



ORANGE WATER AND SEWER AUTHORITY

*A public, non-profit agency providing water, sewer and reclaimed water services
to the Carrboro-Chapel Hill community.*

Agenda

Work Session of the OWASA Board of Directors

Thursday, October 12, 2017, 6:00 P.M.

OWASA Community Room

The Board of Directors appreciates and invites the public to attend and observe its meetings. For the Board's Work Session, public comments are invited on only items appearing on this agenda. Speakers are invited to submit more detailed comments via written materials, ideally submitted at least three days in advance of the meeting to the Clerk to the Board via email or US Postal Service (aorbich@owasa.org/400 Jones Ferry Road, Carrboro, NC 27510).

For items on the agenda, public speakers are encouraged to organize their remarks for delivery within a four-minute time frame allowed each speaker, unless otherwise determined by the Board of Directors.

The Board may take action on any item on the agenda.

Announcements

- a. Announcements by the Chair
 - Any Board Member who knows of a conflict of interest or potential conflict of interest with respect to any item on the agenda tonight is asked to disclose the same at this time.
- b. Announcements by Board Members
 - Update on the October 5, 2017 meeting between the Chapel Hill Town Council OWASA Committee and Chapel Hill Appointees to the OWASA Board of Directors (Heather Payne)
 - Human Resources Committee will Meet on October 18, 2017 at 6:00 p.m. in the OWASA Board Room to discuss employee benefits (Yinka Ayankoya)
- c. Announcements by Staff

Discussion

1. Proposed Near-Term Policies and Practices Related to the Rollout of Advanced Metering Infrastructure (Stephen Winters)
2. Impact of Multi-Family Master-Metered Rate Change (Stephen Winters)
3. Televising OWASA Board of Directors' Meetings (Robert Morgan)
4. Review Board Work Schedule (Robert Morgan/Ed Kerwin)
 - a. Request(s) by Board Committees, Board Members and Staff
 - b. October 26, 2017 Board Meeting
 - c. November 9, 2017 Work Session
 - d. 12 Month Board Meeting Schedule
 - e. Pending Key Staff Action Items

Summary of Work Session Items

5. Executive Director will summarize the key staff action items from the Work Session

Agenda Item 1:

Proposed Near-Term Policies and Practices Related to the Rollout of Advanced Metering Infrastructure

Background:

Implementing Agua Vista (OWASA's Advanced Metering Infrastructure (AMI) system) gives OWASA many opportunities to improve efficiencies and customer service. To take advantage of the opportunities, changes to certain business practices and Board-approved policies need to be considered. Some of the changes are important to consider now as we conduct our *field readiness test* and others will be considered further along in the project. This memo describes the changes staff would like the Board to consider in advance of the *field readiness test* currently scheduled to begin at the end of November.

Objectives:

OWASA's policies and practices related to the AMI system are designed to support the following objectives:

- Enhance customer service
- Conserve resources through early leak detections
- Provide customers with tools to better manage their water use
- Maximize operational efficiency – services are performed quickly, accurately and cost-effectively
- Minimize lost revenues (due to vacancies, unbilled water use, adjustments, etc.)

1. Information Privacy and Radio Frequency Transmissions

We have heard two concerns about AMI from customers:

1. Information privacy
2. Health effects of radio frequency transmissions

Privacy of Individual Water-Use Information

All customer data sharing policies adhere to North Carolina General Statutes and all individual consumption data is considered private and exempt from public records requests. All consumption data transmitted over the AMI system is encrypted and data stored on servers is protected following industry best practices.

The system provides multiple layers of security to prevent hacking, eavesdropping, impersonation, and other network security threats. It will use highly secure 128-bit AES encryption throughout the network combined with Mueller Systems' own proprietary communications protocol.

The only data being communicated are encrypted meter readings and meter identification. No customer-identifiable information will be transmitted. Data integrity is verified with every data message sent. Access to data within the database is securely controlled through rights/privileges, from single account viewing to full administrative rights.

October 12, 2017

Current Policy/Practice	Proposed Post-AMI Policy/Practice	Notes
Adhere to NC Statutes. Data considered private, exempt from public record requests.	No change	Transmitted data is encrypted. Data stored is protected using best practices.

Health Effects of Radio Frequency Transmissions

OWASA’s AMI meters will transmit a small fraction of the radio frequencies emitted by other common appliances (such as baby monitors, cordless telephones, etc.) and will transmit for only a fraction of a second per day.

The AMI meters we are installing transmit information once per day at around 2:00 AM and the transmission takes less than half of a second to complete. And unlike certain common appliances found in many homes and businesses (cell phones, computers, broadcast radios and televisions, microwave ovens, etc.), water meters are typically located away from the residence or business in the street right-of-way.

2. Manual Read Policy Options

Option 1 – An AMI radio will be installed on all customers’ meters, as a condition of service with no provision for an alternative meter-reading method.

Option 2 – An AMI radio will be installed on all customers’ meters, as a condition of service. Should an existing OWASA customer refuse installation, the meter will be read manually once per month and the customer will be charged a monthly fee to cover the cost of a field service visit for reading the meter. In keeping with our cost of service requirements, staff recommends that the fee for manual meter reading be \$45 per month (with future adjustments based on cost of service). This is the fee we currently charge for visiting a customer’s location to initiate service or shut-off/on service due to nonpayment.

Under Option 2, a customer refusing an installation will be informed that they will not be eligible for notification by OWASA of leaks (e.g. potential high bills), and will not be eligible for emergency water loss adjustments. No customer with a history of tampering or unauthorized use of water will be granted an exemption.

Survey of Other Utilities’ Practices

Fourteen utilities in North Carolina, California, Georgia, Colorado, Oregon, Texas, Tennessee and Ohio responded to a survey of *manual read* practices that we sent to them. None of the responding utilities offers an alternative or manual read option for obtaining the monthly water meter reading.

Based on the experience of our AMI consultants in dealing with other utilities, and based on anecdotal information from vendors and other consultants, as AMI reliability has become accepted throughout the water industry, opt-out provisions have been largely abandoned. Some utilities have started with a “soft” approach, offering a manual read charge, and later removing the option.

Current Policy/Practice	Proposed Post-AMI Policy/Practice	Notes
Option 1		
Not applicable	AMI equipment installed as condition of service. No exceptions.	
Option 2		
Not applicable	AMI equipment installed as condition of service. If a customer refuses, requiring the meter to be read manually, a monthly fee will be charged.	Additionally, customers refusing AMI equipment will not be eligible for emergency water loss adjustments.

3. Access to Meter Box and Meter

The customer shall ensure that OWASA’s meter box is always accessible and shall not impede access to it, nor cover it (e.g., with mulch). Customer shall not block the radio signal emanating from the AMI radio. For maintenance purposes, an area approximately two feet in each direction around the meter box shall be kept clear of bushes, shrubs, trees, rocks, and other obstructions.

Current Policy/Practice	Proposed Post-AMI Policy/Practice
Customer shall ensure access to meter box.	Same as current with addition that customer shall not block radio signal.

4. Fee for Visiting a Customer’s Location

A benefit of the AMI system is reducing the costs associated with driving to customer locations to read meters, verify readings, help identify the existence and sources leaks, etc. The AMI system can be used to accomplish virtually all of what is currently accomplished through a visit to a customer’s location. In general, once AMI is up and running, a charge will be applied when OWASA visits a customer’s location at the customer’s request.

We do not plan to begin charging these type fees until after AMI is fully deployed and we plan to give staff the discretion to schedule customer appointments at no charge if deemed appropriate for the circumstances.

The amount of the fee will be based on cost. We currently charge \$45 to visit a customer’s site to initiate service or shut-off/turn-on service for delinquent payment. Post-AMI deployment, we propose that the fee for visiting a customer at their request also be \$45.

5. On-site Customer Consultation

An OWASA Customer Service Representative will review detailed consumption data with any customer that contacts us with a concern about high consumption. Once the customer web portal is deployed, the detailed consumption history will also be available to the customer.

Should a customer wish to have an on-site water audit of their premises, they may request this service. The on-site water audit service will be provided by appointment and a fee covering the cost of the service will be charged. Our plan is to begin charging a fee for on-site water audit after full deployment. We also plan to give staff discretion to visit customer's site at no charge depending on circumstances.

Current Policy/Practice	Proposed Post-AMI Policy/Practice	Notes
We will visit a customer's site to verify a meter reading and/or help them identify a leak. We don't currently charge for this.	Fee of \$45 applies. On-site consumption analysis offered upon customer's request and by appointment.	Currently, this is typically triggered by high bill. With AMI, we will be able to identify these situations within hours rather than days or weeks. We anticipate being able to perform a consumption analysis remotely using hourly water-use data and guiding the customer through how to check for toilet leaks, etc. based on what the data shows. Fee for on-site water audit will not begin to be charged until after full deployment. We also plan to give staff discretion to visit customer's site at no charge depending on circumstances.

6. Final Read/Transfer of Service

When a customer discontinues service, OWASA will read the meter on the date the service is to be discontinued and bill the outgoing customer. In certain circumstances, we may also physically shut-off the service at the meter. When a customer wishes to initiate service at a location where service has been shut-off, a fee covering the cost of a field visit to turn on the service will be charged.

However, OWASA will endeavor to leave the service on. When an incoming customer establishes an account and requests that service be turned on, no site visit will be necessary and no fee will be charged.

OWASA will not grant a discontinuance of service to be effective on a date in the past.

If OWASA shuts-off service at the request of the customer, a field service visit fee will be charged.

Current Policy/Practice	Proposed Post-AMI Policy/Practice	Notes
\$45 service initiation fee charged to incoming customers.	No fee unless we have to visit the location to physically turn-on meter.	With AMI, in most circumstances, we anticipate being able to close the account but leave the meter turned-on. We will be able to monitor the meter so unless there is use, there will be no need to physically shut-off the meter.

7. High Consumption (“Broken Pipe”) Notification

The AMI System will notify OWASA staff if a customer’s usage appears to be excessively high. Once notified, OWASA will notify the customer using contact information the customer has provided to us.

If OWASA is unable to contact the customer successfully or if the high-use condition does not abate, OWASA may, at its option, attempt to contact the customer in-person or turn the service off and leave a tag at the customer’s premises notifying them of the condition and the action taken.

Current Policy/Practice	Proposed Post-AMI Policy/Practice	Notes
<p>May discover "broken pipe" situation when reading meters. If so, we knock on door and, if someone is home, investigate. If no one is home and apparent leak seems severe, we shut-off meter and leave a tag.</p>	<p>AMI will allow us to monitor water-use in near-real-time and be alerted to suspected "broken pipe" situations. We will attempt to contact customer. If unable to reach and leak seems severe, we will visit location, shut-off meter, leave tag.</p>	<p>No fee will be charged for visiting customer’s location even after AMI is deployed. Limiting the loss of water and property damage is considered a benefit to the system.</p>

8. Low-Flow Continuous-Use (“Leak”) Notification

The AMI System will notify OWASA staff if a customer’s meter shows continuous consumption indicative of a low-flow, continuous leak. Once notified, OWASA will use commercially reasonable efforts to notify the customer using contact information the customer has provided to us.

Current Policy/Practice	Proposed Post-AMI Policy/Practice	Notes
<p>May discover low-flow leak when reviewing meter readings collected for billing. We attempt to contact customer but their bill will be higher than normal.</p>	<p>AMI will allow us to monitor water-use in near real-time and be alerted to suspected low-flow leak situations. We will attempt to contact customer. Impact of low-flow leak on customer's bill should be greatly reduced compared to current capabilities.</p>	<p>No customer location visit necessary. No fee will be charged.</p>

9. Emergency Water Loss (Courtesy) Adjustments

OWASA may extend short-term emergency water loss adjustments for leaks or high-use situations. To be eligible, customers must provide and ensure that OWASA has current and accurate contact information, including email address, cell phone number or other phone number, and must properly apply for the adjustment. Adjustments are based on water lost during the time-period from when the leak begins to when it is repaired and will not be made for water used more than seven days after the first successful notification is made to the customer. A successful notification includes live conversation, voice mail, email or text message.

Current Policy/Practice	Proposed Post-AMI Policy/Practice	Notes
May offer account adjustments for high-bills resulting from leaks. Since suspected leaks are detected once per month when meters are read, leaks can last from days to weeks. We typically offer adjustments for one month's bill but sometimes extend to two months depending on circumstances.	To be eligible for an adjustment, a customer must have provided accurate contact information. Adjustment will cover water lost from when the leak began to when it is repaired but not to exceed seven days from date of first successful notification.	Customers who choose the manual read option will not be eligible for water loss adjustments.

10. Contact Information

To receive high-use and leak notifications, the customer is responsible for providing and ensuring that OWASA has their current and accurate contact information, including email address, cell phone number or other phone number.

OWASA will make commercially reasonable efforts to notify the customer of possible leaks or high-use. However, if the customer has not provided OWASA with current and accurate email address, cell phone number or other phone number, OWASA cannot provide timely leak or high use notification.

Current Policy/Practice	Proposed Post-AMI Policy/Practice
Strive to maintain accurate contact information but there are no real consequences to customer if not provided.	Without accurate contact information, customer is not eligible for leak notifications or water loss adjustments.

11. Tampering with Meter or AMI Device

Tampering with the meter or other AMI device may result in a fine in accordance with North Carolina General Statutes. OWASA may also assess charges for damaged equipment. Tampering includes disconnecting the radio from the meter.

Current Policy/Practice	Proposed Post-AMI Policy/Practice	Notes
Statute allows fine of up to \$5,000. We may also charge for cost of damaged equipment.	No change.	With AMI, there will be more equipment subject to tampering (meter box lid, radio transmitter, meter, repeaters).

12. Vacant Account Monitoring

At locations where a customer vacates the premises and asks OWASA to close the account, we may not physically shut-off meter. In cases where we do not physically shut-off the service, we will monitor the accounts for water-use. If there is usage we will physically shut-off the service and may lock the shut-off valve.

Two Scenarios	Current Policy/Practice	Proposed Post-AMI Policy/Practice	Notes
<u>Scenario 1</u> Location is rental property and landlord has a “property management agreement” with OWASA.	Account is transferred to landlord who is responsible for paying for any services used. Fee of \$10 charged.	No change.	
<u>Scenario 2</u> Location may or may not be rental but if so, no property management agreement is in place.	Account is closed. Meter is physically turned off. No charge to the outgoing customer but a \$45 fee is charged to initiate service when a new customer moves in.	We may choose not to physically shut-off meter. If we do not, we will monitor the location and shut-off service only if water-use over a certain amount is detected.	In cases where service is not shut-off, the new customer moving in will not incur the \$45 service initiation fee because no site visit will be required.

13. Billing increments

We currently bill water and sewer services in increments of 1,000 gallons. Based on customer feedback, the Board and staff would like to bill in smaller increments. Until AMI implementation is complete, some portion of our meters will be read using our current methods (manual or drive-by) and staff plans to present billing increment options to the Board further along in the implementation of the AMI system.

Action Requested:

Review staff’s near-term AMI-related policies and practices recommendations and provide guidance. The Board is scheduled to vote on AMI-related policy changes at the meeting on October 26, 2017.

Agenda Item 2:

Impact of Multi-Family Master-Metered Rate Change

Background:

Based on analyses of cost of service and water consumption, the OWASA Board approved a change in the water commodity rate from a seasonal to a year-round rate for the multi-family master-metered (MFMM) customer class. MFMM properties are those for which one meter serves more than one household. The change went into effect on May 1, 2017 and is designed to be revenue-neutral.

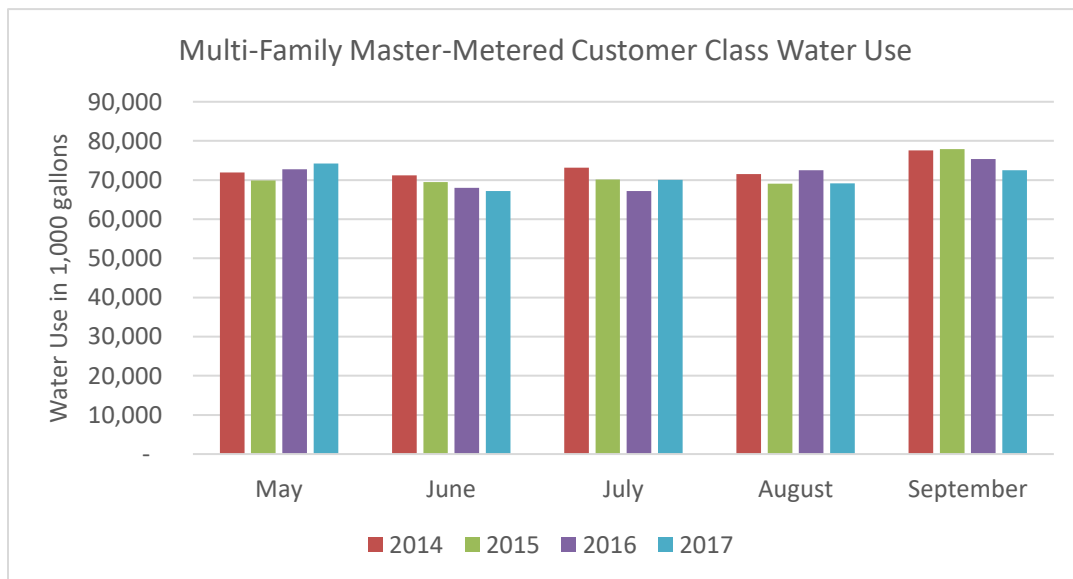
Prior to May 2017, seasonal rates applied to the MFMM customer class whereby the water commodity charge was higher in the months in which overall system demand is higher and lower during the rest of the year. For the last six years, the seasonal water commodity rates have been \$4.16 per thousand gallons used from October through April and \$7.91 per thousand gallons used from May through September. On May 1, 2017, a year-round rate of \$5.67 per thousand gallons went into effect.

Seasonal rates are intended to help reduce water use during periods when system demand is higher. The analysis of the MFMM customer class showed that MFMM peak use does not coincide with system-wide peak use. Additionally, for MFMM properties in which private sub-metering systems have been installed, the twice per year change in the water commodity rate caused confusion and led to household budgeting challenges. For these reasons, the Board concluded that a year-round rate is more appropriate for MFMM customers.

Impact of Rate Change:

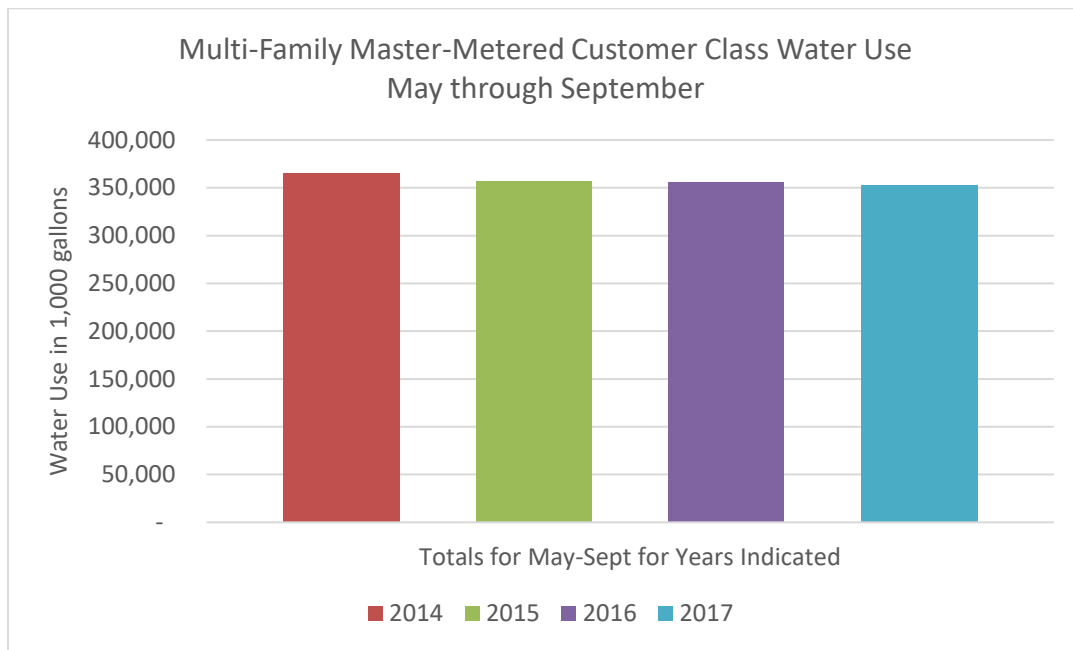
The year-round rate of \$5.67 per thousand went into effect on May 1 which is the date when the seasonal rate would have increased from \$4.16 to \$7.91. Because this is a price reduction for the May to September time period, there is some uncertainty about how the lower rate may impact water use.

The graph below shows monthly water use for MFMM customers for the peak months of May through September for calendar years 2014 through 2017.



During the system-wide peak months of May through September, MFMM water use declined each year since 2014.

MFMM Water Use from May through September		
Calendar Year	Water Use in 1,000 gallons	Percent Change
2014	365,430	-
2015	356,449	(2.5)%
2016	355,904	(0.2)
2017	353,199	(0.8)



During the first five months of experience, the year-round water commodity rate for the MFMM customer class appears to have had little impact on water use. Many factors, in addition to price signals, impact water use patterns. Staff will continue to monitor water use patterns for all customer classes and will update the Board of any changing trends.

So far, we have not received any feedback from customers about the rate change.

Action Requested:

Review information and provide guidance as necessary.

Agenda Item 3:

Televising OWASA Board of Directors' Meetings

Background:

In response to a petition from Mr. Braxton Foushee at the March 9, 2017 Board meeting, the Board asked staff to evaluate options for live viewing and videoing all OWASA Board meetings as part of the Fiscal Year 2018 budget review process.

On May 11, 2017 the Board agreed to a trial, web-based broadcast (Microsoft Skype) of the Board's June 8, 2017 Work Session.

On [May 25, 2017](#), after discussion with Mr. Foushee, the Board agreed to: (a) evaluate option(s) to provide live broadcast of OWASA Board meetings at Chapel Hill Town Hall to Carrboro residents; (b) determine if Apple/Mac computer users can view live-streaming of OWASA Board meetings; and (c) conduct a trial of Microsoft Skype web-based broadcast of the June 8, 2017 Board meeting.

(a) Option(s) to provide live broadcast of OWASA Board meetings at Chapel Hill Town Hall to Carrboro residents

Spectrum (formerly Time Warner) decides where their cable equipment and the city line starts and stops. The government channel for the Town of Chapel Hill and the Town of Carrboro is Channel 18. Spectrum has a different billing and designation for each town, but separate systems.

Spectrum has created a crossover capability for the two towns. The town's public information office can request for content to display on each other's channel. OWASA staff contacted Carrboro staff and Carrboro has agreed to broadcast OWASA Board meetings at Chapel Hill Town Hall on their signal the fourth Thursday of each month to Carrboro residents.

(b) Determine if Apple/Mac computer users can view live-streaming of OWASA Board meetings

It was confirmed that Apple/Mac computer users can view live-streaming of OWASA Board meetings broadcast using Microsoft Skype.

(c) Conduct a trial Skype web-based broadcast of the June 8, 2017 Board meeting

Staff tested the Skype broadcast twice (June 8, 2017 and September 14, 2017). Both events were successful although the audio posted to OWASA's website from the June 8th meeting had noticeable distortion; this was corrected by installing a second audio line and worked successfully for the September 14th meeting.

Action Requested:

Board discussion and direction to staff to utilize Skype web-based broadcast for future Board meetings held in the OWASA Community Room or to further investigate an alternate option.

October 12, 2017

Agenda Item 4:

Review Board Work Schedule

Purpose:

- a) Request(s) by Board Committees, Board Members and Staff
- b) October 26, 2017 Board Meeting
- c) November 9, 2017 Work Session
- d) Review and update the 12 Month Board Meeting Schedule
- e) Review Pending Key Staff Action Items

Information:

- Draft agenda for the October 26, 2017 meeting
- Draft agenda for the November 9, 2017 meeting
- 12 Month Board Meeting Schedule
- Pending Key Staff Action Items from Board Meetings

October 12, 2017

Agenda
Meeting of the OWASA Board of Directors
Thursday, October 26, 2017, 7:00 P.M.
Chapel Hill Town Hall

In compliance with the "Americans with Disabilities Act," interpreter services are available with five days prior notice. If you need this assistance, please contact the Clerk to the Board at 919-537-4217 or aorbich@owasa.org.

The Board of Directors appreciates and invites the public to attend and observe its meetings. Public comment is invited either by petition upon topics not on the Board's agenda, or by comments upon items appearing on the Board's agenda. Speakers are invited to submit more detailed comments via written materials, ideally submitted at least three days in advance of the meeting to the Clerk to the Board via email or US Postal Service (aorbich@owasa.org/400 Jones Ferry Road, Carrboro, NC 27510).

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Announcements

1. Announcements by the Chair
 - A. Any Board Member who knows of a conflict of interest or potential conflict of interest with respect to any item on the agenda tonight is asked to disclose the same at this time.
2. Announcements by Board Members
 - A. Update on the October 18, 2017 Human Resources Committee Meeting (Barbara Foushee)
3. Announcements by Staff
 - A. OWASA Employee Service Awards (Ed Kerwin)
 - B. Update on the October 21, 2017 Open House at the Cane Creek Reservoir (Ed Kerwin)
 - C. Public Invited to the Open House at OWASA's Jones Ferry Road Campus on November 4, 2017 from 9:00 a.m. until 1:00 p.m. (Ed Kerwin)

Petitions and Requests

1. Public
2. Board
3. Staff

Consent Agenda

Information and Reports

1. 12 Month Board Meeting Schedule (Robert Morgan/Ed Kerwin)
2. Quarterly Attendance at Board and Committee Meetings (Andrea Orbich)

Action

3. Resolution Approving Sole Source Procurement of Odor Control Equipment for the Rogerson Drive Pump Station (Simon Lobdell)

4. Minutes of the September 28, 2017 Annual Meeting of the Board of Directors (Andrea Orbich)
5. Minutes of the September 28, 2017 Closed Session of the Board of Directors for the Purpose of Discussing a Personnel Matter (Barbara Foushee)

Regular Agenda

Discussion and Action

6. Process for Periodic Review of Drinking Water Fluoridation (Ed Kerwin)
7. (Tentative) Resolution Approving Advanced Metering Infrastructure Policies (Stephen Winters)

Discussion

8. Administration of Strategic Plan:
 - A. Annual Review and Update of Strategic Trends and Utility Planning Issues (Ruth Rouse)
 - B. Strategic Plan Update and Progress Report (Ed Kerwin)

Information and Reports

9. Financial Report for the Three-Month Period Ended September 30, 2017 (Stephen Winters)

Summary of Board Meeting Action Items

10. Executive Director will summarize the key action items from the Board meeting and note significant items for discussion and/or action expected at the next meeting

Closed Session

11. The Board of Directors will convene in a Closed Session for the Purpose of Discussing a Personnel Matter (Barbara Foushee)

Agenda
Work Session of the OWASA Board of Directors
Thursday, November 9, 2017, 6:00 P.M.
OWASA Community Room

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Announcements

- a. Announcements by the Chair
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- b. Announcements by Board Members
- c. Announcements by Staff
 - Introduce Allison Reinert, OWASA's new Utilities Engineer (Vishnu Gangadharan)

Discussion and Action

1. Review and Approve Position Reclassification for Safety (Stephanie Glasgow/Stephen Winters)

Discussion

2. Discuss Revisions to Retiree Health Insurance, 457 Deferred Compensation and Parental Leave (Stephanie Glasgow)
3. (Tentative) Discuss Employee Compensation (Stephanie Glasgow)
4. Status of Action Items on Communications During Emergencies (Ed Kerwin)
5. Discuss Financial Reserves Policy (Stephen Winters)
6. Review Board Work Schedule (Robert Morgan/Ed Kerwin)
 - a. Request(s) by Board Committees, Board Members and Staff
 - b. December 14, 2017 Work Session
 - c. January 11, 2018 Work Session
 - d. 12 Month Board Meeting Schedule
 - e. Pending Key Staff Action Items

Summary of Work Session Items

7. Executive Director will summarize the key staff action items from the Work Session

OWASA Board of Directors – 12 Month Board Meeting Schedule (October 6, 2017)

Month	Board Meetings		Committee & Other Meetings and Reports
	Work Session	Business Meeting	
October 2017	<p>Discuss AMI Policies Discussion of impact on MFMM rate change Discuss Televising Board Meetings</p> <p style="text-align: right;">10/12/2017</p>	<p>Sole Source Procurement of Odor Control Equipment for the Rogerson Drive Pump Station Process for Periodic review of Fluoridation (Tentative) Approve AMI Policies Strategic Trends Report and Strategic Plan Update and Progress Report Q1 Financial Report CS – ED Review</p> <p style="text-align: right;">10/26/2017</p>	<p><i>Human Resources Committee Meeting (10/18/17)</i></p> <p><i>Open House at Cane Creek (10-21-2017)</i></p>
November 2017	<p>Review and Approve Position Reclassification for Safety Discuss revisions to Retiree Health Insurance, 457 Deferred Compensation and Parental Leave (Tentative) Discuss Employee Compensation Status of Action Items on Communications during Emergencies Discuss Financial Reserves Policy</p> <p style="text-align: right;">11/9/2017</p>	<p><i>Holiday - no meeting</i></p>	<p><i>Open House at Jones Ferry Road Complex (11-4-2017)</i></p> <p><i>Finance Committee Meeting (TBD)</i></p>
December 2017	<p>Discuss LRWSP – Demands & Yield Award the Rogerson Drive Pump Station Phase 2 Contract Appoint Audit Firm (Tentative) Discuss Employee Compensation (Tentative) Discuss Service Availability Fees regarding new State Law (Tentative) Discuss/Approve ED Key Focus Areas</p> <p style="text-align: right;">12/14/2017</p>	<p><i>Holiday - no meeting</i></p>	
January 2018	<p>FY 19 Budget Calendar and Assumptions Employee Health and Dental Insurance Update Discuss KPI Trends Affordability Outreach Program Update CY 17 Biosolids Report</p> <p style="text-align: right;">1/11/2018</p>	<p>Annual Lakes Recreation Report (regular agenda) Q2 Financial Report CIP Semiannual Report</p> <p style="text-align: right;">1/25/2018</p>	
February 2018	<p>Energy Management Plan Update Diversity and Inclusion Progress Report CS - General Counsel Interim Review</p> <p style="text-align: right;">2/8/2018</p>	<p>CS - General Counsel Interim Review</p> <p style="text-align: right;">2/22/2018</p>	
March 2018	<p>FY 19 Draft Budget & Rates Set date for Public Hearings – FY 19 Budget & Rates CS - ED Interim Review</p> <p style="text-align: right;">3/8/2018</p>	<p>FY 19 Draft Budget & Rates CS – ED Interim Review</p> <p style="text-align: right;">3/22/2018</p>	
April 2018	<p>Review Employee Health and Dental Insurance Renewal FY 19 Draft Budget and Rates Authorize staff to publish proposed rates Appointment of the Nominating Committee</p> <p style="text-align: right;">4/12/2018</p>	<p>Q3 Financial Report</p> <p style="text-align: right;">4/26/2018</p>	
May 2018	<p>Discuss Employee Health and Dental Insurance Renewal Discuss Employee Merit Pay for FY 19 Discuss Community Engagement Plan for Forestry Management</p> <p style="text-align: right;">5/10/2018</p>	<p>Public Hearings – FY 19 Budget and Rates</p> <p style="text-align: right;">5/24/2018</p>	

OWASA Board of Directors – 12 Month Board Meeting Schedule (October 6, 2017)

June 2018	Approve FY 19 Budget and Rates Election of Officers 6/14/2018	() ()	TBD 6/28/2018
July 2018	Discuss KPI Trends 7/12/2018		TBD 7/26/2018
August 2018	CS – General Counsel Review 8/9/2018	()	Preliminary 12 Month Financial Report () CIP Semiannual Report () EEO/Affirmative Action Report () CS – General Counsel Review () 8/23/2018
September 2018	EEO/Affirmative Action Report CS – General Counsel Review 9/13/2018	() ()	Annual Report and Financial Audit () Approve General Counsel Engagement () CS – ED Review () 9/27/2017

The 12 Month Board Meeting Schedule shows Strategic Plan initiatives and other priority efforts that the Board and staff plan to give greatest consideration to during the next twelve months. The schedule also shows major recurring agenda items that require Board action, or items that have been scheduled in response to the Board's prior standing request. This schedule does not show all the items the Board may consider in a work session or business meeting. It also does not reflect meetings at which the Board will discuss and act on the update of the Strategic Plan.

The 12 Month Board Meeting Schedule will be reviewed and updated at each monthly work session and may also be discussed and updated at the Board's business meetings.

In addition to the initiatives shown in this schedule, staff will be working on other Strategic Plan and organizational priorities that are not expected to require major additional discussion with the Board except as part of budget deliberations.

The schedule implies that the following Strategic Plan initiatives would be addressed beyond the 12-month period. The Board may conclude that one or more of the following initiatives are higher priority. The schedule will be revised as needed to reflect the Board's priorities, and any additional initiatives that the Board may decide to address.

- Development of a plan and policy framework for OWASA lands is considered a longer-term priority. The NRTS Committee discussed this issue in September 2017 and determined it was lower priority than Forestry Management. Staff will develop a Community Engagement Plan for Forestry Management by June 2018, and currently plan to present a draft in May 2018.
- Improve effectiveness as a learning organization is considered a longer-term priority.
- Water Conservation Plan will be prepared concurrent with update of the Long-Range Water Supply Plan.

The OWASA Board determines which topics it wants to explore as a full Board (potentially in a work session format) and which topics it wants to assign to Board committees or committee chairs for further analysis and development of recommendations. Board also determines priorities and desired timeframes for addressing topics. Committee meetings will be updated on the schedule routinely.

OWASA Board of Directors – 12 Month Board Meeting Schedule (October 6, 2017)

Abbreviations Used in Draft Schedule:

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| <ul style="list-style-type: none"> Ⓞ Recurring agenda item (generally these are “required” items) AMI Advanced Metering Infrastructure CE Community Engagement CEP Community Engagement Plan CIP Capital Improvements Program COLA Cost of Labor Adjustment CS Closed Session of the Board CY Calendar Year ED Executive Director FY Fiscal Year | <ul style="list-style-type: none"> JLP Jordan Lake Partnership LRWSP Long-Range Water Supply Plan MST Mountains-to-Sea Trail MFMM Multi-Family Master Meter NRTS Natural Resources and Technical Services Q Quarter SOW Scope of Work TBD To Be Determined WTP Water Treatment Plant WWTP Wastewater Treatment Plant |
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Current and Pending Key Projects and Stages

Project	Strategic Initiative	Project Lead	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	June-18	July-18	Aug-18	Sep-18
AMI	6	Taylor												
			AMI Policies											
Total Compensation Study		Glasgow	Schedule To Be Determined											
LRWSP	1	Rouse			Demand & Yield									
Energy Plan	5	Tiger												

Stages	Committee Discussion	Feasibility Study	Board Review	Community Engagement	Action	Procurement	Implementation
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Pending Key Staff Action Items from Board Meetings

Date	Action Item	Target Board Meeting Date	Person(s) Responsible	Status
9-28-2017	Schedule a NRTS Committee meeting to continue discussion on biogas options after staff has collected additional information.	TBD	Tiger	
9-19-2017	Discuss request from Carrboro Mayor Lavelle regarding affordable housing	TBD	Epting Kerwin Morgan	Robert Epting working with Town Attorney
9-14-2017	Schedule HR Committee meeting this fall to discuss options for employee compensation for next Fiscal Year.	NA	Glasgow Foushee	Completed – Scheduled for 10/18/17 Note: seek to provide a recommendation for the Board’s consideration at the 12-14-2017 meeting. Keep employees informed.
9-14-2017	VISIONS will provide the Board options for Diversity and Inclusion training. The Board will participate in a focus group meeting as part of the climate assessment work.	TBD	Glasgow Full Board	
9-14-2017	Issue request for qualifications in the spring of 2018 for banking services and seek the Board’s input on the criteria to be considered in selecting the best-qualified bank.	TBD	Winters	
9-14-2017	Schedule Finance Committee meeting this fall to discuss the budget process for next Fiscal Year.	NA	Winters Danner	
9-14-2017	Schedule review of potential audit firms with Ray DuBose, Ruchir Vora and Heather Payne.	NA	Winters	Note: once scheduling has been established, Ruchir Vora and Heather Payne will decide who will participate with Ray DuBose on the audit firm selection committee with staff.
9-14-2017	Based on the Board’s discussion on 9-14-2017, email the Board a proposed process for the periodic review of guidance from professional health organizations such as EPA & CDC regarding fluoridation. Staff will consider feedback from individual Board members and prepare a recommendation for the Board’s consideration at the 10-26-2017 meeting.	10-26-2017	Kerwin Taylor	

Pending Key Staff Action Items from Board Meetings

Date	Action Item	Target Board Meeting Date	Person(s) Responsible	Status
9-14-2017	Consider feedback from Board members on KPIs and prepare for continued Board discussion in January 2018.	1-11-2018	Tiger	
9-14-2017	Provide the Board detail on the options considered for the HVAC improvements for the Administration Building and move consideration of contract award to the 9-28-2017 Board meeting.	9-28-2017	Rhodes Gangadharan	Completed – Follow up e-mailed sent on 9-19-2017; final approval scheduled for the 9-28-2017 Board meeting.
8-10-2017	Seek two members of the Finance Committee to serve with staff on the Selection Panel for the Audit Firm. Prepare recommendation for the full Board.	9-14-2017	Winters, Danner and the Finance Committee	Completed – replaced by 9-14-2017 task.
5-25-2017	Evaluate option(s) to provide live broadcast of OWASA Board meetings at Chapel Hill Town Hall to Carrboro residents. Board discussion of the trial web-based broadcast of the 6-8-2017 Board meeting.	10-12-2017	Orbich	E-mail sent to the Board on 6-12-2017 and 9-14-2017 regarding live broadcasts; Board will discuss on 10-12-2017.
5-25-2017	Prepare a plan for solar PV on OWASA land.	June 2018	Tiger	
5-25-2017	Prepare a Community Engagement Plan for Forestry Management.	June 2018	Rouse	