

**CHARLOTTE WATER
ADVISORY COMMITTEE
MINUTES OF MEETING
June 16, 2016**

Charlotte Water Advisory Committee met Thursday, June 16, 2:30 pm at 4222 Westmont Drive, Charlotte, North Carolina.

Members Present: Leslie Jones, Frank McMahan,
Pride Patton

Members Absent: Ron Charbonneau, Jim Duke, Barry Webb

Staff Present:	Barry Gullet	Utilities Director
	Jennifer Frost	Assistant to Director
	Shawn Coffman	Deputy Director
	Steve Miller	Customer Service Manager
	Carl Wilson	Chief Engineer
	Jay McLeod	Interim Assistant Business Manager
	Karen Weatherly	City Attorney

Safety Minute

Fire Safety

Minutes

Due to lack of a quorum, the May 2016 minutes were not approved.

Wesley Heights/Summit Avenue

In the past few months there were a number of customer complaints about water quality on Summit Avenue in the Wesley Heights community. The complaints were about discolored water that resulted from higher than normal iron content in the water. The iron was present due to disruptions in the normal flow rates through older pipes in the neighborhood. While these conditions can be caused by private plumbing as well as public water mains, we believe the public mains in this neighborhood are a significant contributor to the situation. The customer complaints lead state regulators to issue a “Notice of Deficiency” to Charlotte Water for iron levels, even though there was no violation of safe drinking water standards. Iron in drinking water is an aesthetics issue, but does not present a direct health hazard.

This area of town was developed in the 1920’s and Charlotte Water has been working in the area for quite some time to rehabilitate and replace the older water pipes. About 13,500 feet of pipe have been rehabbed in the community at a cost of about \$2M.

Water main rehabilitation is an on-going capital program funded through Charlotte Water’s Community Investment Program. Funding is provided at about \$10.5M each year. This year, Charlotte Water has replaced 32,000 feet of galvanized steel pipe as well as cleaned and lined 24,000 feet of cast iron pipe. The Utility has expanded its customer communications to maintain open dialogue when large rehab projects are taking place. The Utility has also increased drinking

water sampling and testing. More water main rehabilitation and/or replacement is likely in the Wesley Heights area.

Drinking Water Quality Update

U.S. EPA and state regulators require an annual report to be prepared for customers detailing results of drinking water quality analysis. In EPA parlance, these are called “Consumer Confidence Reports.” Charlotte Water has referred to them as “Water Quality Reports.” In today’s post-Flint drinking water environment where so much national and regional negative media attention is being paid to drinking water, Charlotte Water is working to maintain customer confidence in drinking water by providing clear, accurate, and factual information to our customers. Toward that end, this year Charlotte Water is supplementing the Consumer Confidence Report with a separate Water Quality Report. While EPA prescribes the content and much of the format in the Consumer Confidence Report, the separate Water Quality Report allows more information to be provided in an easier to use, more customer friendly format. The Water Quality Report has been mailed to each of our customers and contains information about how customers can access the Consumer Confidence Report on-line.

FY17 Budget Process and Approved Budget Recap

City Council approved Charlotte Water’s 2017 budget request and rate increase proposal. There will be no increases in volumetric rates this year. The fixed components of water and sewer bills will increase for each customer based on the size of their water meter.

FY16 Budget Status

For the month of May revenues and expenses were close to the 3-year averages. Water and sewer sales are both slightly higher than the 3-year average and continue to be consistent with budgeted revenues. Capacity and Connection fees in May are closer to the 3-year average than previous months. Personal Services and Operating expenses are slightly less than the 3-year average. Total revenues for the month of May are about \$1.84M.

Current Events

Ron Hargrove, Charlotte Water’s new Deputy Director of Operations and Engineering, will begin employment on July 12, 2016. Ron is coming to us from Winston Salem where he is Utility Director.

Security Improvements - Charlotte Water is planning additional measures to further safeguard employees, facilities, materials, and supplies at our work locations. The approved FY2017 budget included funding for additional security services. Incidents of theft and damage have increased over the past few years.

Charlotte Water has also been working with the City of Charlotte/Charlotte-Mecklenburg Police Department to offer Active Survival training to employees. This training involves preparedness and understanding on what to do to have an increased chance of survival during a hostile situation.

Upcoming Agenda Items

Private Street & Private Water Systems

Meeting Adjourned – 3:50 p.m.

TGN