MERRIMACK VILLAGE DISTRICT BOARD OF COMMISSIONERS MAY 16, 2022 MEETING MINUTES (approved June 20, 2022)

A regular meeting of the Board of Commissioners was conducted on May 16, 2022, at 5:00 p.m. at 2 Greens Pond Road, Merrimack, NH.

Chairman, Donald Provencher presided:

Members of the Board present: Wolfram von Schoen, Personnel Liaison

John Lyons

Paul McLaughlin (electronic participation)

Kenneth Ayers, Vice Chairman (electronic participation)

Members of the Board Absent:

Also in Attendance: Ron Miner, Superintendent

Jill Lavoie, Business Manager

Michele Holton, Finance Director/Human Resources

Kristen Maher, Senior Accountant

FINANCE/HUMAN RESOURCES REVIEW

A. Analysis of Revenue and Expenditures Report

Michele Holton, Finance/H.R. Director, informed the Commission that having completed the month of April, Merrimack Village District (MVD) is 83% through the fiscal year. Director Holton stated that all of the main water revenue accounts are coming in above 83% of budget, except for residential at 81.1%. This results in an overall revenue at 89% of the budget. She stated that expense accounts are coming in at 70.9% of the budget. The net ordinary income is at \$807,000, which is \$487,000 above the same time last year.

Director Holton explained that as MVD enters the fourth quarter, both revenue and expenses will be monitored closely, especially in regard to unanticipated price increases due to inflation (supply chain disruptions, supply vs. demand, etc.).

Chairman D. Provencher asked Director Holton where the remaining amount of the Business Manager's budget salary is listed. Director Holton explained that 50% of it is budgeted into account 50103, and account 50207 (Water Quality, under "field") holds the rest. She noted that for the Fiscal Year '23 budget 100% of the Business Manager's salary would be listed under account 50103.

At this time, Director Holton informed the commissioners that she did reach out to other municipalities to determine how they handle sick time. Fourteen responded. She explained that the answers varied greatly, noting all vacation time was paid out and sick time varied amongst the municipalities. Commissioner W. von Schoen questioned if MVD created a reserve for funds and if all liabilities were on the balance sheet. Director Holton confirmed this to be the case.

B. Bank Account Summary Review

Director Holton stated that The Trustee of Trust Fund Capital Reserve Accounts statement had not yet been received, so April transactions are not reflected in the Bank Balances Report.

REGULAR SESSION

1. Board of Commissioners to receive an update from Underwood Engineers for ongoing projects to include:

a. Asset Management project and Level of Service (2nd reading)

Kristen Maher, MVD Sr. Accountant, informed the commissioners she had sent an email with the mission statements of other towns, which had been requested. This was purely informational. Commissioner W. von Schoen stated that he liked that Manchester had included the need for water for fire protection. She asked if the commissioners had come up with any other questions in regards to the Level of Service. No questions were presented.

At this time, K. Maher introduced Margaret Blank, of Underwood Engineers. M. Blank presented a PowerPoint to the commissioners. The PowerPoint can be viewed via Merrimack TV's May 16, 2022, recording of the Board of Commissioners Meeting. Blank explained to the commissioners that for the last year she has been working on an Asset Management Program for MVD. This was funded with a \$20,000 NHDES Water Asset Management Grant, with a \$20,000 match. Water Asset Management is something that MVD has been working on for a while, and in 2015 Tom Page, of Underwood, completed an Asset Water Management program. Since then, MVD has purchased and deployed ElementsXS Computerized Maintenance Management System software (CMMS), along with the creation of asset inventory files in ArcGIS. Blank explained that the goals of Asset Management are to understand the condition of MVD's water infrastructure, identify and correct current deficiencies, anticipate future needs, provide a basis to estimate financial resources required to maintain, rehabilitate, and replace assets as necessary, and continue to build on the Asset Management Program in the future. Blank informed the commissioners that Underwood's efforts focused on creating a vertical asset inventory to include newly constructed facilities (Wells 4 & 5 PFAS treatment, Turkey Hill Booster Pump station improvements, Wells 2&9 PFAS Treatment, and Wells 7&8 PFAS treatments), developing a basis to create a 10-year capital improvement program (CIP), and completing work started by staff to update and complete asset inventory files. Blank explained that the components of asset management are:

- vision statement and mission statement
- level of service
- asset inventory and condition assessment
- critical assets and priority projects
- financial planning short term
- financial planning long term
- implementation and communication plan
- recommendations and next steps

Blank shared both the mission and vision statements with the commissioners.

Mission Statement: To provide the best Quality, Quantity and Cost Conscious water that meets or exceeds standards – from source to tap.

Vision: By maintaining the highest of standards in service, infrastructure and maintenance of Merrimack's Water Delivery System (WDS).

Blank explained that the Level of Service is a set of specific goals for the operation, maintenance, and performance of the WDS. These should be thought of as SMART goals which are evaluated and re-evaluated regularly. SMART stands for specific, measurable, achievable, relevant, and timely.

MVD's Level of Service Goals were outlined as follows.

- Asset Prevention and Condition
 - o Monitor work order system and provide training for staff
 - o Map system expansions (map field collected data)
 - o Maintain inspection and maintenance schedule
- Conservation, Compliance and Enforcement
 - o Educate customers on water conservation
 - Stay current on regulatory changes
- Health, Safety and Security
 - o Regular testing and inspections
 - o Monitoring and evaluation of chemicals
 - o Educate customers on winter safety avoid frozen pipes
 - o Work with IT provider to ensure security of MVD and customer data
- Service quality and cost
 - Maintain a high level of customer service by providing employee training, and reviewing employee job performance and goals
 - o Maintain low response time by improving ElementXS work order system
 - o Optimize water rates to provide nest possible service without excess revenue
 - Determine the true cost of service
 - Operating costs including timely inspections and maintenance
 - Revenue for necessary capital projects
 - o Educate customers on the true cost of service and the basis for rates

M. Blank explained the information sources for Asset Inventory, which include MVD GIS files for horizontal assets, MVD spreadsheets for vertical assets, and construction drawings and record drawings for vertical assets. Blank outlined the replacement value of MVD's water infrastructure, and noted it to be roughly \$370,218,847. This is primarily the distribution system. Another large task associated with the asset management program is prioritizing assets and ranking them. This is done by assigning a probability of failure score and noting the impact of failure. Blank presented a map that outlined the impact of failure from highest to lowest. Blank explained that criticality needs to be watched. Criticality is the probability of failure versus the impact of failure. A criticality score is assigned. A risk score, the probability of failure times the impact of failure, is also assigned, and monitoring is done accordingly.

Blank broke financial planning into short-term and long-term and outlined it as follows:

- Short-term
 - o Evaluate system and set goals
 - o Determine staff, equipment and services needed to meet those goals
 - o Develop capital improvements program and determine capital contribution needed
 - o Evaluate revenue needs and set rates accordingly
- Long-term
 - o Project capital needs out over the long-term (100 years)
 - When setting rates keep in mind that planning for a significant future needs to begin today

Based on the information that Blank presented, the estimated financial need over the next ten years (2022-2031) is roughly \$9.7 Million.

Blank informed the commissioners of the programs currently in use and how they interact with each other to provide the necessary information. Updates will be made for optimal interaction. She noted that the biggest communication priority was prioritizing and ranking assets to create a 10-year CIP plan. Blank reiterated that asset management is never done and outlined the next steps to be:

- Continue to work with ElementXS and UMS to establish communication between the two
- Work with ElementXS to establish communication with updated ArcGIS asset inventory files and ensure that existing work order templates are operating correctly
- Work with ESRI to update Geometric Network in ArcMap to Utility Network in ArcGIS Pro
- Continue to review, refine, and update inventory files

At this time, Blank asked if the commissioners had any questions. Chairman D. Provencher noted that Blank had calculated the assets of the infrastructure and asked how it was calculated. Blank explained that the costs were calculated based on full replacement in 2022-dollar values. She also noted that the numbers for the 100-year estimate will likely come down. The estimate was based on full replacement costs, but Blank noted that some of those may fall to repairs versus replacement. Commissioner W. von Schoen asked if the numbers include inflation. Blank answered that she did not include inflation, and all estimates are in 2022 dollar values. She explained that she does not include inflation because the goal is to prioritize what projects need to come first. Commissioner W. von Schoen stated that the end numbers may be 30% higher than currently estimated if inflation was not included. Blank explained that the goal is to regenerate this report periodically, which will indicate the changes as more information is provided. Commissioner W. von Schoen also noted that the GAC lifetime estimates are incredibly inaccurate in the study and he does not want anyone to believe it will cost less than the actual cost. Blank reiterated that the idea is that as time progresses and information gets updated, the report will be increasingly accurate.

Superintendent R. Miner asked what NHDES needs from MVD as far as the Asset Management grant. M. Blank answered that she needs to complete the deliverables, for example, she needs to

complete the report and get NHDES the files used to draft the report, and submit the reimbursement request, which has already been drafted. Underwood's contract was the only thing in the grant, as no equipment of software was purchased.

b. Wells 7 & 8

Keith Pratt, of Underwood Engineers, informed the commissioners that the Wells 7 & 8 facility went online on April 27, 2022. He noted that the iron level at Wells 7 & 8 is under control. Pratt stated that this project is currently in the punch list phase.

c. Wells 2 & 3 (9)

Keith Pratt informed the commissioners that the work at Well 2's well building will be postponed until the end of the summer. This will allow Well 2 to be available to MVD during periods of high demand through the summer. The work is now scheduled to start around Labor Day. The plant is estimated to be online in/around "October-ish."

Pratt informed the commissioners that the latest schedule indicates that the Well 9 VFDs are not expected to arrive until December 2022 due to supply chain issues. The work on site has continued, with materials arriving roughly as scheduled. Pratt noted that they are still waiting on butterfly valves.

Pratt noted that he was filling in for Peter Pitsas, who would be able to provide more information.

d. Pennichuck Water Works Cost of Service Study

Pratt reminded the commissioners that Underwood has been communicating with Pennichuck Water Works (PWW) for a while as a result of the water supply option study to look at what wholesale arrangements would look like at either DW Highway or Route 101A. MVD had invested in getting a Cost of Service Study done, which had previously been delivered. Pratt stated that he believes they have decided what may be a reasonable approach, based on the initial information. Pratt stated that a wholesale arrangement at the 250,000 guaranteed take from PWW, at a maximum of 500,000, buys MVD a few years to have comfort and supply at a reasonable rate, and allows time to pursue other onsite options that are being discussed. Pratt explained that based on that thought, Underwood went back to PWW to refine what was being asked. Underwood suggested a shorter-term (3-year) contract with the option for renewal or termination at those intervals. Pratt explained that PWW came back with some revised numbers, which were only minimally tweaked. Pratt informed the commissioners that there were some changes outside of MVD's control. He went on to explain that Milford had originally asked for a substantial arrangement with PWW which would have required significant improvements, such as pump stations and pipe replacement. Milford has since reduced their ask of PWW, which has freed up capacity for MVD. The current ask that is front of PWW is below what their existing facilities can provide, meaning that there is no capital investment to do this at 101A.

Pratt explained that Underwood calculated what the cost to MVD would be, in increments of 50,000 gallons. Because of the guaranteed take, any amount up to 250,000 gallons would cost MVD roughly \$300,000 per year. Pratt noted that MVD would want to use 250,000 gpd minimum, because they would be paying for that regardless. The agreement would be up to 500,000 gpd, which would equate to roughly \$400,000 annually. A connection at DW Highway would be similar in cost, however, it would require capital investment to build a pump station and

transmission pipe. Chairman D. Provencher asked what would happen if MVD required more than the allotted 500,000 gpd, and whether or not that would be charged at the retail rate. Pratt answered that Don Ware of PWW stated that PWW would accommodate that in a way that was not a disadvantage to MVD, and, if the water is available, it would be provided. Pratt stated that he would make sure that the arrangement is included in the agreement. It was noted that PWW will do a 3-year agreement, but that is the minimum length of time.

<u>Vice Chairman K. Ayers joined the meeting via electronic participation, at 6:20 pm. He stated his location to be 19 Jakes Lane, Merrimack, NH, where he was alone.</u>

e. Amendment 2 to ESR #54 and Amendment 1 to ESR #60

Pratt explained to the commissioners that now that a Cost-of-Service study has been done for a wholesale arrangement with PWW, Underwood needs to update the cost portion of the Water Supply Evaluation to reflect the new information, as well as increases in construction costs within the industry. He explained that ESR #54 is for \$7,000, which continues Underwood's role in working with PWW on the cost of service. It also updates five charts and tables, which include the cost opinions, the normalized charts, and some of the cost tables, which summarize the capital and the O&M. If the amendment to ESR #54 is approved, Underwood will update the tables based on current knowledge and reissue them in a supplemental tech memorandum that can be inserted into the report. Pratt noted that he feels this would better inform MVD how this option looks compared to other options. He explained that Underwood would also provide a decision matrix with information to include whether or not an option would meet the desired PFAS standards, reliably provided the desired water volume, etc. Chairman D. Provencher asked if this would include Mitchell Woods, using the existing 8" well as the permanent well, and suggested reaching out to Jamie Emery to determine if using the existing well was a feasible option. Pratt answered that all viable options will be updated in the ESR. Commissioner W. von Schoen asked Pratt how the amortization will be factored into the report. Pratt explained that they did consider the variant O&M costs by bringing forth those costs to today's dollar value. Commissioner J. Lyons asked if labor was included in cost consideration, should additional sources require additional labor. Pratt answered that he does not believe labor cost was included in each scenario. however, O&M costs were adjusted, which may include labor. He did state that it could be considered, and he could look into fine tuning those details.

Commissioner W. von Schoen questioned the original dollar amount of \$49,900, asking if it was a separate ESR or the total cost of the original study. Pratt answered that he believed it to cover the Water Supply Option Study. Commissioner von Schoen expressed his concern over the \$7,000 ESR amount. Pratt noted the explanation at the bottom of the ESR, which states that the work includes previous and ongoing assistance with the PWW Cost-of-Service Study. He explained that \$3,000 is for that continued assistance and \$4,000 is for the cost for the refresh. Commissioner W. von Schoen asked if MVD typically pays Underwood separately for that work, including meetings. Pratt answered that he does not bill MVD for the meetings, as Underwood tries to keep those wrapped into the contracts. Commissioner W. von Schoen expressed that he would prefer to pay Underwood separately for the meetings rather than to have it billed this way, as this feels less transparent, and suggested considering that for the future. He did note that the explanation was sufficient, but without that knowledge the dollar amount appeared to be excessive.

MOTION BY COMMISSIONER J. LYONS TO ACCEPT AMENDEMENT #2 TO ESR #54, DATED MAY 11, 2022, FOR AN ADDITIONAL \$7,000, WITH FUNDS TO COME FROM THE ENGINEERING BUDGET

MOTION SECONDED BY COMMISSIONER W. VON SCHOEN

A Viva Voce was conducted, which resulted as follows:

Yea: Donald Provencher, John Lyons, Paul McLaughlin, Wolf von Schoen, Kenneth Ayers

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Nay:

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MOTION CARRIED 5-0-0

At this time, Pratt shared ESR #60 with the commissioners. He explained that Underwood has been trending the data for the treatment facilities for MVD, this includes the raw water, PFAS, bed volumes used for the carbon, and tracking all detectible PFAS in the raw water, finished water, and all of the ports in between. This ESR will continue trending the data for three wells through July 2023, for \$8,000.

MOTION BY COMMISSIONER W. VON SCHOEN TO MOVE FORWARD WITH AMENDEMENT #1 TO ESR #60, DATED MAY 11, 2022, IN THE AMOUNT OF \$8,000, WITH FUNDS TO COME FROM THE OPERATING BUDGET MOTION SECONDED BY COMMISSIONER J. LYONS

A Viva Voce was conducted, which resulted as follows:

Yea: Donald Provencher, John Lyons, Paul McLaughlin, Wolf von Schoen, Kenneth Ayers

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Nay:

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MOTION CARRIED 5-0-0

2. Board of Commissioners to meet with Kevin Walker of Flatley Co. regarding water supply to Phase II of Gilbert Crossing

At this time, Tom Page, of Underwood Engineers, explained that during a recent work session with the Board of Commissioners there was discussion on updating the approach of evaluating developments and supply capacity. He informed the commissioners that the updated letter that Underwood sent regarding the Flatly development reflects that. Page explained that the supply capacity has been updated to reflect more of the actual utilization and in order to make this work and accommodate demands, Underwood showed the PWW connection as an interim source. With respect to the proposed Flatley development, the latest letter has been updated to remove the additional demands for irrigation. Currently shown is now the proposed design average demands, which are believed to be conservative based on the first phase.

Kevin Walker, of Flatley Co., noted that he had not seen the most recent letter, but he does not believe he would have any issues with it. Walker stated that in the initial letter, dated February 22, 2022, from

Underwood Engineers it was recognized that there was 35,000 gpd average daily flow limit for the five apartment buildings. That equates to 7,000 gpd per building. The actual average daily flows for the five buildings is roughly 3,600 gpd, with irrigation. Walker stated that the initial development fee that was submitted for the apartments, which was \$31,850 per building, "more than covered the two new buildings." He noted that he was more than comfortable with the numbers presented for the high bay building. Commissioner J. Lyons asked how quickly the occupancy rate climbed to 100% from the time calculations of the average daily flow rate began. Walker answered that he used data he received from Business Manager J. Lavoie and took information from the entire year in order to calculate the actual average daily flow. The calculations came from buildings at 100% occupancy. Commissioner W. von Schoen asked Tom Page if any/all developers that would come in front of MVD with a similar project would be subjected to the same numbers and assumptions. Tom Page answered yes and explained that those are numbers used for apartments. For single family homes the numbers would be higher. He explained that Underwood tries to acknowledge that an apartment dweller will use less water. Chairman D. Provencher stated that these are average numbers and MVD will always be more concerned with peak numbers. He stated that he feels it's more conservative and applicable to look at the design numbers, despite them being double the actual use. Chairman D. Provencher explained that the reason MVD has all of the wells they have is to deliver the peak flows. He explained that the System Development Charge (SDC) goes to pay for the whole system not just the amount of sources being used for the average day. He stated that he is more comfortable sticking with the numbers provided in the analysis, especially if it is consistent with what calculations Underwood has made for other developers. Walker noted that at the time the apartments had not yet been built and they had to use a number that was published in a book, versus actual data, and actual data is showing usage of half the allotted amount. Commissioner W. von Schoen asked how close the actual usage numbers are to the allotted totals during the worst month of the year at 100% occupancy. Kevin Walker was unsure. Superintendent R. Miner stated that if MVD were to change it now, it would need to be changed for everyone.

Kevin Walker reminded the commissioners that the Flatley Co. is running a 12" main through the site and stated that it was likely unnecessary for this site. He stated that they are running a lot more water line on the site than is really needed to run the site and it is being done out of respect for MVD, the board, and the water system as a whole. Walker noted that there are plenty of developers who would be unable or unwilling to do that. He stated that the Flatley Co. would appreciate some type of acknowledgement for going above and beyond the typical developer. He noted that the Flatley Co. would be thankful for anything the board would be willing to do. Commissioner W. von Schoen stated that he would not want to make any changes to the calculations, but a concession has been made for the connection on Blood Road, and he would be willing to discuss that in this situation as well. Walker stated that it could be figured out down the line, as long as everyone was willing to think about it. Chairman D. Provencher asked how the 12" line reconciled with the fire flow demand. Walker explained that the fire flow demand was estimated to be 1,500 gallons per day but is below 900 gallons per day. (this should be gallons per minute although K. Walker referred to it as "gallons per day").

MOTION BY COMMISSIONER W. VON SCHOEN TO APPROVE THE DESIGN AVERAGE USE

OF 18,339 GALLONS PER DAY FOR APARTMENTS 1 AND 2, AS WELL AS THE FLEX BUILDINGS, AND THE HIGH BAY BUILDING, AS PRESENTED, WITH AN SDC CHARGE OF

\$83,442

FUNDS TO COME FROM THE OPERATING BUDGET MOTION SECONDED BY COMMISSIONER J. LYONS

A Viva Voce was conducted, which resulted as follows:

Yea: Donald Provencher, John Lyons, Wolf von Schoen, Kenneth Ayers

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Nay:

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MOTION CARRIED

4-0-1

Commissioner P. McLaughlin abstained

At this time, Commissioner W. von Schoen commented that he did not recall if a discussion surrounding the SDC needing to be based on peak capacity versus average capacity was ever finalized. He stated that he feels that needs to be finalized. It has been recognized that the MVD system needs to be designed for peak flow (the May/June/July demand). He suggested meeting with legal counsel to determine if a change like this can be made quickly, as a precedent has already been set. Chairman D. Provencher stated that Underwood did change their tables that reflect water availability to include a peaking factor. Commissioner W. von Schoen stated that he would like to add a discussion point to an upcoming meeting to discuss what the current SDC charge is based on, whether it is average use or peak use, and if a change needs to be made. It was determined that this topic would become a work session.

Commissioner W. von Schoen also expressed that due to complaints, he would like to further investigate corrosion control. He stated that he does not feel this has been adequately addressed. He asked if there was a process in place to go through the complaints and mapping them to see how they tie together with the distribution system, and if this could be discussed further at a future meeting. He specifically noted that he is looking at anything that could cause a customer to believe that their water is unsanitary, whether or not is.

3. Board of Commissioners to review the minutes from the April 18, 2022 regular BOC and Non-Public meetings.

APPROVAL OF MINUTES

No amendments were offered.

No amendments were offered.

MOTION BY COMMISSIONER P. MCLAUGHLIN TO ACCEPT THE MEETING MINUTES OF THE APRIL 18, 2022 BOARD OF COMMISSIONERS REGULAR MEETING AND THE APRIL 18, 2022 BOARD OF COMMISSIONERS NON-PUBLIC MEETING AS PRESENTED MOTION SECONDED BY COMMISSIONER K. AYERS

A Viva Voce Roll Call was conducted, which resulted as follows:

Yea: Donald Provencher, Wolfram von Schoen, Ken Ayers, John Lyons, Paul McLaughlin

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Nay:

MOTION CARRIED 5-0-0

4. Board of Commissioners to review Action Items from previous meetings and those to be added from this meeting.

The Commissioners reviewed the list of Action Items, removing tasks that have been completed, and making necessary additions. Of this numbered list, Superintendent R. Miner addressed number 39, which is the noise complaint around the Turkey Hill Booster Station. He informed the commissioners that he is planning a site visit and has a contractor set to put up skirting. The commissioners requested that number 53, set up testing facility for RSSCT (wells 4&5), be presented by Lynnette Carney at an upcoming meeting.

5. Old Business

Superintendent R. Miner asked Commissioner W. von Schoen about an upcoming visit. Commissioner W. von Schoen stated that he received an email with a requested date but has not yet had the opportunity to review his own calendar and will reach out to Superintendent R. Miner once he does.

Chairman D. Provencher noted an email from Lynnette Carney stating that PFOAs broke through the 75% port of the lead vessel, which took roughly 5 months to break through each 25% port. She is estimating that it will likely break through the 100% port at the end of August.

Commissioner W. von Schoen expressed that he liked the PFAS results in the distribution system table and found it very informative. He suggested finding a way to share it with MVD customers. Business Manager J. Lavoie pointed out that the water changes all the time, which could potentially create an issue with sharing the table. Commissioner W. von Schoen stated that it could be shared frequently to provide the most up-to-date information.

6. New Business

None

7. Superintendent's Report

Superintendent R. Miner informed the commissioners that the Pennichuck interconnect was turned on May 10, 2022. The demand was picking up, so the interconnect was turned on and Well 2 was prepared. Well 2 was turned on over the weekend of May 14, 2022 and ran at 100 gpm. Both Well 2, and the Pennichuck interconnect were turned off on Sunday, May 15, 2022. There are two days of work scheduled at Well 2 this week, and then it is expected to be up and running again.

Superintendent R. Miner stated that the Town's salt policy is complete. MVD has not yet received a copy, but there will be a presentation with the Merrimack Town Council on May 26, 2022. Superintendent R. Miner will review the map and mark where MVD would like no/low salt signs to be. Some commissioners did not recall receiving the map. Superintendent R. Miner stated that he would resend the map to the commissioners who do not have it.

8. Questions from the Public/Press

None

ADJOURNMENT

MOTION BY COMMISSIONER W. VON SCHOEN TO ADJOURN MOTION SECONDED BY COMMISSIONER P. MCLAUGHLIN

A Viva Voce Roll Call was conducted, which resulted as follows:

Yea: Donald Provencher, Wolfram von Schoen, Ken Ayers, John Lyons, Paul McLaughlin

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Nay: 0

MOTION CARRIED 5-0-0

The May 16, 2022 meeting of the Board of Commissioners was adjourned at 8:10 p.m.

Submitted by Amanda McKenna, Recording Secretary