

UTILITIES SERVICE BOARD MEETING
5/22/2023

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CALL TO ORDER

Board President Burnham called the regular meeting of the Utilities Service Board to order at 5:06 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, Megan Parmenter, Molly Stewart, Seth Debro, Kirk White, Jim Sherman, ex officio Jim Sims

Board members absent: Jeff Ehman, ex officio Scott Robinson

Staff present: Vic Kelson, James Hall, Hector Ortiz-Sanchez, Matt Havey, Kat Zaiger, Kevin White, Daniel Frank, Matt Dabertin, Jane Fleig, Bryan Blake, Liz Carter, Holly McLaughlin, Dan Hudson

Guests present: Randy Cassidy

MINUTES

Board Vice President Parmenter moved, and Board member Debro seconded the motion to approve the minutes of the May 8th meeting. Motion carried, six ayes.

CLAIMS

Parmenter moved, and Debro seconded the motion to approve the Standard Invoices:

Vendor invoices included \$330,993.95 from the Water Fund, \$722,463.59 from the Water Construction Fund, \$157,555.98 from the Wastewater Fund, and \$16,134.00 from the Stormwater Fund.

Motion carried, six ayes. Total claims approved: \$1,227,147.52.

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

Invoices included \$128,069.70 from the Water Fund and \$111,455.19 from the Wastewater Fund.

Motion carried, six ayes. Total claims approved: \$239,524.89.

Parmenter moved, and Debro seconded the motion to approve the Wire Transfers, Fees, and Payroll for \$421,603.62. Motion carried, six ayes.

Customer Refund Question:

Parmenter noted that several of the refunds listed this month were provided at customer request for overpayment on the account. Questioned at what point does City of Bloomington Utilities (CBU) notify customers that they have a credit balance on their account. CBU Assistant Director Finance - Havey advised that there is no formal process for proactively notifying customers of a large credit balance, though if Customer Service notices it while looking at the account they will

notify. There simply isn't a tool in the software that helps identify accounts with credit balances. Parmenter noted the refund for \$4,581.65 and Havey advised in that case the customer, there is an unclear aspect of the billing process where credit balances on accounts appear in parenthesis, i.e. (\$1,500.00), and customers sometimes pay this amount without realizing it is a credit. Parmenter questioned if there is a way to clarify that on the billing. Havey advised he will check with the company that handles the billing to see if there is a way to make it more clear to customers that they have a credit balance. Also questioned if it would be possible to audit accounts for credit balances every six months, or each year to better help notify customers that have a balance. CBU Director - Kelson advised that CBU will look into both options.

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

Refunds: Customer Refunds included \$37.50 from the Water Fund and \$11,359.41 from the Wastewater Fund.

Motion carried, six ayes. Total refunds approved: \$11,396.91.

CONSENT AGENDA

CBU Director - Kelson presented the following items recommended by staff for approval:

- a. Heflin Industries, Inc., \$1,780.00, for boiler maintenance service at Monroe Water Treatment Plant
- b. Rich Figg d/b/a Figg Appraisal, \$2,500.00, amendment to agreement for appraisal of CBU Administrative Building/Property per Utilities Service Board request

Consent Agenda approved as presented. Total approved: \$4,280.00

REQUEST APPROVAL OF RESOLUTION 2023-10 TO DESIGNATE SURPLUS PROPERTY FOR AUCTION

CBU Assistant Director - Finance - Havey presented the resolution to designate surplus office equipment for auction. Parmenter questioned if the surplus items from the previous meeting had been sold yet. Havey advised that to his knowledge, nothing had been sold as of yet.

Parmenter moved, and Debro seconded the motion to approve the Resolution 2023-10.

Motion carried, six ayes.

REQUEST APPROVAL FOR AGREEMENT FOR SERVICES WITH JIM GINLEY CONSULTING, LLC

CBU Communications Manager - McLauchlin presented the agreement with Jim Ginley. McLauchlin advised that Jim Ginley helped write the Effective Utility Management framework that helped shape the CBU budget memos for the past several years. It helps water utilities balance the urgent needs of making drinking water and cleaning waste water, with equally important, but less urgent needs of informing the stakeholders on the mission of the utility, making sure CBU is focused on customer satisfaction and operational sustainability. Parmenter questioned if there was a possibility of having a Utility Service Board member participate in the

training. McLauchlin advised that after the last bootcamp with Mr. Ginley, staff presented a chart with 10 attributes of a successful utility to the board for them to participate in ranking the most important attributes, and staff will likely perform this exercise again with the board after this training.

Parmenter moved, and Debro seconded the motion to approve the agreement for services with Jim Ginley Consulting, LLC. Motion carried, six ayes.

REQUEST APPROVAL OF CHANGE ORDER NO. 1 WITH BUILDING ASSOCIATES, INC. FOR THE MONROE WATER TREATMENT PLANT FILTER REHABILITATION PROJECT

CBU Capital Project Manager - Hudson presented the change order to include two air handlers on the top of the building along with associated wiring and controls, and adjustment of the length of air piping for one of the filters. Parmenter questioned if there was another vendor who had initially bid this project for less that would have included all the adjustments listed in this change order. Hudson advised that Building Associates was the sole bidder for this project. Parmenter questioned what kind of checks and balances can be put in place to avoid these types of increases to the scope and expense of work. Hudson advised that going forward it would be best to not have a deduct option during the bid process. The bid in this case had a deduct option that changed the design and created confusion with the vendor.

Parmenter moved, and Debro seconded the motion to approve change order no.1 with Building Associates, Inc. Motion carried, six ayes.

REQUEST APPROVAL OF CONSULTING SERVICES WITH GRW, INC. FOR DESIGN WORK RELATED TO CLEARWATER REDUCTION WITHIN SOUTHEAST SEWER BASIN

CBU Capital Project Manager - White presented the agreement for consulting services to aid in the Clearwater Reduction program funded by developers in the sewer basin to aid in offsetting their wastewater flows through reducing inflow & infiltration. Consulting will aid the developers with design work, bid documents, and construction oversight; primarily in the College Mall area. Consist of roughly 12,000 ft of 8" sewer pipe that will need to be relined and approximately 33 manholes and 50 sewer laterals. Burnham noted she believes CBU had past issues with liners, and wanted to ensure that those issues had been considered when selecting this product. White was unclear on what issues Burnham was referring to, but the product selected for this project was recently used for the Fritz Terrace sanitary sewer rehabilitation project and was performing well. Burnham clarified that she is referring to an older liner that had been used in the past that was found to not be performing well and wanted to ensure that this wasn't going to be done with a similar product. White advised that there have been numerous advances in the technology and that CBU will be using the newest and best product at this time.

Parmenter moved, and Debro seconded the motion to approve this agreement for consulting services with GRW, Inc.. Motion carried, six ayes.

REQUEST APPROVAL FOR THIENEMAN CONSTRUCTION FOR THE DILLMAN ROAD WASTEWATER TREATMENT PLANT BAR SCREEN AND ELECTRICAL FEEDER IMPROVEMENTS

CBU Capital Project Manager - Hudson presented the agreement with Thieneman Construction for electrical feeder improvements at the Dillman Road Wastewater Plant.

Parmenter moved, and Debro seconded the motion to approve the agreement for services with Thieneman Construction. Motion carried, six ayes.

OLD BUSINESS: CBU Assistant Director - Environmental - Zaiger presented answers to the board's following questions from the previous meeting regarding the future implementation of the street sweeping program by CBU.

Will there need to be budget or personnel adjustments? Zaiger advised yes, but this was anticipated when CBU decided to take on this added responsibility.

What should be communicated to the public this fall regarding service? Zaiger advised that from the position of CBU, there won't be a reason to inform the public of any changes as the transition does not take effect until next year.

What is the official timeline of the transition? Zaiger advised that this year is a planning year, so CBU is currently putting out a Request for Quote to help with route planning. Based on that route plan, CBU will make adjustments to personnel and equipment that should be in place by the 2nd Quarter of 2024. Also noted, the timeline for this program was being planned during a period of transition in the MS4 Coordinator position, which will oversee the street sweeping program, but the plan should still be in place by the end of 2023.

Will there be ongoing compensation from Civil City for the street sweeping services now being rendered by CBU? Zaiger advised, no, there will not be ongoing compensation from Civil City, however, the street sweeping for emergency incidents and milling projects will still be performed by the Street Department.

What equipment will CBU be inheriting from the City and what condition is it in? Zaiger advised there are currently two sweepers owned by the City that are 2017 model year units, one large and one small, though it is unclear at this time which unit CBU will take control of after the transition.

What are the associated costs of running this equipment? Zaiger advised that the smaller street sweeper's total maintenance expense for the 2021 calendar year was \$5,140.95 and the maintenance cost for the larger sweeper was \$18,600.24.

Kelson provided supplemental information from the previous year's budget meeting that Zaiger did not take part in. The sweeping responsibilities that CBU will be taking on is specifically geared towards keeping debris clear of the MS4 system to protect streams instead of road safety, emergency situations, or milling project clean-up. CBU did not plan to complete any sweeping in the 2023 calendar year, instead this year is dedicated to determining routes, schedules and program planning. Requests are in for the 2024 calendar year for the staffing necessary for this program and sweeping will hopefully begin in the 2nd Quarter of 2024. White questioned if the Street Department operators who run the sweepers would possibly move to CBU during the transition, or would those workers simply transition to another role within Public

Works. Kelson advised that he believes they would transition to different roles in Public Works. Zaiger advised that Street doesn't have dedicated operators to perform sweeping, but all of their operators are sweeper trained. Board member Sherman questioned if anyone reached out to Street regarding potential complaints that CBU is likely to receive. Zaiger advised that CBU recently had a meeting to discuss the program but that was not a topic that was addressed. Sherman advised it should be a topic of discussion in future meetings so that CBU is prepared for common complaints. Debro questioned if CBU had plans to purchase a new sweeper given that the unit CBU is inheriting is already 7 years old. Zaiger advised that CBU has been demoing sweepers over the last quarter to determine the best/most effective option for particulate reduction. Burnham questioned if CBU will be responsible for the cost of the unit it is gaining from Street. Kelson advised that CBU will be responsible for the maintenance of that sweeper, and as CBU expands the program and performs more dedicated sweeping, CBU will need to purchase another sweeper. Zaiger noted that CBU is planning around the goal of particulate reduction to keep the creeks and streams in the area clean. White noted that this program's funding will come out of the stormwater budget, and questioned if the necessary changes had already been made to the budget. Kelson advised that yes, the necessary changes were planned for in the 2024 budget. Kelson also noted that one of the most expensive things CBU currently deals with is the cleaning of storm inlets. The objective of CBU taking on this role is to offset the cost of having to clean those inlets by instead keeping things out of them to begin with. White noted that it makes sense to clean things up from the inlets at street level, rather than allowing it to enter the storm drains, it's just a whole other area of personnel and equipment that CBU hasn't worked with before. Burnham questioned if sweeper operators required a particular license or training, and how many people will need to be trained. Zaiger advised that the personnel number will start with one and grow as the program evolves, and the specific license required is a CDL-B. Sherman questioned that if the sweeper is geared towards keeping inlets cleared, does that mean the sweeper will be deployed after storm events, or some kind of set schedule. Zaiger advised, no, it will be deployed in more of a preventative manner on a scheduled route. Kelson added that not all streets are created equal in regards to debris, that is why the MS4 program is using a consultant to help establish the best routes to control debris. There will be a schedule, there will be routes, and CBU will likely issue notices for the dates an area will be cleared. White suggested that CBU coordinate with Indiana University Facilities Department when creating the route to make sure there is no unnecessary overlapping. Ex Officio Simms suggested the same type of coordination be discussed with Public Works, but also to discuss the routing practices they have used in the past. Simms requested Zaiger further explain her response to the earlier question regarding budgeting and personnel changes. Zaiger advised that the one operator is currently budgeted for in the stormwater rate case that passed in the previous year. Board member Stewart questioned if there is existing data regarding the cleaning of storm inlets so that CBU can track changes after the program is put in place. Zaiger questioned if Stewart is referring to monetary cost of inlet cleaning or particulate load levels in area creeks and streams. Stewart advised it would be good to have both sets of data to track as the program progresses. Debro questioned if CBU had the data for how much time the Street department spent of their budgeted man hours working towards the goal of keeping storm drains clear. Kelson advised that Street does not currently plan around the goal of keeping the MS4 system clear of debris. Kelson noted that one way to

judge the program's success would be to monitor how many tons of debris are kept out of storm drains, and to see how clearing that debris extends the period of time between when inlets have to be vacuumed clear. The point of the program is to specifically target keeping debris out of the inlets, so it will be difficult to quantify. Simms noted that Civil City will not be vacuuming leaves in the fall, and questioned if that has been part of the discussion, or will this be part of establishing a baseline in the early stages of the program. Zaiger advised that CBU is not planning to address leaves for this year, but while CBU is demoing sweepers, one major consideration is how they handle leaves. Sherman noted the leaf guards that cover gutters on homes, and questioned if a similar style guard is available for storm inlets. Zaiger advised that the type of material she is familiar with would create a new set of challenges because storm drains get water and debris from multiple directions, and this type of product would just provide more things for leaves to get caught in. White noted that this program is a significant project because it spans two mission statements. The first is the Utilities responsibility to keep stormwater as clean as possible. The second is the goal of providing safe streets, which is likely the Public Works priority when running this program. It's going to take hard work and a transition plan to figure out how to balance those two missions and make sure that even though this is being paid for out of the stormwater budget, both goals are being achieved. Kelson noted that both departments' goal is to make the program better.

NEW BUSINESS: None

SUBCOMMITTEE REPORTS: White advised that the Property & Planning Subcommittee met and approved an amended version of Resolution 2023-07 and recommended it for approval. Kelson advised that the amended language should be read prior to a vote so it will appear in the minutes. CBU Administrative Assistant to the Director - Frank read the following amendments:

WHEREAS, the Utilities Service Board, after hearing multiple presentations concerning the current environmental conditions at Winston Thomas, the need for CBU operational expansion, the need for consolidation of CBU operations, an architectural master plan for a new administrative and service center as well as discussions regarding a fair and reasonable return on the value of the current CBU administrative and service center by the City of Bloomington through its Interdepartmental Agreement, now wishes to formally resolve to support exploration of this public works project; and

WHEREAS, the Utilities Service Board finds the exploration of a public works project to be necessary, proper, and beneficial for the City of Bloomington and the City of Bloomington Utilities customer base and finds that exploration of the project should be supported.

White moved, and Debro seconded the motion to approve Resolution 2023-07. Motion carried, six ayes.

Burnham wished to thank the board for their consideration and for members who attended the Property & Planning Subcommittee meetings despite it not being a responsibility of theirs to attend those meetings. Burnham also recognized Vic for his work in addressing the board's concerns regarding this resolution and project.

STAFF REPORTS: Kelson reported the following:

- New Hires:
 - Emily Tate - Administrative Assistant - T&D
 - Ximena Martinez - Communications Operator - Communications
 - Foster Tiller - Meter Specialist - Meter Services
- Dennis Dooley - Water Plant Operator - Monroe Water Treatment Plant - who has been at the plant just over 2 years, passed his WT5 certification and now has enough hours to be a licensed operator at the plant which makes 8 out of 10, and the other two operators are working towards licensure.
- A team of four employees attended a Wastewater Operator Challenge in Lafayette, IN. The team included:
 - Hector Ortiz-Sanchez - Assistant Director of Operations - Administration
 - Kalei Bollinger - Wastewater Plant Operator - Dillman Plant
 - Tyler Steury - Wastewater Plant Operator - Dillman Plant
 - Jason Wenning - Pretreatment Coordinator - EnvironmentalThe team placed 4th overall and 3rd in Pretreatment
- CBU received the 2023 Award of Excellence for Outstanding Indiana MS4 Project from the Indiana MS4 Association. The award is related to the Residential Stormwater Program that the board has helped develop over the past several years.
- CBU held a public meeting to discuss the proposed Resource Recovery Project. Close to 20 members of the public attended. CBU is working to complete the remaining analysis to see about partnership opportunities, with the objective of deciding to move on with the next step before the end of the year. The reason the decision needs to be made quickly is because around \$10 million in federal funding for a project like this expires 1/1/2025.
- Board members have been hearing complaints about directional boring crews hitting infrastructure, CBU is working with City Engineering to more effectively identify strikes. A major concern is that a lateral that has been struck may not cause issues immediately and it may be difficult to track down the responsible party by the time a customer becomes aware of the issue.
- June 1st at 5:30 pm, CBU will be having a Family Day pitch-in at Switchyard Park and the USB was invited to attend.

PETITIONS AND COMMUNICATIONS: None

ADJOURNMENT: Burnham adjourned the meeting at 5:58 pm.



Amanda Burnham, President



Date