

BRUNSWICK REGIONAL WATER & SEWER H2GO  
REGULAR BOARD MEETING  
WEDNESDAY SEPTEMBER 20, 2023

OFFICIAL MINUTES

CALL TO ORDER:

Chairman Ronnie Jenkins called the meeting to order at 6:00 p.m.; a quorum was present. The assembly cited the Pledge of Allegiance.

MEMBERS PRESENT:

Present from the Board of Commissioners were members Ronnie Jenkins, Chairman, Barry Laub, Vice Chairman, Rodney McCoy, Secretary, Commissioners Steve Hosmer, and Bill Beer. Present from H2GO was Bob Walker, Executive Director-Administration, Scott Hook, Assistant Executive Director-Administration, Ken Brown, Finance Officer, Brenda Thurman, Customer Service Manager, and Stephanie Blair, Communications Director, and Deana Greiner, Clerk to the Board. Also present were new employees, Sara Myers, Human Resource Director, Jennifer Goley, Procurement Specialist, and Jennifer Phillips, Lead Accountant. Present was attorney, Steve Coble.

DISCUSSION/ADJUSTMENT OF AGENDA:

Chairman Jenkins opened the floor for any adjustments to the agenda. Mr. Walker requested that the item related to the Cape Fear Council of Governments be deleted off the agenda. Commissioner McCoy made the motion to approve the agenda as amended; a vote was called, and the motion was carried unanimously.

CONSENT AGENDA:

Commissioner Laub made the motion to approve the consent agenda which consisted of the August 16, 2023, Regular Board Meeting Minutes and the August 30, 2023, Workshop Meeting Minutes as presented. A vote was called, and the motion was carried unanimously.

COMMISSIONERS REPORT:

Members of the board mentioned that there were several negative comments going out on social media; it was said however, there were several people that were setting records straight on our behalf. Chairman Jenkins mentioned that the most important message for people to understand was that our water is the best in the area; that we serve our customers and serve them well.

PUBLIC COMMENTS:

Chairman Jenkins opened the floor for public comments.

*Cheryl Zuraitis, Olde Towne Resident:* Mrs. Zuraitis mentioned that she heard on the news that our water came from the river. Mrs. Stephanie Blair stated that she has already contacted the media to correct their statement.

### OLD BUSINESS:

Mr. Walker took a moment to introduce the new employees present; Mrs. Sara Myers, Human Resources Director, Mrs. Jennifer Goley, Procurement Specialist, and Mrs. Jennifer Phillips, Lead Accountant.

*Uniform Policy:* Mr. Walker presented to the board the uniform policy as it was discussed in the previous meeting. The suggestion was made that we make it a rule for there to be one day a week, all office staff wears H2GO apparel. **Commissioner Laub made the motion to approve the uniform policy as presented; a vote was called, and the motion was carried unanimously.**

### NEW BUSINESS:

*Sign in sheet:* The board briefly discussed changing the sign in sheet for meeting attendance.

*Proposal for Engineering/Architectural Services:* Mr. Walker stated that Mr. John Thompson was present to answer any questions regarding the proposal for engineering/architectural services. Mr. Thompson introduced Mr. Mark Willard from Willard, Scott Architect; he explained that they would be working together on this project. It was said that the purpose of this project was to determine the amount of space H2GO would need for their operating facilities now, 5, 10, 20 years out. It was explained that input would be taken from management, staff, and the board to determine the needs of all departments. It was said that the architectural team would take all the information given and design space based on everyone's needs while keeping future growth in mind. It was said that during this time we could plan to take tours of other similar sized facilities to compare and learn from. Mr. Thompson explained that over the next three months there would be several teams working to gather background information such as site analysis, local codes, and storm water requirements so that a rough site drawing could be given. It was said that hopefully the result will give everyone a good analysis of what facilities and size of facilities H2GO needs now and will need in the future. It was said the board would look over the proposal and vote in the next meeting on this item.

*Deed of Dedication Grayson Park Ph3A*

*Deed of Dedication Charleston Commons*

*Deed of Dedication Port City Community Church:* Mr. Walker presented to the board three deeds of dedications. It was said they have all been reviewed and approved by staff. **Commissioner Beer made the motion to approve the deed of dedication for Grayson Park Ph3A, Charleston Commons, and Port City Community Church as presented; a vote was called, and the motion was carried unanimously.**

*RO Plant Ribbon Cutting/Grand Opening/Tours:* The board discussed having a ribbon cutting event for the RO Plant. Mr. Walker suggested that the best time would be when demand and flows were low; he said that way they could turn off the skids and it would not be as loud. Discussion ensued; the idea of a November ribbon cutting was discussed; Mrs. Blair stated she

could plan something; she said she will need a list of VIPs from the board. The board briefly discussed the idea of tours; it was said that the winter months when the demand was low would be the best time to do tours.

### EXECUTIVE DIRECTOR'S REPORT:

*RO Plant Update:* Mr. Walker reported that for the month of August that the RO Plant produced 114 million gallons of water; he said our peak demand day was at 4.3 million gallons and our daily average was at 3.7 million gallons. Mr. Walker explained that the staff was currently working on changing out the pump at well site 2; and he explained that 3 of our generators were in.

*The Wooten Company Task Order 51:* Mr. Walker presented to the board the Wooten Company's Task Order 51 for the ASR Well; he explained this was for a 3-month study for injection and retrieval of RO Water. Commissioner Beer made the motion to approve the Wooten Company Task Order 51 as presented in the amount of \$63,150; a vote was called, and the motion was carried unanimously.

*ASR Phase 3 Injection Testing Bids* Mr. Walker presented the board with the bid tabulation for the ASR Phase 3 Injection Testing; he said we received three bids; with A.C. Shultes being the low bidder. Commissioner Hosmer made the motion to accept the bid from A.C. Shultes at \$55912.00 as presented; a vote was called, and the motion was carried unanimously.

### ASSISTANT EXECUTIVE DIRECTOR'S REPORT-OPERATIONS:

It was said that Mr. Lane was out on vacation.

### ASSISTANT EXECUTIVE DIRECTOR'S REPORT-ADMINISTRATION:

*Financial Modeling Software:* Mr. Hook stated he needed approval for the financial modeling software that was presented in the workshop meeting on August 30, 2023. Commissioner McCoy made the motion to approve the purchase of the financial modeling software as presented; a vote was called, and the motion was carried unanimously.

There was mention of some negative comments regarding the billing software on social media. Mr. Hook explained that some of the issues with customers online is the fact that their email services are blocking our emails. Mr. Hook explained that he was looking into getting training in customer service on de-escalating irate customers.

### FINANCE OFFICER'S REPORT:

*Check Register- August 1-30, 2023:* No comments were made regarding the check register.

*August Financial Summary:* There was a question about why the financial statement showed a loss for this month. Mr. Brown explained that it had to do with how the debt service payments were recorded. Commissioner Laub made the motion to approve the August Financial Summary for publication on the website as presented; a vote was called, and the motion was carried unanimously.

*Water Source Wells #6, #7, and #8 Budget Ordinance (Fund 16)* Mr. Brown presented to the board a budget ordinance to create Fund 16 for the Water Source Wells #6, #7, #8; he explained that the monies would come from Fund 20, Water System Development Fees. Commissioner Hosmer made the motion to approve the budget ordinance as presented; a vote was called, and the motion was carried unanimously.

*ASR Well Budget Ordinance (Fund 24)* Mr. Brown presented to the board a budget ordinance to create Fund 24 for the ASR Well; he explained that the monies would come from Fund 20, Water System Development Fees. Commissioner Beer made the motion to approve the budget ordinance as presented; a vote was called, and the motion was carried unanimously.

#### COMMUNICATIONS DIRECTOR'S REPORT:

*Communications Update:* Mrs. Blair explained to the board that included in their packets was the overview of the commentary from social media and google analytics. The comments regarding billing were mentioned; it was said that a lot of it stems from technical issues on the customer's side and the fact that people don't like change. Mrs. Blair explained that she has started contacting customers individually and privately when she sees them complaining about certain issues. Next door was mentioned; it was said that it is sometimes challenging to see comments from certain areas because there is a 10-mile radius.

Commissioner Beer mentioned the water line break near the Westport Apartments; he expressed his displeasure with how things went out. Commissioner Beer said the perception was given that we caused the break. It was said that a lot of times the emphasis goes out on the boil water advisory ahead of reporting the line break because details are not always known immediately.

#### ATTORNEY'S REPORT:

Mr. Coble stated that he had nothing to report in open session.

#### INFORMAL DISCUSSION:

The board took a moment to review an article regarding the merger of Brunswick County and Southport utilities. It was said that the flow from Southport would be going to Brunswick County's 211 Wastewater Treatment Plant.

#### EXECUTIVE SESSION:

Mr. Coble and Mr. Walker both stated that there was nothing new to report and that there was no reason for the board to enter Executive Session.

#### ANNOUNCEMENT OF NEXT MEETING:

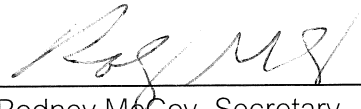
Chairman Jenkins announced the next Regular Board Meeting to be October 18, 2023, at 6 p.m.; he said the meeting will be located at Belville Town Hall.

ADJOURNMENT:

Commissioner McCoy made the motion to adjourn the meeting at 8:34 p.m., a vote was called, and the motion was carried unanimously.



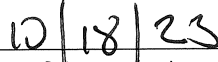
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Ronnie Jenkins, Chairman



\_\_\_\_\_  
Rodney McCoy, Secretary



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Deana Greiner, CMC Clerk to Board



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Date of Approval