reasons for this were heard in the prior Administrative Subcommittee meeting.

Mr. Christopher Wheeler, city attorney, requested as a point of order that when President Frank takes a motion he would allow board members to oppose the motion as well as approve the motion.

REQUEST TO APPROVE CHANGE ORDER NO. 1 AND FINAL FOR THE REDBUD TANK AND DILLMAN WWTP CLARIFYING EQUIPMENT PAINTING PROJECT

Board Member Burnham moved and Board Member Sherman seconded the motion to approve the Change Order No. 1 as follows:

Motion carried, 6 ayes, 1 member absent, (Roberts).

Mike Hicks, Capital Projects Manager, requested approval for this change order. This change order provides for modifications to the contract with G.C. Zarnas & Co., Inc. Mr. Hicks reviewed the history of this project. The project was begun in 2015, and he noted that the work was expedited before bad weather occurred. Mr. Hicks stated that work was completed in February 2016. He reviewed the seven items in the change order. Item number one was for an adjustment for the actual quantity of spot repairs (\$18,997). Item number two was for the addition of overcoating the South 1.0 MG Tank Exterior in the amount of \$30,893. He mentioned this in conjunction with Items number four and five which allowed for the deletion of work that had previously been deemed necessary on the Redbud Tank. With these savings (\$72,058 + \$31,306 = \$103,364) which were agreed upon with the contractor, it was decided to use these monies to do other coating projects that were needed. He stated that recoating the South Tank has probably added 15 years to its life. Item number three was for the addition of overcoating the Southwest Tank Exterior (\$54,974). The net change in the contract was zero.

OLD BUSINESS:

N/A

NEW BUSINESS:

REQUEST TO ADOPT THE RESOLUTION TO APPROVE THE APPOINTMENT OF VIC KELSON AS UTILITIES DIRECTOR

Board Member Burnham moved and Board Member Ehman seconded the motion to approve the resolution as follows:

Motion carried, 6 ayes, 1 member absent, (Roberts).

Mr. Christopher Wheeler brought to the Board a resolution to approve the appointment of Vic Kelson as Director of City of Bloomington Utilities.

REQUEST TO APPROVE THE USB 2016 SUBCOMMITTEE ROSTER AND CHAIRPERSONS

Board Member Burnham moved and Board Member Sherman seconded the motion to approve the roster for the USB Subcommittees and Chairpersons as follows:

Motion carried, 6 ayes, 1 member absent, (Roberts).

In other new business, President Frank asked for approval for the subcommittee chairs. A hand-out was distributed listing the subcommittees and members. President Frank indicated that the first name

on the list for each committee was the chair. Board Member Sherman noted that Board Member Roberts was the chair of two committees, and that Board Member Sims was not a chair of any committee. It was decided that Board Member Sims be named the chair of the Administrative Subcommittee. With that change, the members approved the list with the first person on the list being the chair.

SUBCOMMITTEE REPORTS:

The Administrative Subcommittee met at 4:30 p.m. today before this regular meeting. It was decided to continue the discussion regarding the Upland Brewery appeal.

STAFF REPORTS:

N/A

PETITIONS AND COMMUNICATIONS:

N/A

ADJOURNMENT:

The meeting was adjourned at 6:16 p.m.

Samuel K. Frank, President