

**CHARLOTTE WATER  
ADVISORY COMMITTEE  
MINUTES OF MEETING  
May 20, 2021**

Charlotte Water Advisory Committee Remote Meeting Conducted via WebEx Events on Thursday, May 20, 2:30 pm. This remote meeting was conducted by WebEx in accordance with statute law

Members Present: Dorian Carter, William Cornett, Leslie Jones, Barbara Bleiweis,

Members Absent: Barry Webb

Staff Present:	Angela Charles	Director
	David Czerr	Deputy Director
	Ronald Hargrove	Deputy Director
	Shawn Coffman	Deputy Director
	Jackie Jarrell	Deputy Director
	Mike Davis	Deputy Director
	Steve Miller	Utilities Manager
	Chad Howell	Utilities Manager
	Scott Clark	Utilities Manager
	Jennifer Frost	Public Affairs Manager
	Keri Cantrell	Chief Utilities Engineer
	Carl Wilson	Chief Utilities Engineer
	Thomas Powers	Assistant City Attorney Sr
	Karen Weatherly	City Attorney
	Carolyn Ross	Administrative Services Manager

**Approval of Minutes**

A motion was made by Barbara Bleiweis and seconded by Leslie Jones to approve the April minutes. Motion was approved.

**Financials and Budget Process Updates**

Utilities Manager Chad Howell presented the Charlotte Water (CLTWater) financials; there were no questions.

**Revenue Manual Update**

Utilities Manager Chad Howell presented the CLTWater Revenue Manual update continuation from April's meeting. The current proposal consolidates CLTWater and sewer rate methodology documents into a single document, which both CLTWater and the public can reference. CLTWater is now in the process of revising the calculation methodology to industry standards and renaming and adding fees in multiple sections of the Revenue Manual.

Next Steps:

**April–May:** Final revision

**May:** Public advertisements

**May 20:** Final briefing to Advisory Committee

**May 24:** Joint Advisory Committee and City Council public hearing

**June 14:** City Council adopts the revised Revenue Manual

**July 1:** Revised Revenue Manual becomes effective

## **Operational and Capital Update**

Deputy Director Ron Hargrove presented the Charlotte Distribution and Collection System Update:

- Water supply demand for 2021 year to date (ytd) is 101.3 million gallons per day (MGD)
- Total capacity is 174 MGD
- Total accumulated rainfall ytd is 28.8"
- Drought conditions are normal currently

### ***Distribution System Update:***

- 4,471 miles of distribution main
- 311,307 meters
- 86,744 valves
- 17,873 fire hydrants
- 28-day response time to leaks: 82% success rate, averaging a 22.6-day response time

### ***Collection System Update:***

- Ytd SSOs: 136 or 3.0/100 Mil
- Contributing factors to SSOs are grease, roots, and debris, which equal 60% of all SSOs
- Compliant with the Collection System Permit

CLTWater's Chief Utilities Engineer Carl Wilson discussed CLTWater's infrastructure relocation and improvement within NCDOT projects and assessed future infrastructure needs and improvement within NCDOT project limits. CLTWater will partner with NCDOT when they widen roads, etc. and Simultaneously take that opportunity to relocate our infrastructure or upsize as needed. CLTWater works closely with NCDOT to work on budgets and timing as well.

Ongoing program cost: Estimated \$8 million/year

Treatment Plant Rehabilitation and Operations Support Group (ROSG): This program is considered vital. Example projects include replacement of chemical storage tanks, a feed system at the Vest water plant, etc.

Status:

- Working with operations and maintenance staff to identify and execute larger and scale priority rehabilitation projects
- Customers include water and wastewater treatment, lift stations, facilities, and field operations
- 42 projects are presently being managed, of which 25 are emergency projects
- Ongoing program cost: Estimated \$12 million/year

## **Customer Care Program**

Utilities Manager Steve Miller reviewed the CLTWater Customer Care Program. During the COVID-19 Pandemic, CLTWater had, on average, 15,610 accounts eligible monthly for disconnection. In a normal pre-COVID-19 month, CLTWater averaged approximately 3,000 disconnections. With the criticality of supporting public health efforts, CLTWater continued the disconnection moratorium. Customer outreach efforts include outbound phone calls through the CLTWater Customer Care Team and auto dialer, letters, social media, and the Media Outlet and Pandemic customer assistance web page. CLTWater will continue customer outreach and partner engagement.

### **Design Manual and Standards Update Efforts**

Chief Utilities Engineer Keri Cantrell and Senior Engineering Project Manager Nicole Bartlett presented a PowerPoint overview of the efforts toward updating the current design manual. The objective is to create a formal document that outlines both the design rules and the technical requirements for material and installation methods. The design manual will cover ALL CLTWater infrastructure. CLTWater is currently operating under the manual that was established in 1995. The current detailed CLTWater goal is to maintain all the differences, develop an approach to maintaining current and future infrastructure standards, and establish a standardized structure for all projects. A key component is an illustration or drawing that is comprehensive, accurate, and usable for more than one project that can be used in tandem with written technical specifications to better explain requirements. Once a draft version is completed by CLTWater, the following process will occur:

- Obtain feedback from developers, engineers, etc.
- NCDEQ
- Council approval for the policy portion only
- Estimated completion: July 2022

**Meeting Adjourned** – 4:04pm

**LAL**