

**CHARLOTTE WATER
ADVISORY COMMITTEE
MINUTES OF MEETING
October 21, 2021**

Charlotte Water Advisory Committee Remote Meeting Conducted via WebEx Events on Thursday, October 21, 2:30 pm. This remote meeting was conducted by WebEx in accordance with statute law

Members Present: William Cornett, Barbara Bleiweis, Cemental Grayson, Gordon Miller

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
	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
	Steve Miller	Utilities Manager

Approval of Minutes

A motion was made by Barbara Bleiweis and seconded by Bill Cornett to approve the September minutes. Motion was approved.

Financials and Budget Process Updates

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

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 116.7 million gallons per day (MGD)**
- Total capacity is 174 MGD (150 MGD)
- 2021 accumulated rainfall ytd** is 58.6”
- Drought conditions are abnormally dry conditions
- Vest WTP currently out of service for major upgrades (24 MGD)
- **Max Day (2021) = 148.1 MGD

Distribution System Update:

- 4,471 miles of distribution main (2021 ytd)
- 311,307 meters
- 86,744 valves
- 17,873 fire hydrants
- 28-day response time to leaks: 77% success rate, averaging a 18-day response time, back log of 189 days, main breaks/100 miles is 9.1 (Goal <15)
- Hit mains by contractors: 1.1/day
- Staffing has suffered due to COVID.

Remount Rd 36" Water Main Break

Deputy Director Ron Hargrove presented the Remount Rd 36" Water Main Break update and timeline. There was discussion on the media's response to the main break.

Wastewater Update:

- Wastewater Treatment facilities: 5 Majors (+1 package plant)
- Capacity: 123 MGD
- 2021 flows: 86.6 MGD ytd
- High flow peak ~500MGD (Hurricane Florence 2018)
- EQ storage: 173 MG
- Permit Compliance: 100%
- 4 of 5 facilities under construction
- 2020 NACWA Awards for all facilities
 - Platinum – McDowell, Mallard, Sugar, and McAlpine
 - Gold – Irwin, Ashe Plantation, Oxford Glen

Collection System Update:

- FY 21 SSOs: 152 or 3.4/100 mi
- FY 22 YTD SSOs: 30 or 0.7/100 mi
- Contributing factors to SSOs are grease, roots, and debris
- There are 4,476 miles of main (2021 ytd)
- 80 Lift Stations in system
- 113,715 manholes
- 60+ Flow monitors
- Sewer cleaning has a 10% target. (2,333,068). The cleaning effort is being increased.

Charlotte Water Accounts Update

Steve Miller presented the Charlotte Water Accounts update. Beginning March 2020, we suspended delinquency. There has been a lot of effort and communications, along with some public events. Steve shared an overview of the communication strategy/timeline for the outreach campaign. The delinquency process resumed October 4, 2021. There was a slow start with around 3,000 accounts eligible for turn-off, which will occur throughout the month. Steve shared that the goal is to gradually return to pre-COVID levels in six months. On average, we are doing 80-90 residential accounts each day. Steve also shared the current account status. As of October 15, 2021, there are 14, 258 residential accounts, 651 commercial accounts, and 56 multi-family accounts. Steve continued his presentation by discussing the Low-Income Household Water Assistance Program (LIHWAP) and provided an overview over the state, and eligibility.

There were no questions.

WSACC Service Area Update

Deputy Director David Czerr provided a presentation on the WSACC Service Area. The presentation included a summary of flows – historical flows and approvals, and requests under review, service area maps (Cornelius, Davidson, and Huntersville), the current efforts to gain capacity, and needs. We have 6 million gallons of capacity, of which we are reaching quickly. There are a total of 33 requests under review: 14 in Charlotte, 1 in Cornelius, 4 in Davidson, and 14 in Huntersville. Charlotte Water requests support in Clarke Creek Pump Station project, encourage unique ways to serve development, communication to CLTWATER Planning Team regarding future projects and land use changes, encourage questions to be directed to CLTWATER, and patience. There were questions on how this will affect traditional farmland.

Open Discussion

There was a request for future agenda items to discuss reclaimed water. A brief discussion ensued on this topic.

Meeting Adjourned –

Barbara Bleiweis moved to adjourn the meeting. William Cornett seconded, and all were in favor. The motion passed and the meeting adjourned at 4:00pm.

LAL