

**MINUTES OF THE EMERALD COAST UTILITIES AUTHORITY
CITIZENS' ADVISORY COMMITTEE
WEDNESDAY, NOVEMBER 7, 2018, 2:00 p.m.
ECUA BOARD ROOM
9255 STURDEVANT STREET, ELLYSON INDUSTRIAL PARK
PENSACOLA, FLORIDA 32514**

Members Present: Vicki Campbell, Chairman
Larry Walker, Vice Chairman
Deborah Benn
Lois Benson
Paul Frederick
Dale Perkins (*arrived at 2:50 p.m.*)
Randy Ponson
Louise Ritz
Mike Steltenkamp

Members Absent: Catherine Booker
Chuck Kimball
Elvin McCorvey

Staff Present: Stephen E. Sorrell, Executive Director

ITEM A - INVOCATION AND PLEDGE OF ALLEGIANCE

Prior to the regular meeting of the Committee meeting being called to order, Ms. Benn provided the invocation and led the Pledge of Allegiance.

ITEM B - CALL TO ORDER

Chairman Campbell called the regular meeting of the Emerald Coast Utilities Authority Citizens' Advisory Committee to order at approximately 2:23 p.m.

ITEM C - ADOPTION OF AGENDA

Motion and Vote:

A motion was made by Mr. Frederick, seconded by Ms. Ritz, to approve the adoption of the agenda for the Citizens' Advisory Committee meeting of November 7, 2018, as presented.

Motion carried 8-0.

ITEM D - OPEN FORUM

There were no comments from the audience.

ITEM E - APPROVAL OF MINUTES

A motion was made by Mr. Ponson, seconded by Ms. Ritz, to approve the minutes of the Citizens' Advisory Committee meeting of August 15, 2018, as presented.

Motion carried 8-0.

ITEM F - AWARD OF BID – ANNUAL WATER WELL and MAINTENANCE REPAIR

**Note: The description of Task items are located in the agenda item as Exhibit "A."*

Recommendation:

That the Board approve award of contract for Task #1 through Task #4 and Task #6 through Task #8 to Griner Drilling Services, Inc., of Spanish Fort, Alabama, the lowest responsive bidder, with funding from CIP Project RW901-Well Maintenance and Testing.

Comments:

Mr. Sorrell explained that staff utilizes services from water well maintenance and drilling companies on an annual basis and they competitively bid for a contract for those services. ECUA received two bids, one was from Layne of Pensacola, Florida. The other bid was from Griner Drilling Services, Inc., from Alabama. There were exceptions with both bids. The bid from Layne had a faulty exception and Mr. Odom would not approve a contract with their exception.

The low bidder was Griner and their exception, Task #5, is small and ECUA does not believe that it will occur. Mr. Odom and staff are comfortable with awarding the contract to Griner, with the exception of Task #5. Layne has been ECUA's well maintenance contractor for several years, but they have been sold and there are some issues accompanying the takeover.

Mr. Frederick inquired if ECUA had a history with Griner and Mr. Sorrell responded that ECUA did not, but Griner was highly recommended and after ECUA conducted a background review of the company, they were satisfied with the results.

Mr. Ponson said that each line item task has a fixed fee, but the data does not indicate the quantity. In the future, he would like to see if it is possible for staff to provide an estimate or identify how many tasks had been performed during the previous year to help analyze the numbers, meaning quantity and dollar amount per line item.

Dr. Walker relayed that when he totaled the columns for Layne and Griner, the financial numbers in the Griner column were a little less.

Motion and Vote:

A motion was made by Ms. Benn, seconded by Mr. Frederick, to approve the staff recommendation.

Motion carried 8-0.

ITEM G - AWARD OF CONTRACT – PLANT No. 6 WELL VESSEL COATING REPLACEMENT, HANDOUT

Recommendation:

That the Board waive the formal bidding process and award the Plant No. 6 Well Vessel Coating Replacement to DACA Specialty Services, the low bidder, in the amount of \$116,000 with funding through a transfer of \$123,000 from CIP Project RW901Z-Well Maintenance and Testing.

Comments:

At the request of Chairman Campbell, Mr. Sorrell briefly explained how a routine inspection revealed substantial corrosion to the interior coating for the Plant No. 6 Well Granular Activated Carbon (GAC) vessel. Due to the deterioration, ECUA obtained three quotes from qualified companies to quickly make the necessary repairs and bring the well back online.

Mr. Sorrell also informed the Board that one of the vendors they use frequently, K2 Mansfield Industrial Services, had several employees leave and formed their own company named DACA, the low bidder.

Motion and Vote:

A motion was made by Mr. Frederick, seconded by Dr. Steltenkamp, to approve the staff recommendation.

Motion carried 8-0.

ITEM H - SOLE SOURCE PURCHASE – MORENO STREET REGIONAL PUMPING STATION GRINDER REPLACEMENT, HANDOUT

Recommendation:

That the Board waive the bid requirement due to the nature of this equipment and the successful operation and performance of the other three grinders installed at Government Street and Moreno Street Regional Lift Stations, and approve the issuance of a sole source purchase order to Franklin Miller, Inc., in the total amount of \$162,500

for one Taskmaster® grinder, with funding through the appropriate budget line item in the operating budget.

Comments:

Mr. Sorrell explained how ECUA's regional pumping stations were initially installed with Muffin Monster grinders, but they malfunctioned frequently and required repairs or replacement. The replacement grinder, the Taskmaster®, has been extremely reliable. Currently, one Muffin Monster grinder cannot be repaired and staff is asking that it be replaced with a Taskmaster® by Franklin Miller.

Mr. Frederick asked if ECUA had any recourse or warranty available on the Muffin Monster and Mr. Sorrell said the Muffin Monster was no longer supported. Mr. Ponson asked about the price of the Taskmaster® compared to the competitor. Mr. Sorrell relayed that the cost for a Taskmaster® was approximately \$130,000. Ms. Ritz inquired if the new grinder came with a warranty. Mr. Sorrell said it did and Franklin Miller backs their products, but ECUA has not had a problem with those grinders.

Motion and Vote:

A motion was made by Mr. Frederick, seconded by Ms. Ritz, to approve the staff recommendation.

Motion carried 8-0.

ITEM I - PROJECT TRINITY COAST UPDATE

The Project Trinity Coast update was rescheduled for the next Citizens' Advisory Committee meeting.

ITEM J - ECUA CAPITAL IMPROVEMENT PROGRAM UPDATE

The ECUA CIP update was presented by Mr. Stacy Hayden, Director of Engineering. Mr. Hayden provided a general overview on potable water, sanitary sewer, utility relocation projects and system extension reviews. He began by summarizing ECUA's water and sewer service system, which is comprised of over 1,700 miles of water main, 1,200 miles of combined gravity sewer and force mains, and over 400 pump/lift stations. The ECUA maintains, replaces and upgrades the entire system as necessary.

Potable water production projects:

The development of the central wellfield is located near the Central Water Reclamation Facility and two test wells have been installed that can be used as production wells. The first phase of the project will provide electrical system components and piping to utilize production from one of the wells.

ECUA will also be hydraulically modeling the distribution of water from that well and all of the other wells to ensure the system will run efficiently. It will also help staff determine where to place valves when isolating the north and south zones.

The Mobile Highway and Perdido Key tank booster pump station projects help move water efficiently. The west well tank project is located at the intersection of Cervantes Street and "I" Street. This project will replace the current well, move the well further uphill, and includes a 3 million-gallon ground storage tank.

Potable water system upgrades and improvements:

The Holsberry Road water main extension and the Market Street water main extension projects are identical in the scope of work. These projects consist of installing water mains under railroads that tie into dead-end lines. It provides a looped system to ensure customers will continue to have water in the event of a water main break. The Cantonment and East Hill projects consist of replacing aged galvanized pipelines.

Sewer rehabilitation:

Many of the sewer rehabilitation projects started before ECUA was issued the Consent Order by Florida Department of Environmental Protection (FDEP) and they accelerated action in response to the Consent Order to reduce sanitary sewer overflows. Several sewer main rehabilitation projects are completed through the Inflow and Infiltration (I & I) reduction program.

ECUA has completed 12,000 feet of sewer main lining in downtown Pensacola, and they anticipate completing another 60,000 linear feet during fiscal year 2019. They have also completed 220 sanitary sewer service lateral rehabilitations and they anticipate completing 300-500 during fiscal year 2019.

For the Blue Angel force main replacement, the ECUA contractor will replace 12,000 feet of ductile iron pipe with PVC. They have already completed 8,500 feet, with about 3,500 feet remaining. February 2019 is the projected completion date.

Reclaimed water projects:

ECUA received grant funds, 50% match, from the Northwest Florida Water Management District, which keeps the projects on schedule and under construction. ECUA recently completed the installation of a ground storage tank at Pensacola Beach. It is currently used for emergency potable water storage. The supply main project from the Pensacola Beach Wastewater Treatment Plant and the booster pump station installation project will occur at the same time, at which time the storage tank will be disconnected from the water system. The ECUA is expected to receive almost \$4.7 million in funding from the Natural Resource Damage Assessment (NRDA) grant program, and the funds are allocated for the installation of the reclaimed water system on Pensacola Beach, which means it can also be applied to the booster pump station and distribution main.

Sewer expansion projects:

The Beach Haven, phase 1 project is under construction and ECUA funded \$3.3 million for the project to provide sewer to about 300 homes. The next two phases are identified as Beach Haven, phase 2 and Beach Haven South. The Creekwood and Innerarity Island projects are privately owned and the homeowner's association is working with the County under the Municipal Service Benefit Unit (MSBU) funding mechanism to upgrade those systems to meet ECUA standards. Once construction is complete, ECUA will take ownership and maintenance of the systems.

The last two sewer expansion projects Mr. Hayden discussed were the Navy Point, phase 4 project and the Stockdale project. Currently, ECUA is evaluating properties to determine locations suitable for the lift stations, and finally they will enter into negotiations with consultants for designing and engineering the projects.

Ms. Benson asked where Stockdale was located and Dr. Walker provided a thorough description of the location. Ms. Benson noted that it appeared all of the projects involved residential customers and Mr. Hayden confirmed that information was correct. Ms. Benson also asked why ECUA was predominately focused on residential areas, and inquired if staff was considering (in terms of priorities) some of the commercial corridors.

Mr. Hayden said two corridors, the Brownsville area and the Navy Boulevard area, are evaluated on several aspects. Staff reviews the cost per customer to connect, meaning the financial feasibility. Staff also reviews the environmental needs and Mr. Hayden said that the low-lying areas need to phase out septic tanks, and the majority of residential areas are in low-lying areas. Most businesses are not in low-lying areas.

Ms. Benson added an editorial comment about the rebirth of downtown and said ECUA is stunting the commercial corridors until they can help them move away from septic tanks.

Water reclamation projects:

The Transmission Main Interruption Response Plan (TMIRP) is a huge benefit to the ECUA because the large diameter transmission main transmits wastewater flow from downtown Pensacola to Cantonment at the Central Water Reclamation Facility. If the transmission line gets damaged and ECUA had to shut down pump stations for repairs, the emergency storage tank prevents the flow from going into the Long Hollow Pond and Pensacola Bay.

The Guillemard tank has a 6 million-gallon capacity and it is used for emergencies only. The Government Street lift station piping modification project was needed to allow reverse flow from the Government Street lift station to the Warrington facility, which is the site of additional emergency storage. The Bayou Marcus UV Disinfection project

replaces an obsolete disinfection system and the new system is efficient and operator friendly.

The Patton Drive lift station is being relocated to higher ground because the current location is a swamp, and that lift station eventually will provide service to the Beach Haven areas and Navy Point, phase 4. The Well Line Road and Detroit Boulevard lift stations are similar and both need to be replaced and expanded in size. They present a safety hazard because maintenance work is conducted in a confined space. Both lift stations are currently under design.

Utility relocation is one of the CIP functional areas where a significant amount of the ratepayer's money is spent. On a separate issue, the Gulf Breeze interconnect was successful because ECUA entered into an agreement with the City of Gulf Breeze and the Fairpoint Region Utility System. Previously, ECUA only had an emergency interconnect agreement. Now, if a problem occurs with the water main under Pensacola Bay, ECUA can simply turn a couple of valves and they will have a limited amount of emergency water supply.

Mr. Hayden recognized Mr. Brandon Knight, Senior Project Engineer, for the tremendous job he did with coordinating the relocation of water, force and sewer mains on the Nine Mile Road widening project.

Ms. Benson asked if the impact fees covered the cost on that project, and Mr. Hayden said they were not applicable because ECUA was not adding new customers.

System extension and single service application review:

Mr. Hayden explained to the Board that this is ECUA's permit application review process for new developments. Currently they have received 70 applications and they expect to receive over 100 applications by the end of the year. The number of applications have doubled over the past two years. In 2017, they received 50 applications and in 2016 they had only received 40 applications.

Every five years they update the water and sewer master plans and try to determine the impact to both the water and sewer system, including the changes that need to be made to adjust for growth.

Ms. Benson asked if it was for new development of subdivisions or individuals and why is it important to the CIP in the budget. Mr. Hayden explained that this process pertains to new subdivisions rather than to individual homes. Mr. Hayden also stated that the increase in development activity increases ECUA's opportunities for cost sharing with the developers in certain circumstances.

Ms. Benson asked if ECUA has a long-range plan that prioritizes the project type, location and available funds. Mr. Hayden said the plan is updated every five years and

he will prepare a map for the Board. Ms. Benson wanted to ensure staff remains mindful about the placement of lift stations and their impact on residential areas. She would like to see if ECUA could buffer the impact before a project enters into the engineering phase.

ITEM K - SOCIAL MEDIA

Recommendation:

That staff begin looking into a social media site.

Comments:

The discussion for a social media site began with a presentation made by Mr. John Daane, Information Technology Director. He outlined the pitfalls and benefits of Facebook. Some benefits mentioned included the ease of using social media, limited cost or fees, it is fast and allows bi-directional conversations. Some pitfalls mentioned included potential sunshine law violations, the time and effort associated with page administration and lastly, the cost associated with hiring personnel to manage the site.

Mr. Odom discussed the legal concerns that ECUA could face. He relayed that ECUA's use of Facebook would be a designated public forum, meaning First Amendment Rights apply. Rude comments or remarks written on the Facebook page could not be removed.

The Florida Attorney General established strong language on how Board members, Committee members and people involved in decision making processes as part of the collegiate body should not be posting on any governmental website.

Mr. Ellis Bullock, President and Creative Director of E.W. Bullock, approached the Board to be recognized and discussed how social media could be a valuable tool for ECUA. They could disseminate information and he feels that guidelines and policies can be established and manageable.

Ms. Leslie Perino, Chief Operating Officer of E.W. Bullock, relayed she also agrees that social media is valuable and ECUA should consider that option. She discussed how many government social media websites contain rules of engagement, which reminds people to stay on topic and that they cannot not use profanity. There are also profanity filters that can be applied. Auto-respond messages can be activated, which replies to a customer's message after they send it to Facebook.

Mr. Bullock recommended that the Board and staff review the Mobile Area Water and Sewer System (MAWSS) Facebook page. Ms. Benson asked Mr. Bullock and Ms. Perino if they could provide a timeframe and cost estimate for the initial establishment of a Facebook page. Ms. Perino estimated 10–12 hours per month. She also related that some of their clients typically post once or twice a week and she believes it could be

accomplished by in-house staff. Before a Facebook page is established, Ms. Perino encourages staff to coordinate with the Customer Service Department concerning frequently asked questions and the responses can be copied and pasted.

Dr. Steltenkamp asked if social media is commonly used by other government entities, and Mr. Bullock identified federal, state and local agencies that use social media. Dr. Steltenkamp said he supports emergent technology, but expressed his concern about various issues and suggested they know more about it before moving forward.

Mr. Ponson suggested social media would enhance ECUA's ability to get outbound messages to their customer base for issues such as the ECUA's Capital Improvement Program and rate increases.

Dr. Walker said it would be helpful to him if he could get the Facebook addresses of local government entities and view their sites. Chairman Campbell said she would send her list to Mr. Sorrell for distribution.

Ms. Ritz asked how this will impact Customer Service staff if the social media motion goes forward. She asked if additional staff would be required. Mr. Sorrell replied that they do not have the answer. It will be a staff function and it is going to take a considerable amount of time to establish and monitor the site. Ms. Ritz believes the guidelines or rules may need to be revised to ensure people contact Customer Service, not the Facebook page, for issues that require immediate attention because ECUA may be accepting a liability if they do not act within a reasonable timeframe.

Mr. Frederick suggested that staff coordinate with the local collage/university to determine if an intern could be an option for monitoring the social media site.

Mr. Perkins commented about the Facebook page sponsored by Mobile Area Water and Sewer System (MAWSS).

Motion and Vote:

A motion was made by Ms. Benson, seconded by Mr. Frederick, to have staff begin looking into a social media site.

Motion carried 9-0.

ITEM L - INFORMATIONAL REPORTS

The following item(s) were presented for information only and did not require any action.

- (1) Customer Service Performance Metrics – 4th Quarter FY 2018

ITEM M - UNFINISHED BUSINESS

None.

ITEM N - NEW BUSINESS

None.

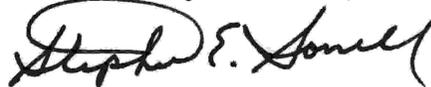
ITEM O - OPEN FORUM

There were no comments from the audience.

ITEM P - ADJOURNMENT

There being no further business to come before the regular meeting of the ECUA Citizens' Advisory Committee, Chairman Campbell declared the meeting adjourned at approximately 4:01 p.m.

Respectfully submitted,



Stephen E. Sorrell
Executive Director and Secretary

APPROVED BY THE ECUA CITIZENS' ADVISORY
COMMITTEE IN REGULAR SESSION ON: 12-05-2018

- Without corrections/amendments
 With corrections/amendments being: