

**CHARLOTTE-MECKLENBURG UTILITIES
ADVISORY COMMITTEE
MINUTES OF MEETING
September 22, 2011**

The Charlotte-Mecklenburg Utilities Advisory Committee met Thursday, September 22, 2011, 3:30 pm at 4222 Westmont Drive, Charlotte, North Carolina.

Members Present: George Beckwith, Jim Duke, Ron Charbonneau, Frank McMahon, David Jarrett

Members Absent: Jim Merrifield, Marco Varela

Staff Present:	Barry Gullet	Director
	Kim Eagle	Deputy Director
	Barry Shearin	Chief Engineer
	Steve Miller	Customer Service Manager
	Regina Cousar	Continuous Improvement Officer

Safety Minute

Slips, trips and falls are caused by various reasons. Some reasons include the condition of the walking or climbing surface, weather, obstructed view and poor lighting. To minimize your risk of slips, trips and falls, always keep your eyes on path.

Minutes

A motion was made by David Jarrett, and seconded by Jim Duke, to approve the July 2011 minutes.

Drought Update

The Charlotte-Mecklenburg area is currently in stage one of drought. Stage two, which triggers mandatory conservation, will be necessary if the lake levels continue to decrease. CMUD is prepared to react appropriately, if necessary. The drought index readings are taken the last day of each month by Duke Energy, with changes being made the first day of the following month. The Drought Management Advisory Group (DMAG) meets shortly after the readings are taken to discuss current and future state.

Private Line Warranty Insurance

The private line warranty insurance program would cover lines from the street to the home. The Request for Proposal (RFP) has been distributed to four companies, with the expectation that all four will return the RFP by tomorrow's deadline. The billing and customer support aspect of the program will be handled by the chosen company. The chosen company will also mail marketing information, pre-approved by CMUD, to customers on a quarterly basis. The initial contract will be a five year contract, with an opt-out option each year. Steve Miller will be presenting information on the companies and program to City Council on October 10th and will ask City Council for approval of the contract on November 14th.

Mayor's Meeting Format Change

Approximately one and a half years ago, a group began meeting to discuss customer service improvements and other issues at hand. The group consisted of CMUD Director, Deputy Director,

Continuous Improvement Officer, Customer Service Division Manager, Mayors of Cornelius and Huntersville, Mayor Pro-Tem of Davidson, Ron Charbonneau and Jim Duke. CMUD would like to change the format to include all mayors from surrounding towns meeting twice per year. Advisory members are welcome to join the meetings as schedules permit.

Large Water Main Failures

Several failures have occurred on the same type of pipe, pre-stressed concrete cylinder pipe, within the past year. This type of pipe consists of concrete encasing a metal can with pre-stressed wire wrapped around the can. Interpace, who is no longer in business, produced the pipe which has been found to have flaws. The pre-stressed wire element will snap once corroded and the concrete and metal can element is only able to sustain approximately 100 psi without wire. The section of pipe which is currently in question off of Park Road operates between 120-130 psi. The Engineering division is currently working on a hydraulic analysis to help make a decision moving forward. The majority of costs associated with repairing a broken water main are rebuilding the affected road(s).

Vacancy Update

CMUD gave up 50 positions in order to fill all other vacancies. At the beginning of July 2011, CMUD had approximately 120-125 vacancies. Currently, we have 84 vacancies, with 15 more positions being filled next week. During the Field Operations job fair, 260 people participated in filling out job applications, learning more about City operations and interviewing for open positions. More administrative assistance is currently being offered in Field Operations to assist with filling the vacancies and keep the process moving forward.

Capital Planning Process

The City is heading up a new process for capital planning this year, which looks at project collaboration between departments rather than planning for each department separate and apart from others. Each department has been asked to submit a list of "big idea" projects to be reviewed. This new City process is delaying CMUD's capital planning process until the beginning of the year.

Miscellaneous

The Brookshire office renovation has been delayed 1-2 months while the contractor is working on final details. The employees are scheduled to move upstairs late next week and the following week. When the renovation is completed, Customer Service office staff will be moving to the Brookshire location to be closer to the Engineering division. The Customer Service field staff will be moving to zones with Field Operations field staff to support customers' needs more efficiently, while also saving on fuel costs. Zones 1 and 3 are looking to utilize other sites to reduce costs on rental trailers and property.

The Customer Service division is working with the City Attorney's office regarding the utilization of deposits for new customers.

Adjourned at 4:55 pm
Karen L. Baldwin