

ORANGE WATER AND SEWER AUTHORITY

MEETING OF THE BOARD OF DIRECTORS

OCTOBER 22, 2009

The Board of Directors of the Orange Water and Sewer Authority (OWASA) met in regular session on Thursday, October 22, 2009, at 7:00 P.M. in Council Chambers at Chapel Hill Town Hall.

Directors present: Randy Kabrick, P.E., Chair; Braxton Foushee, Secretary; Fred Battle; Michael A. (Mac) Clarke; Joyce C. Preslar; Alan Rimer, P.E.; and William R. Stott. Director absent: Gordon Merklein, Vice Chair.

OWASA staff: Ed Kerwin; John Greene; Mason Crum; Kevin Ray; Denise Battle; Donnie Boggs; Miriam Crutchfield; Mary Darr; Patrick Davis; Greg Feller; Bob Glosson; Thurman Green; Ed Holland; Heidi Lamay; Kenneth Loflin; Anthony Montero; Ben Nichols; Andrea Orbich; Jane Showerman; Willie Strowd; and Robert Epting, Esq., Epting and Hackney.

Others present: Ben Poulson, Associate Director of Energy Services, and Meg Holton, Water, Wastewater, and Stormwater Manager, University of North Carolina at Chapel Hill; and George B. Snowden, Sr., Chapel Hill Resident.

There being a quorum present, Chair Randy Kabrick called the meeting to order.

MOTIONS ACTED UPON

1. Braxton Foushee made a motion to approve the Minutes of the September 10, 2009 Board Meeting; the motion was seconded by Mac Clarke and carried by unanimous vote.

2. Braxton Foushee made a motion to approve the Minutes of the September 24, 2009 Closed Session of the Board for the purpose of discussing human resource matters; the motion was seconded by Mac Clarke and carried by unanimous vote.

3. BE IT RESOLVED THAT the Orange Water and Sewer Authority adopt the resolution titled "Resolution Adopting a Formal Statement of OWASA's Commitments to Excellence in Customer Service." (Resolution so titled attached hereto and made a part of these minutes. Motion by Alan Rimer, second by Fred Battle and carried by unanimous vote.)

4. BE IT RESOLVED THAT the Orange Water and Sewer Authority adopt the resolution titled "Resolution to Add a Second Finance Manager Position in the Finance and Customer Service Department." (Resolution so titled attached hereto and made a part of these minutes. Motion by Braxton Foushee, second by Fred Battle and carried by unanimous vote.)

ITEM ONE: ANNOUNCEMENTS

CONFLICT OF INTEREST

Randy Kabrick said any Board member who knows of a conflict of interest or potential conflict of interest with respect to any item on the agenda tonight is asked to disclose the same at this time. There were none.

COMMITTEE MEETINGS

Mac Clarke said the Board's Finance Committee met before the Board meeting to review the quarterly financial report. He said revenues are slightly below projections and revenue will be closely monitored through the year. It has been necessary to revise the data on water sold in previous years due to incorporation of sewer and reclaimed water with the drinking water sales data. This resulted in over reporting of about four percent in stated drinking water consumption and this will require revisions to our financial assumptions. The impact in Fiscal Year (FY) 2010 will be minimal because reclaimed water use on campus will be less than initially projected due to delays in development of the system. For FY 2011 and beyond, our financial projections will be revised based on corrected demand projections.

DRAFT WATER SUPPLY PLAN UPDATE

Ed Holland said that a Community Meeting for comments and questions on OWASA's draft Water Supply Plan Update is scheduled for Wednesday, November 11, 2009 at 7:00 P.M. at the Chapel Hill Town Hall in Council Chambers. OWASA staff plans to make presentations to Orange County Board of County Commissioners on Thursday, November 5th and the Carrboro Board of Aldermen on Tuesday, November 10th.

EMPLOYEE SERVICE AWARDS

Ed Kerwin said that it is good to acknowledge OWASA's employees that have served for 10, 15, 20, 25 and 30+ years at OWASA. The following employees received service awards:

10-Year: Greg Feller*; Miriam Crutchfield*; Matthew Gales
15-Year: Mary Darr*; Ben Nichols*; James Goodman; Mark Thrift
20-Year: Ed Holland*; Willie Strowd*; Sandra Bradshaw
25-Year: Bob Glosson*
30 Years: Jay Lowe; Sandy Beckham

*These employees attended the Board of Directors' meeting and were recognized and appreciated by their supervisors and the Board.

On behalf of the Board of Directors, Randy Kabrick thanked all employees for their service and hard work.

ANTHONY MONTERO

Ken Loflin announced that Anthony Montero, Water Treatment Plant Operator, was recently named the Chair of the North Piedmont Section of the North Carolina Waterworks Operators' Association. The purpose of this association of volunteers is to provide knowledge, skills and educational opportunities for drinking water professionals; develop working relationships with other water treatment organizations; project a positive image and communicate the importance of safe drinking water.

ITEM TWO: PETITIONS AND REQUESTS FROM THE PUBLIC

Randy Kabrick asked for petitions and requests from the public, Board and staff; there were none.

ITEM THREE: QUARTERLY REPORT ON ATTENDANCE AT BOARD OF DIRECTORS' MEETINGS

The Board received this as an information item.

ITEM FOUR: MINUTES

Braxton Foushee made a motion to approve the Minutes of the September 10, 2009 Board Meeting; the motion was seconded by Mac Clarke and carried by unanimous vote. Please see Motion No. 1 above.

Braxton Foushee made a motion to approve the Minutes of the September 24, 2009 Closed Session of the Board for the purpose of discussing human resource matters; the motion was seconded by Mac Clarke and carried by unanimous vote. Please see Motion No. 2 above.

ITEM FIVE: PROPOSED STATEMENT OF OWASA'S CUSTOMER SERVICE COMMITMENTS

Jane Showerman presented staff's proposed Customer Service Commitments.

Ed Kerwin asked the Board to consider approving the draft resolution at tonight's meeting so that staff can proceed. He noted that the Customer Service Commitments can be reviewed and updated at a later date if the Board so desires.

William Stott asked how staff would provide information about the commitments to customers.

Ms. Showerman said that staff will publish the Customer Service Commitments on OWASA's website and in the Blue Thumb newsletter, and a message will be printed on bills.

Mr. Kerwin said that he will discuss the customer service commitments with all employees during semi-annual crew meetings.

Alan Rimer made a motion to approve the resolution; the motion was seconded by Fred Battle and carried by unanimous vote. Please see Motion No. 3 above.

ITEM SIX: UPDATE ON OWASA'S GEOGRAPHIC INFORMATION SYSTEM

The Board received this report as information.

ITEM SEVEN: ANNUAL REVIEW AND UPDATE OF STRATEGIC TRENDS AND MASTER PLAN ISSUES

Regarding water demand trends, Alan Rimer asked about the average number of people per household in OWASA's service area.

Ed Holland said he was unsure, but would provide that information to Mr. Rimer and the Board. He noted that single family residential customers are using 4,200 to 4,500 gallons per month.

Randy Kabrick cited two water resource presentations at the October 21, 2009 Association of Consulting Engineering Companies/Professional Engineers of N.C. Environmental Forum and commended OWASA for moving in the right direction with respect to water quality protection and managing its resources within a watershed context.

ITEM EIGHT: RESOLUTION TO ADD A SECOND FINANCE MANAGER POSITION IN THE FINANCE AND CUSTOMER SERVICE DEPARTMENT

Braxton Foushee made a motion to approve the resolution; the motion was seconded by Fred Battle and carried by unanimous vote. Please see Motion No. 4 above.

The meeting was adjourned at 8:05 P.M.

**RESOLUTION ADOPTING A FORMAL STATEMENT OF OWASA'S
COMMITMENTS TO EXCELLENCE IN CUSTOMER SERVICE**

WHEREAS, OWASA is dedicated to excellence in all of its business functions and services to the overall community and to individual customers; and

WHEREAS, OWASA has high expectations for courtesy, honesty, fairness, follow through, etc. in all interactions with customers; and

WHEREAS, OWASA desires to formally and publicly set forth its commitments to excellence in customer service so that all customers will know that they can expect high quality service;

NOW, THEREFORE, BE IT RESOLVED BY THE OWASA BOARD OF DIRECTORS:

1. That the Orange Water and Sewer Authority Board of Directors adopts the attached Statement of OWASA's Customer Service Commitments.
2. That this policy shall take effect upon adoption.
3. The Executive Director is hereby authorized and directed to implement said policy.

Adopted this 22nd day of October, 2009.

OUR COMMITMENTS TO OUR CUSTOMERS

1. To serve you positively, helpfully, fairly and efficiently.
2. To communicate with you courteously, respectfully, honestly and directly.
3. To give you our full attention in listening, understanding, and responding.
4. To give you accurate and timely information and to make sure that we “close the loop” with you when you make a request or ask a question and we cannot immediately reply.
5. To clearly explain your options when choices are available to you.
6. To put you in touch with the OWASA employee that can best meet your needs, to make sure that you are able to reach the OWASA employee we refer you to, and to make sure that you receive a complete response to your question or request.
7. To invite and value your feedback on how we can improve our services.
8. To explain how and to whom you can appeal if you disagree with a decision by OWASA staff.
9. To seek continuous improvement and efficiency in our services, facilities, and operations.
- 10.** To remember always that the reason for OWASA’s existence is to serve the community. We are here to serve you!

**RESOLUTION TO ADD A SECOND FINANCE MANAGER POSITION IN THE
FINANCE AND CUSTOMER SERVICE DEPARTMENT**

WHEREAS, there are additional work load needs in the Finance and Customer Service Department to advance our financial management and reporting capabilities to a “best practice” standard;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Board of Directors of the Orange Water and Sewer Authority approves the addition of a second Finance Manager position at Grade 31 with a salary range of \$64,316 – \$93,261.

2. That the authorization of this additional position shall be effective upon adoption of this resolution.

Adopted this 22nd day of October 2009.