

Minutes of the Penacook/Boscawen Water Precinct

Location of Meeting: 9 Woodbury Lane
Boscawen, N.H. 03303

Present at Meeting: Bruce Crawford, Commissioner
Bill Murphy, Commissioner
Nathan Young, Commissioner

Present via Zoom: Cheryl Mitchell, Administrative Consultant
Lauren Hargrave, Clerk
Dan Wojcik, Pennichuck
Tara King, Pennichuck

The regular meeting of the Penacook/Boscawen Water Precinct was called to order at 9 Woodbury Lane, Boscawen, N.H. on January 13, 2021 at 5:30 p.m. by Commissioner Bruce Crawford, Chair.

Financial Update:

Commissioners signed manifest and checks.

Approval of minutes from last meeting:

Commissioner Bill Murphy made a motion to approve the regular and non-public meeting minutes of December 28, 2020. Seconded by Commissioner Nathan Young. Passed unanimously.

New Business:

1. Pennichuck Negotiations:
 - a. Commissioner Bruce Crawford reported that he received an email from Dan Wojcik, of Pennichuck dated January 11th, sent at 1:45 pm regarding repairs done at the Well Field. Dan Wojcik reported that he was updated by Barry Miller and EII. There is an Issue with the generator and Well #3. Basically, the chlorine feed line had a leak, and it was replaced. Dan also noted that the pit work required two people. The Commissioners will see billable time reflecting that repair. Additionally, there appears to be an issue with either the controls or the motor, however, Dan did not want to take further action

regarding this issue because Barry Miller is currently doing work on Well #1 so that well is out of service. Therefore, Well #3 has been turned down and is pumping closer to 90% which means approximately 40 gallons a minute less is being pumped than when it functions at 100%. EII, Barry Miller and Pennichuck have confirmed that at the 100% it is tripping out. Dan suggested Chuck Fritz and Barry Miller go out to the Well at the same time, but nothing be done until after Well #1 is reconditioned and back online. Commissioner Nathan Young reported that he talked with Chuck Fritz and that Chuck reported it is not the BFD tripping out, but it is the overload. Maybe the overload itself may be getting weak due to how many times it tripped due to the generator work. Therefore, Chuck Fritz thought it may be worth looking at the overload when he gets out to the Well Field and everything is wrapped up. Dan Wojcik noted that the motor came from and was installed by Barry Miller whom he has asked to check the amperage where the motor should be running and if that has changed. A quote from EII as to the power generator has been out and the Commissioners are hoping in the next day or two to get the quote back. Commissioners will let Pennichuck know when the job is scheduled and when it completed.

- b. Emergency Notifications: The Commissioners are requesting they receive an email on emergency works such as leaks, tanks, breaks, building pump taking place from Pennichuck. The reason for the request is that customers will call the Commissioners or post questions on Facebook regarding water issues and the Commissioners are not able to respond appropriately. The Commissioners are requesting that Pennichuck keep them in the loop by sending formative emails when issues arise and/or work is being conducted. Dan Wojcik pointed out that Pennichuck has been PBWP water system operator since 2018 and they are hoping to continue that service. Pennichuck has just completed the sanitary survey for DES on the water system and there were no noted issues. From an operator perspective things are going well. Dan agreed that there is always room for more communication and will email the Commissioners as much as he can related to any water issues. Additionally, he will talk internally regarding better communication and will send the Commissioners a monthly report indicating what has gone on during the past month along with the invoices which will help provide clarity. The Commissioners were satisfied with his response.
- c. Mark Up Percentage for Purchases/Contracted Work: Dan Wojcik explained the contractual markup which is in the PBWP service agreement with a clause that states, anytime Pennichuck utilizes a third party, outside

vendor, or contractor the invoices will be marked up for the administration, and oversight of paying of those bills. Dan Wojcik and Tara King had an internal meeting and reviewed management fees and the structure for the markups. Tara explained that Pennichuck a regulator utility which makes financing structure and management fees more stringent than some other companies. They did calculations and would like to continue the relationship with PBWP so they can make an adjustment this issue, but the lowest they can offer is 25% to cover their costs. There is no room for negotiation. The Commissioners questioned what fees are going towards for any given job. Tara explained because some entities are regulated and employees working on the contracts have a specific rate structure which Pennichuck is required to follow. When working with a nonregulated business and there is a model that Pennichuck goes through to look at markups and/or expenses. It was noted that if something not directly related to the water service PBWP can handle themselves however directly related work to the water system will require Pennichuck's oversight and control. Cheryl Mitchell questioned why customers which PBWP had an established relationship with could not be billed by the Precinct directly. Dan would be happy to look at billing. Discussion took place regarding chemicals and current markup. Pennichuck is willing to work with PBWP regarding chemicals. Commissioner Bruce Crawford gave an example of the purchase of an appliance being marked up 35% plus labor to plug the appliance in and put in the window of the corrosion building. The Commissioners agreed that 25% markup is more feasible. However, Commissioner Bill Murphy questioned if there could be sliding scale or a cap which Pennichuck could implement. Dan will bring back suggestion internally for discussion regarding a sliding scale and capping. Also, Dan feels that perhaps getting an upfront cost for a repair will help PBWP. Again, he noted that it is Pennichuck responsibility and oversight which is provided with the contractor is the function of the Pennichuck business, but they will revisit the issue. Commissioner Nathan Young requested Pennichuck put together a draft for a new contract after having their internal conversation. With a draft contract the Commissioners would be able to compare it to the current Pennichuck contract to keep things moving. Dan questioned the Commissioners as to if they would be amenable to updating the current agreement with addendum on the extension. The Commissioners agreed.

- d. Customer Response Time: Tara King addressed the Commissioners relative to untimely customer response. The Commissioners are requesting that all customer contacts be responded to within 2 business days. Tara King questioned what prompted the Commissioners reporting untimely

customer responses and asked if it has been a substantial problem. Commissioner Bill Murphy reported that in speaking to various customers they have stated that they have tried to call Pennichuck and never received a response, or things fell through, or it never worked out, etc. Commissioner Nathan Young explained that customers have said they have called Pennichuck and left messages and never have received anything back. Tara King explained that Pennichuck does not get a lot of voicemails left and that the phones are answered from 7:30 a.m. to 7:00 p.m. noted that they may not have the answer immediately for the customers but that they do answer the phone and explain to customers that they will get back to them. Tara also noted that some issues cannot be resolved in 2 days and that most customers contact (90%) are handled during the first call. Such issues as payment, billing, property transfer, appointments and jobs where no follow up is required. However, there are some which need to be passed on to other employees in Pennichuck or to the Commissioners which will take more than 2 business days. A lot of meter problems have been taking longer to accomplish. Not every response can be done in 2 days. Commissioner Nathan Young stated that perhaps the Commissioners request needs to be amended a bit as far as time to respond and that the main goal with customers should be in trying to make people feel like they are being heard. Dan Wojcik noted that there is always room for improvement but that Pennichuck cannot stipulate that all customers are going to be answered within 2 days. Basically, the Commissioners just needed to have a conversation about customer service to make sure Pennichuck and the Precinct are on the same page. Tara also explained that Pennichuck emphasizes customer service during training and staff does not over promise but always delivers if they can or they get back to customer. Tara explained Sarah will be sending out email to the Commissioners within the next week or two with an email contact which will allow the Commissioners to get a response a lot faster as other representatives may be able to respond quickly to the Commissioners. Tara believes Ali could answer a lot of the Commissioners questions via email or whoever is covering email box will answer. Tara further admitted that some assumptions and miscommunications on Pennichuck's end have been made and they found that communication in one centralized email location would give quicker responses. Discussion took place regarding a list of answered to the Selectmen questions which Tara recently answered. The Commissioners did follow up on a lot of them as they have been proactive about solving problems however, they do not usually see the Selectmen's

minutes until after the fact. Tara will forward her response to the Selectmen regarding sewage issues to the Commissioners.

- e. 41 Tremont Street aka Norac Way (Dave Caron): Commissioner Bill Murphy reported that the location needs a radio installed in the meter pit to the town complained to Tara King because the show 41 Tremont Street as Norac Way. Tara and the Commissioners agree that the simple resolution is that if the Town knows the address' are the same, then sewage usage will be the same. Further, Tara King reported they did get a read from Tremont. Commissioner Bill Murphy reported that the radio was down in the pit and there was no hole in the pit for the radio to be mounted so he drilled a hole in the cover so it could be mounted but as far as he knows the radio is still down in the pit and has never been mounted which is why it does not read. Tara will have Sarah coordinate an appointment to have the mounting accomplished.
- f. Tara King further reported that a year ago there were approximately 200 exceptions every quarter to meter reads which has been reduced to having 70 or 80 no reads. There are still a lot of issues with getting reads which have been talked about at several meetings in trying to come up with a plan to move forward with but never have come to a clear resolution. Some problem reads have to do with access, some is volume, some is Covid-19, there are also different scenarios, etc. Pennichuck does send out an exceptions list to their technicians and ask them to go out and try to readings. Commissioner Bruce Crawford requested that Woody Hollow master meter repair go to the top of the list as there are various leaks throughout the trailer park and without a read the bill will become astronomical in nature. Tara King reported that Sarah and Ali are working on creating a list from the last reading looking at history so can try to tackle the meter issue and get appointment with the customer.
- g. Corrosion Building: Commissioner Nathan Young reported that the one thing the Commissioners are trying to budget out for next year is the off gasing in the corrosion building seems extremely high and everything in the corrosion building seems to be corroding. If this continues there will most likely be a big bill for replacing pumps, pvc, everything, therefore, maybe the seals on top of the bulk tank needs to be redone, maybe need a better air exchange system. Dan reported that he called the foreman tonight before meeting and brought up the corrosion control building. He recommends hard piping of the chlorine injections because they are leaking all the time. There is a reaction between the chlorine and the zinc-ortho. The building needs paint and components need a little maintenance. Dan

will send information and suggestions as well as some costs for the Commissioners to review. Not ideal to have the components, i.e., off gassing products, to be in the chemical room. Dan will follow up with Commissioners as soon as possible.

- h. Ron McDaniel's Bill: Commissioner Bill Murphy explained that the customer lives at #25 Jackson Street and there was a small cottage #23 Jackson Street on same property which was torn down a year in a half ago. The customer kept getting a basic water bill and a sewage bill. The Town abated all sewage charges. Tara King explained there was a carryover balance on the account due to a leak of \$444.60 The Commissioners decided to cut the bill in half, and he has paid the balance of that. Tonight, the Commissioners are going to accept \$206.31 as total payment and abate whatever the balance turns out to be and then the account needs to be closed because there is no building there. Commissioner Bill Murphy will send the information to Tara tomorrow.
- i. Report format is difficult to use: Commissioner Bruce Crawford explained that some reports from Pennichuck have been difficult to read such as the receivables, i.e., aging report. He is trying to get printout to read across to see just that and has been unable to do so. Tara King explained that is due to so many columns on the report and that the Commissioner can print out the report in landscape and legal, but it will a little small to read. The Commissioners can also take-out columns which they do not need as it is provided to them in Excel format.
- j. Payments: Tara King asked if payment being left for technicians to bring to the Pennichuck office could be mailed to Pennichuck. This would help in payment delays. The Commissioners agreed to mailing payment batches directly to Pennichuck.
- k. Collection efforts Liens: Tara King reported she has seen the collection list from the Commissioners. She has just finished going through the list and it appears a lot of customers on the list have paid Pennichuck directly. Tara will email a list of whom paid from the list to the Commissioners tonight. Additionally, Tara reported that a lot of the customers on the collection list from November 25th have paid their entire balance. Pennichuck has been receiving calls regarding payments plans as indicated in the letter from the Commissioners so Tara is requesting that the Commissioners notify Pennichuck of the letters going out, so they are aware when customers call regarding them. The Commissioners agreed to notify Pennichuck of Collection Letters going out.

- I. 20 High Street: Commissioner Bruce Crawford reported that supposedly there is no one living at the location and a while ago that meter was broke but Pennichuck never could get access to the meter. Finally, they went to turn off the water and the owner said they fixed the leak. Pennichuck was supposed to go back a week or so later to check the usage and it is unsure if that happened. Tara reported they did not get a reading the day they went to shut the water off and the water was never shut off. Sarah was given a reading today which is much less than the prior bill but one more reading will be needed to verify that the leak is fixed. Commissioner Bruce Crawford additionally reported that the property has been a problem for years. Commissioner Bill Murphy reported the Town has essentially condemned the property and no one is supposed to be living there because of that. The Town does not consider it an occupied property as the individuals living there are doing so against the Town Health Officer. Tara King reported the property had a high bill in March 2020 which brought the bill back up to \$500 and then they were back to \$32 minimum balance prior to the leaks. Dan Wojcik questioned why the water is not being shut off and Commissioner Bill Murphy explained the history of the property. The Commissioners agreed that if the water is shut off the technician should have a police escort. Sarah, of Pennichuck, and Commissioner Bill Murphy have been working on this issue. Commissioner Nathan Young is in favor of Boscawen Police being scheduled to go with a Pennichuck technician to turn off the water. Tara King explained that if there is no occupancy, or an occupancy permit has been revoked and the property being condemned, the water utility has no obligation to provide water unless there is an occupancy permit. Therefore, from a legal perspective the Precinct can shut the water off to the dwelling. Pennichuck did get a reading today and will get another reading Friday. Commissioner Bill Murphy will get whatever is needed from the Town and get in touch with Sarah to coordinate getting the water shut off.
- m. Other Pennichuck Issues: Cheryl Mitchell informed Tara King that the meeting minutes are now on the PBWP website and that everything Pennichuck has been sending to Valarie at Safebooks will now need to be sent to Cheryl for reconciliation. Tara will have Sarah set up a call for some time next week so the three of them can discuss this matter. Lauren Hargrave, Clerk requested an updated customer list from Pennichuck which Tara will forward. .

7:09 Dan Wojcik and Tara King departed the Zoom meeting.

Old Business:

1. Update Emergency Plan (per DES): Commissioner Nathan Young presented the Commissioners with the updated Emergency Plan for signatures so he can scan it and email it to DES. Has two for signature, one to keep and one to be sent to DES. Signed two copies.
2. Corrosion Building Transfer Switch: Commissioner Nathan Young reported PBWP is still waiting for the bid from EIII for the transfer switch to be install with labor. A bid from Power Generator has been received. He will email EII if the Commissioners have not heard from them by Friday and advise them that the Commissioners need a bid, or they will go ahead with a competitor offer.
3. Budget: Commissioner Bill Murphy reported that the information provided by Cheryl Mitchell is helpful and encouraging and is certainly a place to start. There are a few things which will have to be worked on. The CIP goes hand and hand with the budget, and he presented the other Commissioners with the current CIP which needs to be looked at as there are items which need attention. The budget is contingent on when the annual meeting is going to be planed. Commissioner Bill Murphy located RSA 52:12 which states "Annual Meetings. – The annual meeting of each district shall be held between January 1 and May 1 of each year." If it were scheduled for the last week in April it could possibly be held outside. Additionally, Senate Bill 2 would basically allow it to be extended to July 1st passed the Senate and came to a halt in the House. The Commissioners agreed that a plan for a day with a rescheduled date should be made soon. Cheryl Mitchell noted that the meeting is so far out that in event that the budget gets disputed at the Annual Meeting the Commissioners should not plan on any big expenses until after budget approval. She also questioned how this impacts the election of the actual officials. The PBWP may have to hold election but push the annual meeting out. Commissioner Bill Murphy will review the RSA relative to this mater. It was noted that the following positions are open for election this year, 1 Commissioner for a term of 3 years, Treasurer, Moderator, and Clerk.
4. Ron McDaniel Accept Agreement: ***Commissioner Bill Murphy made a motion to accept Ron McDaniel's payment of \$206.31 as full payment and abate the balance for his account on #23 Jackson Street and close the account therefore after. Seconded by Commissioner Nathan Young. Passed unanimously.***
5. Cheryl Mitchell Items:
 - a. Website: Cheryl Mitchell reported CharmLab is making some changes to the home page and the payment check will be held until the changes are completed. The meeting minutes are being posted and once the Warrant

and Budget is done with a meeting date, they will be posted on the website. Additionally, when it is changed the also the new rate schedule will be posted.

- b. The Commissioners requested their stipend check and car allowance check be issued at the same time in 2 separate checks. Cheryl will make this happen.
 - c. Cheryl Mitchell clarified how to read the new bank statements to the Commissioners. Commissioner Bruce Crawford reported he deposited the \$5,000 from Woody Hollow into the bank. Cheryl will keep track of the funds and send monthly statements of charges to Woody Hollow. When the Precinct Engineer bills the Precinct that will come out of the \$5000 and eventually Pennichuck fees for inspections and other things being done will also need to be charged towards the \$5000. PBWP has received a good set of drawings. Commissioner Bruce Crawford believes there is an impact fee for a fire hydrant of \$10,000 however he has been unable to locate the document. Discussion took place regarding placing some sort of barrier around the hydrants for protection from being hit with the plows and/or other vehicles.
 - d. Audit: Cheryl Mitchell will reach out to the auditor and find out what their protocol is now with COVID-19.
 - e. Liens: Commissioner Bill Murphy reported that he will have 3 liens for the next meeting; 20 High Street, 82 River Road, and 118 Elm Street.
6. Long-term Projects:
- a. CIP Update: Tabled
 - b. Update Vulnerability Report (per DES): Tabled
 - c. DES Asset Management Survey: Tabled

Meeting Closed:

Motion to Close the Meeting by Commissioner Nathan Young. Seconded by Commissioner Bill Murphy. Passed unanimously. The meeting was adjourned at 7:50 p.m. by Commissioner Bruce Crawford, Chair.

Next Meeting:

The Next Meeting Penacook/Boscawen Water Precinct, 9 Woodbury Lane, Boscawen, NH. on, Wednesday, January 27, 2021 at 5:30 p.m.

Minutes submitted by: Lauren Hargrave, Recording Clerk on January 21, 2021

Minutes approved by: _____ /s/ _____ on January 27, 2021

_____ /s/ _____ on January 27, 2021

_____ /s/ _____ on January 27, 2021