

**CHARLOTTE WATER  
ADVISORY COMMITTEE  
MINUTES OF MEETING  
April 15, 2021**

Charlotte Water Advisory Committee Remote Meeting Conducted via WebEx Events on Thursday, April 15, 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, Barry Webb

Members Absent: N/A

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
	Joseph Lockler	Utilities Operations Manager

**Approval of Minutes**

A motion was made by Dorian Carter and seconded by Barbara Bleiweis to approve the March 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**

Chad Howell presented the CLTW Water Revenue Manual Update. The current proposal consolidates CLTW's water and sewer rate methodology documents into a single document that both CLTW and the public can reference. For cross referencing, refer to the City of Charlotte Code of Ordinances Revenue Manual. The CLTW Business Office led the update's effort, including multiple divisions' input and feedback. Raftelis reviewed existing customer service and miscellaneous fees, developed a common methodology for calculating the fees, and recommended eliminating, adding, combining, renaming, and clarifying certain fees. Chad Howell presented advisory members with a summary of the revisions.

### **Operational and Capital Update**

Utilities Manager Scott Clark presented the Charlotte Distribution and Collection System Update: Water supply demand for 2021 year to date (ytd) is 97.9 million gallons per day (MGD); total capacity is 174 MGD; total accumulated rainfall ytd is 23.3”; drought conditions are normal at this time.

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

- 4,448 miles of distribution main
- 289,836 meters
- 84,000 valves
- 17,760 fire hydrants
- 28-day response time to leaks: 82% success rate, averaging a 22.6-day response time

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

- 83 lift stations
- 112,925 manholes
- 60+ flow monitors
- Compliant with the Collection System Permit

Utilities Operations Manager Joseph Lockler presented the Wastewater Update: Five major facilities with an additional two package plants; current capacity of 123 MGD; 2021 ytd flow is 99.7 MGD—a bit more than what our distribution system put out to the water plants, indicating the increase in rainfall this year. Charlotte Water (CLTW) has maintained 100% permit compliance.

Carl Wilson presented the CLTW Capital Project Updates.

### **COVID-19 Response Update**

Deputy Director Shawn Coffman presented advisory members with the COVID-19 Response Update. As of April 15, 2021, it has been 399 days since the first affirmed COVID case in Mecklenburg County. The CLTW labor force has experienced 107 positive cases since the start of the pandemic. That represents nearly 10% of the labor force and has required hundreds of employees to quarantine due to documented exposures. The focus was on employee safety and maintaining operations. An Incident Command structure was implemented to manage resources and equipment. CLTW implemented staggered shift schedules for essential personnel, remote work options, and pre-work symptom screening protocols, including the use of contracted professionals and IR fever-screening kiosks, and evaluated and upfitted workspaces for social distancing. CLTW also produced hand sanitizer in the CLTW laboratory, which it provided not only to CLTW employees but (through the emergency operations center) to other departments and issued multiple types of face coverings to employees. As a regional effort, CLTW worked with NCWaterWARN to distribute EPA-issued face coverings to water professionals across the state. On April 16<sup>th</sup>, 2021, CLTW hosted a vaccination clinic at the Field Operations Zone 2 location. CLTW will continue to provide exceptional service, product delivery, and environmental protection.

### **Customer Care Program**

Utilities Manager Steve Miller reviewed the CLTW Customer Care Program, including assisting customers to avoid disconnection for non-payment and connecting them with non-profit financial assistance. The goal is to contact 17,000 customers in this regard.

**Reimagining Water Service Delivery**

CLTW Director Angela Charles discussed the Reimagining Water Service Delivery project and its concertation in customer service and field operations. She reviewed a few of the project's goals, including the successful implementation of foundations for the future, ensuring the fair provision of water services, encouraging employees to provide innovative services, developing future customer service/delivery plans, defining a method to measure the quality of customer service and show progress in customer service improvement, and implementing improvements that go beyond customer service and field service. The Reimagining Water Service Delivery project's work plan began in February 2021, and its final report is anticipated in July 2021.

**Meeting Adjourned** – 4:07pm

**LAL**