

**CHARLOTTE WATER  
ADVISORY COMMITTEE  
MINUTES OF MEETING  
April 19, 2018**

Charlotte Water Advisory Committee met Thursday, April 19, 2018, 2:30 pm at 4222 Westmont Drive, Charlotte, NC.

Members Present: Barbara Bleiweis, Leslie Jones, Frank McMahan, Dorian Carter

Members Absent: William Royal, Barry Webb

Staff Present:	Angela Lee	Director
	David Czerr	Deputy Director
	Ron Hargrove	Deputy Director
	Shawn Coffman	Deputy Director
	Carl Wilson	Chief Engineer
	Keith Shirley	Engineering Program Manager
	Chad Howell	Chief Financial Officer
	Karen Weatherly	Assistant City Attorney

**Safety Minute**

Black Widow Spiders

**Approval of Minutes**

A motion was made by Leslie Jones, and seconded by Barbara Bleiweis, to approve the March 2018 minutes. Motion was approved.

**Board Recognition**

City Council recognized members of City committees and boards on April 9<sup>th</sup>. All members received a commemorative coin and proclamation document.

**Budget Status**

*Monthly Financial Update*

Revenues are ahead of the weighted projections, which is expected of a growing community. The growth is outpacing conservative estimates, which is better than falling behind. For expenses, a \$96 million transfer to PAYGO and another \$8 million transfer to debt service have not occurred yet.

*Budget Summary*

Currently, the department is asking for a 3% increase (\$1.89 for a 7ccf user), which is based on volumetric and fixed fee increases. Also, there is a portion of the budget that will allocate funds from PAYGO to the CIP. The department exceeded projections in prior years, which created a healthy fund balance. This fund balance will allow the department to invest more without creating new debt.

The operating budget will increase from last year with the request of 27 service level changes (44 new employees) at \$2.9 million. The CIP is very robust; there are roughly 100 projects to be completed over a 5 year period at \$1.5 billion.

The department's budget was presented to the City Manager and Council with very few questions in return. The City Manager will present his budget to City Council on May 7<sup>th</sup>. The public hearing on the City's budget is scheduled for May 14<sup>th</sup>, and the final budget will be adopted by City Council on June 11<sup>th</sup>.

### *Bond Sale*

Earlier in April, the Business Office was able to refinance some old debts and finance new construction period funds. The department sold \$410 million in bonds, which results to \$2.9 million in saving each year and a reduction in the amount of money to be budgeted for debt servicing.

### *SDF Hearing*

Due to House Bill 436, the revenue manual needs to be modified to relate back to the City's code of ordinances to set system development and capacity fees. A joint meeting with the Advisory Committee and City Council is scheduled for May 14<sup>th</sup> as part of the budget public hearing.

### **Customer Service Update**

The Customer Service division reads 295,000 meters each month, completes roughly 200 service turns on per day, performs meter maintenance, oversees new service connections and water/sewer extensions, and handles backflow prevention. Recently, the division completed a suspect transmitter project to replace 67,000 units in the field, implemented a private service line loan program, improved meter readings which reduce missed billing reads, and created videos for customer knowledge.

### *The Private Water Line Replacement*

The Private Water Line Replacement program is an initiative through GARE (Government Alliance on Race and Equity), a program that focuses to improve racial equity and access to services for everyone. Customer Service developed the replacement program for residential customers that need to replace their water line from the meter to the home. It is an interest free loan for up to 5 years that the offers financing options to replace damaged private water lines. Customers must make less than 80% of median income, have a malfunctioning water line, and a lien has to be placed on the home. Outreach began in the Cherry neighborhood in February; so far, there are no applicants but people are interested. It was recently expanded it to include the Hidden Valley neighborhood as well. It is currently in a pilot phase.

### **Future Agenda Items**

The question was posed if there is anything that the committee would like to see on future agendas or if they would like to meet at other Charlotte Water facilities. The committee requested time to think it over and will provide responses at the next Advisory meeting.

### **Open Discussion**

1. Customer service is keeping an eye on meters that need to be replaced. All meters will not be replaced due to cost.
2. Water week is in the week of May 7th and scheduled to be at Discovery Place.

**Meeting Adjourned – 3:40 pm**

**KCJ**