

**UTILITIES SERVICE BOARD MEETING
2/13/2023**

Utilities Service Board meetings are available at CATSTV.net.

CALL TO ORDER

Board President Burnham called the regular meeting of the Utilities Service Board to order at 5:00 p.m. The meeting took place in the Utilities Service Boardroom at the City of Bloomington Utilities Service Center, 600 East Miller Drive, Bloomington, Indiana.

Board members present: Amanda Burnham, Jeff Ehman, Megan Parmenter, Kirk White, and ex officio Jim Sims

Board members absent: Seth Debro, Jim Sherman, and ex officio Scott Robinson

Staff present: Vic Kelson, Matt Havey, Phil Peden, Liz Carter, Dan Hudson, Kat Zaiger, Nolan Hendon, Theresa Dazey

Guests present: Molly Stewart

MINUTES

Board member Parmenter moved, and Board member Ehman seconded the motion to approve the minutes of the January 30th meeting. Motion carried, four ayes.

CLAIMS

Parmenter moved, and Board member White seconded the motion to approve the Payable Invoices

Invoices: Vendor invoices included \$226,899.08 from the Water Fund, \$55,746.08 from the Wastewater Fund, and \$26,579.62 from the Stormwater Fund.

Motion carried, four ayes. Total claims approved: \$309,224.78.

Parmenter moved, and White seconded the motion to approve the Standard Invoices

Invoices: Vendor invoices included \$263,312.63 from the Water Fund, 26,417.70 from the Water Construction Fund, \$845,368.93 from the Wastewater Fund, and \$200,173.08 from the Stormwater Fund.

Motion carried, four ayes. Total claims approved: \$1,335,272.34.

Parmenter moved, and White seconded the motion to approve the Utility Bills:

Invoices included \$167,197.54 from the Water Fund and \$131,761.51 from the Wastewater Fund.

Motion carried, four ayes. Total claims approved: \$295,959.05.

Parmenter moved, and White seconded the motion to approve the Wire Transfers, Fees, and Payroll for \$518,329.67. Motion carried, four ayes.

Parmenter moved, and White seconded the motion to approve the Customer

Refunds: Customer refunds included \$344.34 from the Wastewater Fund.

Motion carried, four ayes. Total refunds approved: \$344.34.

CONSENT AGENDA: None

RESOLUTION TO AWARD A GUARANTEED SAVING CONTRACT TO KOKOSING INDUSTRIAL, INC FOR CENTRAL AND WEST BOOSTER STATIONS IMPROVEMENTS

Capital Project Manager - Engineering - Hudson presented the resolution. Board member Burnham questioned if Kokosing was the lowest bidder on the project. Hudson clarified that the cost is negotiated later in the process. Kokosing Industrial, Inc. will work alongside the City of Bloomington(CBU) Engineering team to design the project in an effort to keep costs low and expedite logistics on the project. Parmenter questioned if this type of contract had ever been used by CBU. Hudson advised that this will be the first time CBU has used this process. White questioned the timeline on the project. Hudson advised that the project will begin immediately.

Parmenter moved, and White seconded the motion to approve the resolution. Motion carried, four ayes.

REQUEST FOR APPROVAL OF A FOURTH AMENDMENT TO AGREEMENT FOR SERVICES WITH AZTECA SYSTEMS HOLDINGS, LLC

Conservation & Energy Resource Manager - Administration - Hendon presented the amendment to extend the contract expiration date.

Parmenter moved, and White seconded the motion to approve the agreement with Kokosing Industrial, Inc. Motion carried, four ayes.

REQUEST FOR APPROVAL OF FIRST AMENDMENT TO AGREEMENT FOR SERVICES WITH 2NDNATURE SOFTWARE, INC

Assistant Director - Environmental - Zaiger presented the amendment to update the start date of the original contract to reflect when the software became available for use by CBU. Board member Ehman questioned the specific use of the software. Zaiger advised that it helps gather reports and provide analytics for Municipal Separate Storm Sewer Systems (MS4).

Parmenter moved, and White seconded the motion to approve the agreement with Kokosing Industrial, Inc. Motion carried, four ayes.

RESOLUTION TO REQUEST SIGNATORY AUTHORIZATION FOR SRF LOAN PROGRAM

Hudson presented the resolution to grant CBU Director - Kelson signatory authorization for the State Revolving Fund loan program, with the aim of garnering grants through this program.

Parmenter moved, and White seconded the motion to approve the resolution. Motion carried, four ayes.

OLD BUSINESS:

Burnham advised that the Executive Session and board meeting will be scheduled shortly. Kelson advised that City of Bloomington Legal - Wheeler would be coordinating the dates.

NEW BUSINESS:

Burnham acknowledged the completion of the recent project to frost the interior windows of the customer service vestibule, and requested clarification on the timeline for when customers will be allowed to enter the building. Kelson advised that customers are currently allowed entry by appointment only. Burnham questioned the reasoning behind the current policy. Kelson advised over the course of the pandemic, CBU was able to maintain the pre-pandemic level of service without customer entry, so the decision was made to limit entry in the interest of security. Burnham questioned if CBU customer service representatives were currently working in the building. Kelson advised yes, and so long as customers have appointments, they can work with a representative in person. Parmenter questioned hypothetically, if she arrived without realizing that she needed an appointment, could she possibly still be seen in person. Kelson advised that a customer in that situation would need to call and see if an ad hoc appointment is available. White advised that Bloomington City Hall was currently open to the public, but recognized that Duke Energy and Indiana Gas both have no customer service areas. Kelson confirmed that no other local utility aside from internet providers with a cell phone service component had open customer service areas. Ehman questioned if there was a specific security threat that this was meant to address. Kelson advised that angry customers have become a worsening issue post pandemic and are difficult for CBU to deal with because of the lack of on-site security. White proposed an alternative means of communication from within the vestibule in case the customers who were unaware of the current policy arrived without a cellphone. Assistant Director - Finance Havey advised that a phone specifically for this purpose was currently on order and will be installed upon receipt. Burnham emphasized the importance of CBU employee safety, but also recognized that the change could be off-putting for certain customers. Burnham questioned if there had been instances of customers or other residents loitering in the vestibule. Kelson advised this has not been an issue. Parmenter questioned if there was a possibility of installing a call button with a camera feed to allow customer service representatives to see and speak with customers to further improve safety. Kelson advised that Parmenter's suggestion is something that could be explored, along with another option that is being considered involving customer kiosks. Ex officio Sims questioned if CBU had discussed the window tinting project with the City of Bloomington Administration. Kelson advised that CBU worked with the Administration for three years to implement this plan. Sims questioned if CBU had worked

specifically with the Bloomington Police Department (BPD). Kelson advised not regarding this project specifically. Sims questioned the source of customer anger and if CBU has specific data regarding this issue. Havey advised that when a customer's water has been shut off for delinquency, they will often arrive at the service center angry and become confrontational in the lobby of the service center. Sims questioned the frequency of this type of situation. Havey advised that in the five months he has worked at CBU, two such events have occurred.

SUBCOMMITTEE REPORTS: None

STAFF REPORTS: Kelson advised of two internal transfers: Austin Krebbs transferred from Transmission and Distribution - Administration to a position as Working Foreman - Supply and Justin Meschter transferred from the Dillman Lab to the Water Quality Coordinator position. Kelson also introduced Molly Stewart as the new Utility Service Board member. Parmenter requested Zaiger inform the board about a workshop taking place on February 15th regarding planting for stormwater, mainly dealing with installation and maintenance of rain gardens. Zaiger advised that it is open to the public with a ten dollar ticket price and is organized through a gardening series that Bloomington Parks and Recreation is organizing. Sims questioned if it is normal for CBU to charge for this type of service. Zaiger advised that it is being organized and collected by Parks and Receptions.

PETITIONS AND COMMUNICATIONS: None

ADJOURNMENT: Parmenter moved to adjourn; the meeting adjourned at 5:56 pm



Amanda Burnham, President



Date