

**MINUTES OF THE
NORTH SHORE WATER COMMISSION
MEETING OF WEDNESDAY, DECEMBER 11, 2019**

A meeting of the North Shore Water Commission was held at the Filtration Plant, 400 West Bender Road, Glendale, Wisconsin on Wednesday, December 11, 2019.

Meeting was called to order at 8:02 A.M. by Mr. Edlebeck.

Present: John Edlebeck, Chair (Whitefish Bay); Scott Botcher, Secretary (Fox Point);
Charlie Imig, Member (Glendale)

Also present: Eric Kiefer, Plant Manager & Recording Secretary

MINUTES

It was moved by Mr. Imig, seconded by Mr. Botcher, and unanimously carried to approve the minutes for the meeting held November 13, 2019.

MONTHLY REPORT OF PLANT OPERATIONS

Mr. Kiefer provided the Commission with a report regarding plant operations. The year-to-date total pumpage is down this year in comparison to last year. Furthermore, the total annual delivery to Glendale is lower this year in contrast with Whitefish Bay and Fox Point which are higher. The report was placed on file without any motion.

ANNUAL OPERATING BUDGET

The monthly reports were put on file without motion.

MONTHLY BILLS

It was moved by Mr. Imig, seconded by Mr. Botcher, and unanimously carried that the following payments be approved and authorization was given to the Fiscal Agent to make such payments.

<u>Vendor</u>	<u>Amount</u>
Amazon (battery, rodent repellent, and towel)	\$115.84
American Bolt (screws and nuts)	\$269.17
Buelow Vetter (legal service)	\$544.50
Concentra (pre-employment testing)	\$363.00
Diversified Benefit Services (section 125 plan administration)	\$95.00
Falls Manufacturing (plate fabrication)	\$297.90
Fuchs & Boyle (legal services)	\$78.00
Grainger (painting supplies, mounting feet, adhesive, aluminum sheet, photocontrol, tape, bags, first aid supplies, hardware, HVAC supplies, saw blades, fluoride standard, and hardness buffer)	\$1,164.59

Great America (lease payment for copier)	\$100.00
Hach (lid for turbidimeter)	\$31.04
Hawkins (phosphoric acid, phosphate solution, aqueous ammonia, and hydrochloric acid)	\$908.60
Home Depot (buckets with lids, and tape)	\$35.98
Idexx (collection vessels)	\$636.00
Kenrich (annual crane and hoist inspection)	\$550.00
McMaster-Carr (channel hardware, mounting feet, and hardware)	\$201.63
Northern Lake Service (compliance and corrosion monitoring)	\$563.20
Office Copying Equipment (maintenance payment for copier)	\$36.69
Pace Analytical (compliance monitoring)	\$915.00
Quill (annual quill plus membership)	\$69.99
Rotroff Jeanson (accounting services)	\$1,085.00
Securian (life insurance)	\$138.46
Spectrum (internet and phone)	\$594.79
Starnet Technologies (quarterly data charge for meter reading)	\$300.00
Superior Chemical (custodial supplies)	\$93.31
USA Bluebook (chlorine reagents and color indicator)	\$621.90
Village Ace Hardware (paint and primer return, custodial supplies, adhesive, tape, weather strip kit, lubricant, and hardware)	\$0.00
Village of Fox Point (gasoline)	\$148.03
WaterStone Bank (credit card - General Fund)	\$725.13
<i>-- American Water Works Association (registration for courses): \$252.00</i>	
<i>-- AT&T (monthly internet charge): \$61.94</i>	
<i>-- DigitalClick (PDF software, annual subscription): \$85.62</i>	
<i>-- FedEx Office (copies): \$27.46</i>	
<i>-- Google (google apps for work and extra storage): \$58.16</i>	
<i>-- Siteground (annual renewal of domain registration): \$15.95</i>	
<i>-- ZipRecruiter (job posting): \$224.00</i>	
We Energies (Bender Electric)	\$12,863.80
We Energies (Bender Gas)	\$1,333.71
We Energies (Green Tree Electric)	\$17.21
We Energies (Henry Clay Electric)	\$19.23
We Energies (Klode Electric)	\$2,452.86
We Energies (Klode Gas)	\$19.58
Wisconsin DATCP (annual water microbiology certification fee)	\$680.00
Wisconsin State Lab of Hygiene (fluoride analysis)	\$52.00
	SUB-TOTAL \$28,121.14
<u>Capital Fund</u>	
USA Bluebook (replacement of trash pump purchased in 2018)	\$217.11
	SUB-TOTAL \$217.11

TOTAL \$28,338.25

STATUS REPORT OF THE RESERVOIR UPGRADE PROJECT

Mr. Kiefer briefed the Commission about the status of the Reservoir Upgrade Project. First, he announced that SEH missed the November 15 deadline (set by SEH) for submission of drawings and specifications to WDNR and PSC. The documents were submitted on November 21.

Second, Mr. Kiefer announced that Strand Associates performed another peer review of the documents that were submitted to WDNR and PSC--the second time the drawings were reviewed, the first time the specifications were reviewed. He was surprised to find that most of the comments from the first review (of the drawings) were repeated in the 99% complete drawings sent to regulators. The Commission paid for the comments and delivered them to SEH--and they were largely ignored; however, Mr. Kiefer was recently able to get agreement from SEH to respond in writing to each item listed the 2nd peer review report.

Third, Mr. Kiefer expressed concern that QA/QC services described in its proposal were not performed to the degree that was promised. Consequently, Mr. Kiefer believes that is why there have been problems with this project throughout the year.

Mr. Edlebeck, Mr. Botcher, and Mr. Imig agreed with Mr. Kiefer's assessment about QA/QC. Mr. Edlebeck went on to express his disappointment with communications and customer service. Based on his observations, SEH is not meeting the expectations of a consulting engineering firm. With widely varying changes in probable cost and missed deadlines, he believes SEH should have called Mr. Kiefer in advance to explain why figures have changed so much, and why deadlines are being missed.

Mr. Botcher expressed his concern that SEH is not being responsive the Commission's needs. He believes SEH is not getting work done in a timely fashion--for the Commission--because SEH staff is working on other projects for other clients.

Mr. Edlebeck organized comments that were made and asked Mr. Kiefer to start the call with Miles Jensen of SEH.

--Start-of-Call-- (starting at approximately 8:18 AM)

Mr. Edlebeck was the spokesperson for the Commission. One by one, he explained the Commission's concerns and asked for a response. Below is a summary of the information provided by Mr. Jensen.

- Missed Deadlines

Mr. Jensen explained that deadlines were missed because of internal problems. Work was not getting done by staff, and this staff issue was out of his control.

- Communications and Customer Service

Mr. Jensen admitted that he should have done a better job with communications and customer service. Mr. Jensen agrees with the Commission that he should have been contacting the Commission, specifically Mr. Kiefer, on a regular basis and making an effort to explain why deadlines were being missed.

Going forward, he agrees to give a monthly update to the Commission--via phone call during the meeting--until the project is complete. Furthermore, he will maintain regular communication with Mr. Kiefer for the remainder of the project and will do a better job providing customer service.

- Delays Caused by Missing Deadlines

Mr. Jensen believes regulatory review will go smoothly. He does not anticipate the process will take long, and he doesn't believe there will be any significant concerns that will require SEH to make major revisions to gain WDNR approval.

Mr. Jensen said the majority of the issues raised in the Strand Associates reports, if not all, should not be a concern for WDNR. Simply put, Mr. Jensen believes that WDNR is not looking at these "details." Instead, they are reviewing the plans to see if NR 809 and similar sections of Wisconsin Statutes are being met.

Mr. Jensen criticized WDNR for taking 2 weeks to assign the review of the project to a staff member. He thought that was unusually long. The Commission immediately asked Mr. Jensen to stay on topic and reflect on the missed deadlines caused by SEH; they are not in a position to criticize WDNR since WDNR did not miss a deadline or do anything improperly.

Mr. Jensen stated that he is making a special effort to meet with WDNR as soon as possible to discuss the project, in person, prior to the anticipated bid advertisement date of January 28, 2020. At the very least, it will help SEH determine if there are any potential problems that can be anticipated prior to the release of bid documents. The Commission agreed.

- Peer Review Comments

Mr. Jensen committed to responding to all of the comments from Strand Associates's second report--in writing--by December 20, 2019. He also agreed to respond to any other issues that were identified in the first peer review that are still germane (as requested by the Commission during this conversation). Furthermore, Mr. Jensen intends to email or send the Commission updated drawings and specs along with their written response.

- Quality Assessment / Quality Control (QA/QC)

The Commission asked Mr. Jensen to explain what QA/QC was taken by SEH to date. Mr. Jensen explained that QA/QC occurs at various milestones during the project such as at 30%, 60%, 90-99%, and "after 99%." Mr. Jensen characterized the QA/QC performed during 30%, 60%, and 90-99% stages were to make sure the project is on budget, schedule is being met, and that everything makes sense. He said that the kinds of issues brought up by Strand Associates are what are "details" and that SEH doesn't worry about these kinds of issues until the "after 99%" stage.

The Commission asked Mr. Jensen to explain if the quality of the work products provided to the Commission, to date, are in line with similar projects. Mr. Jensen indicated that there is nothing unusual about the work products that were delivered to the Commission and, indeed, they are comparable with similar projects.

The Commission asked Mr. Jensen if the QA/QC of “details” was intended to be postponed until after the plans and specs were to be submitted to regulatory agencies. Mr. Jensen’s response affirmed the Commission’s assessment that QA/QC of “details” are addressed at the very end of the project. The kinds of issues identified in Strand Associates’ peer review would have been identified and addressed during their normal QA/QC process, which occurs during the “after 99%” stage.

The Commission asked Mr. Jensen if Strand Associates, by their peer review, just performed the QA/QC that they were intending to do. Mr. Jensen affirmed, in general, that this was true, or at least partially true. In their upcoming QA/QC, they would have done this kind of work prior to the release of bid documents.

After receiving this information, Mr. Edlebeck explained how this is another example of poor communication. He made the following statement.

The Commission was never informed that “detail” QA/QC was deferred to the very end of the design phase. Rather, the Commission expected a consistent level of QA/QC to be performed throughout the entire project. The Commission believed that the comments of the 90% peer review should have been incorporated in the 99% complete documents. They weren’t because SEH never intended to incorporate them at this stage. Because the Commission realized many of the comments were not addressed, Strand Associates was asked to perform another review. If SEH would have told the Commission of their intentions, the Commission may have waited on the 2nd peer review—or may not have asked for a 2nd review at all.

- Concluding Remarks

Mr. Jensen apologizes that the Commission has the perception that SEH was not responsive to the Commission during the project thus far. He has committed to improving communications and customer service for the remainder of the project.

Mr. Jensen explained that he could meet the Commission in person at the next meeting in January. The Commission explained that it would be unnecessary if a phone call would suffice. Based on the status of the project, regulatory review, and actions taken by SEH over the upcoming weeks, the Commission may agree to an in person visit prior to the meeting, but in general was not interested in a special/additional face-to-face meeting with Mr. Jensen.

--End-of-Call-- (ending at approximately 8:43 AM)

The Commission reviewed all that was said during the phone. There was consensus that SEH provided poor customer service and communication prior to the phone call. Moreover, there was agreement that SEH did not perform adequate QA/QC at the 30%, 60%, and 90 - 99% milestones.

No action was taken regarding this agenda item.

REVIEW AND AUTHORIZE CAPITAL EXPENDITURES

Mr. Kiefer provided the Commission with invoices from SEH and Strand Associates for work performed on the Reservoir Upgrade Project. Mr. Kiefer recommended that the Commission authorize payment of the invoices. He explained that he has received a notice from SEH indicating the Commission has overdue invoices. Furthermore, he indicated that paying the invoices, or not, will have no impact on the decisions made by SEH in the short term; instead it could affect its relationship with SEH later in the project. The project won't be finished until December 31, 2020 (at the latest), so the Commission should resume paying invoices.

In general, the Commission agreed; however, there was concern that SEH did not provide adequate QA/QC thus far. There was also discussion about SEH's admission to not providing good communication and failure to meet their own deadlines. It was the sentiment of the Commission SEH's actions between now and the January Commission meeting is critical to the success of the project. Either SEH is able to meet future deadlines, improve its communication, provide better customer service, and demonstrate a higher quality of work--or not. If the situation does not improve, the Commission will determine an appropriate course of action.

It was moved by Mr. Edlebeck, seconded by Mr. Imig, and unanimously carried to authorize payment to SEH and Strand Associates as prepared in Mr. Kiefer's memo dated 12/11/2019, a total amount of \$30,499.06.

LEAD AND COPPER UPDATE AND EMERGENCY RESPONSE PLAN UPDATE

Mr. Kiefer updated the Commission on the progress of the joint emergency response plan. Essentially, the document is complete with the exception of some details regarding how to contact member utilities during an emergency (i.e. on-call procedures).

Mr. Kiefer explained that he met with member utilities to discuss the selection of lead and copper sites. By December 16, member utilities agreed to submit sampling sites--to Mr. Kiefer--for their own monitoring site plans. Mr. Kiefer will review and format these documents (if they haven't already) so they will conform with WDNR requirements.

Mr. Imig explained that it will be difficult to find enough Tier 1 sites in Glendale to satisfy WDNR requirements. At the same time, he is pleased to have fewer lead services than the other member utilities.

Mr. Kiefer also provided the Commission with a summary of the proposed lead and copper rule revisions that may go into effect in 2020. Mr. Edlebeck and Mr. Imig asked if Mr. Kiefer can provide them with more details regarding what can be done politically (if any) to change the proposed rule changes--so they can inform officials at the Village and City about these options. Mr. Kiefer said he would follow up with them.

No action was taken regarding this agenda item.

MANAGER'S REPORT

1. Cummins repaired the Klode generator and performed other preventative maintenance.
2. Plant staff finished removing all of the flocculator equipment in basin 3 and filled it up with raw water. Work on this basin will resume next year.
3. The flocculation system for basin 4 stopped working. Plant staff is investigating the cause of the problem. At this moment, the problem is assumed to be related to a submerged sprocket.
4. Plant staff was unsuccessful in cleaning the mussel control chemical line at Klode Park. Arrangements are being made to schedule a dive during early summer to inspect and make necessary repairs.
5. A component of the UV transmittance analyzer failed. Plant staff is in the process of making necessary repairs.
6. Raw water pump 4 is normally the lead raw water pump. During the week of December 2 this pump started to operate inconsistently; it stops unexpectedly. Plant staff is investigating the cause of the problem. At this moment, plant staff believes the problem is related to the control system or the VFD.
7. A trash pump purchased in 2018 failed earlier this year (under warranty). After the manufacturer repaired the unit, it failed again (still under warranty). The Commission was credited the cost of the unit--which was applied towards a new trash pump.
8. Plant staff is working with its member utilities to come up with a joint emergency response plan to satisfy current WDNR requirements.
9. Plant staff is working with its member utilities to remove all lead and copper monitoring sites from the Commission's PWS and to add monitoring sites to each member utility PWS. This effort is anticipated to be finished by Monday, December 16.
10. Angela Beling started as Relief Operator Technician on December 4, 2019.

NEXT MEETING

The next regular meeting was scheduled for Wednesday, January 8, 2020 at 8:00 A.M.

ADJOURNMENT

It was moved by Mr. Botcher, seconded by Mr. Edlebeck, and unanimously carried to adjourn at 9:10 A.M.

Submitted by:



12/13/2019

Eric Kiefer, Plant Manager and Recording Secretary

Date