

Bryant Water and Wastewater Committee Meeting

- Date:** Tuesday, March 4, 2014
- Time:** 6:00 P.M.
- Location:** Boswell Municipal Complex Conference Room
- Members Present:** Chairperson Robert Griffin, Linda Levart, Jason Patterson, Kathy Barber, Madison McEntire, Alan Kays
- Members Absent:** Wade Boone, Jack Moseley, Mike Chandler
- Staff Present:** Monty Ledbetter, Howard Hoover, Russell Kitchens, Scott Chandler, Esther McCallum, Buddy Fowler
- Others Present:** Randy Cox, Shanlita Austin
- Call to Order:** The meeting was called to order by Chairperson, Robert Griffin
- February Minutes:** Motion to Approve Minutes as Presented Kathy Barber
Motion Seconded Jason Patterson
Motion carried with all aye votes
- Financials:** The 2013 Financial Report is not complete yet. Esther McCallum distributed a SAMPLE Budget Status Report for the end of February 2014. Esther reviewed the layout and asked if there were any questions. She emphasize that it is not official at this point. There was some discussion about the layout, what is revenue, what is expense. The Committee was satisfied with the layout and information presented. Esther indicated that she is working on completing the 2013 Budget end of year reconciliation and hopes to be finished by April 1.
- Citizen's Concerns:** Derek Phillips did not attend the meeting. Buddy Fowler indicated that the issue is related to the Bryant Athletic Association and a couple of water meters. Apparently the Parks Department has ended up paying the bills. There are some penalties on the bills that Parks is asking to have forgiven. Apparently we are billing Parks and Parks is supposed to collect from the Association. Information available was too vague for the Committee to take any action. One park is Ashely Park. The other is Alcoa 40 Park. Madison McEntire indicated that the Bryant Athletic Association plays at Ashley Park and that the Alcoa Park is used by a softball association. The consensus of the Committee was that Derek should contact the associations, gather all his information and come to the Committee in person. The general opinion was that the parties responsible should be accountable and should be informed about options for having water suspended during winter months so they don't continue receiving minimum bills.
- Shanlita Austin appeared late in the meeting to ask for a reduction of her water bill because of work on Henson Place. She had run her water for an extensive period to try to clear the discoloration. Monty explained that we would not be able to make any adjustment; that the amount of water she used would likely cost \$5 or \$6 including sewer. He told Ms. Austin that in the future she should call the Water Department if she has discolored water so that we can flush a hydrant at no cost to her. Buddy Fowler was asked to print out a record of her use during that period to demonstrate how much water was use.
- New Business:** **Review of Connection Fees for Water** – Monty told the Committee that he and Russell are looking at the actual cost of materials only involved in new water connections. He will present the findings at a future meeting.
- Old Business:** **Collegeville Mobil Home Park Sewer** – Monty informed the Committee that the City Council approved the request by Collegeville. There was an organization associated with Collegeville at one

time. The County Judge will re-appoint the board in order to develop an agreement between Collegeville and the City. Right now the ball is in Collegeville's park. We also need to develop an interlocal agreement with Salem Water Association for the turn off of water should residents fail to pay their bills. Buddy was asked to work on that. It may take as long as three years to complete their construction.

Monty mentioned that Salem Water has decided to stop billing sewer for Bryant on their water customers who have Bryant sewer service. This is the first month that Bryant has done the direct billing. Some customers were caught by surprise and there have been complaints. Salem may be billing for sewer in some cases as well.

2008 Series A&B Bonds – Refunding Proposal – The City Council approved the refunding proposal, Schedule 3 as recommended by the Committee. Monty is gathering the necessary financial documents for bond counsel and the underwriters.

SCADA System – The City Council approved the ordinance to waive competitive bidding and accept the proposal. There is a 30 day waiting period before contracts can be signed.

Reports:

Water and Sewer

Alcoa Road Extension – The Alcoa Utilities Extension for the new Hotel have been approved by the Arkansas Department of Health and the project should move forward soon. Some discussion followed about the pending purchase of services from Benton as well as the presence of a 2" water line on Boone Road owned by Benton. We hope to get that line killed in the process of the project.

Hydrant Raising Project- Russell Kitchens reported that the contractor is in town to raise and paint 12 more hydrants. Current temperatures are interfering with painting.

ANRC Projects – The Manhole Rehab project is complete; they have been paid except for retianage. Arkansas Cleaning and Televising will be coming back in to do some repair work on streets where settling has occurred. City Council approved the 12" Sewer Force Main. Plans will be submitted to the Arkansas Department of Health during the week ending March 7, 2014. The 16" Water Main to CAW will be bid this spring.

Comments:

Randy Cox – Alderman Cox addressed the Committee regarding a number of complaints he has received about customer service in the billing department. He asked the Committee to develop some means of addressing the situation such as customer service training, extra help, perhaps rescheduling of lunch hours. Complaints range from phones not being answered to being treated rudely. Robert Griffin noted that we have discussed this before; that customer service is our front line of contact with the public. Linda asked Mr. Cox if those complaining would be willing to put their complaints in writing in order to justify any actions by the Committee or management.

Adjournment:

With no further business, Mr. Griffin entertained a motion to adjourn.

A motion was made by Levart to adjourn, seconded by Jack Moseley. The motion carried with all aye votes. The next regular meeting of the Bryant Water and Sewer Advisory Committee will be March 4, 2014 at 6:00 P.M.

Robert Griffin
Chairperson

Howard Hoover
Administrative Operations Coordinator