

PUBLIC WORKS COMMISSION  
MEETING OF WEDNESDAY, APRIL 24, 2024  
8:30 AM

Present: Donald L. Porter, Chairman  
Christopher G. Davis, Vice Chairman  
Ronna Rowe Garrett, Secretary  
Richard W. King, Treasurer

Others Present: Timothy L. Bryant, CEO/General Manager  
Steven K. Blanchard, Interim Executive Director, United Way of Cumberland County  
Media

Absent: Derrick Thompson, City Council Liaison  
Adam Lindsay, Assistant City Manager/Liaison  
Chancer McLaughlin, Interim Town Manager/Liaison  
Michael Boose, Cumberland County Liaison

I. REGULAR BUSINESS

Chairman Donald Porter called the meeting of April 24, 2024, to order at 8:30 am.

PLEDGE OF ALLEGIANCE

Chairman Donald Porter led the Commission in the Pledge of Allegiance

APPROVAL OF AGENDA

Commissioner Christopher Davis motioned to approve the agenda. Motion was seconded by Commissioner Ronna Rowe Garrett and unanimously approved.

II. AWARD PRESENTATIONS

2023 SUSTAINED PROFESSIONAL PURCHASING AWARD (SPPA)

Presented by: Susan Fritzen, Chief Administrative Officer

Ms. Susan Fritzen informed the Commission the Procurement Department has earned the NC Association of Governmental Sustained Professional Purchasing Award. She recognized the following employees:

Candice Kirtz, Director of Suply Chain	Victoria McAllister, Procurement Manager
Shelby Lesane, Procurement Advisor	Carla Wint, Procurement Advisor
Tanya Hazlett, Procurement Advisor	JoAnn Bowman, Procurement Advisor
Wendy Tillman, Procurement Clerk	Nikole Bohannon, Economic Inclusion Manager
Camille Little, Supplier Diversity Analyst	

Ms. Fritzen stated PWC is only one of just 16 agencies throughout NC to earn this award. In order to earn the award agencies demonstrated excellence in purchasing standards during the 2023 calendar year. Award criteria include the following categories: technology, minority outreach, staff

certification, end-user training, vendor training, and use of recycled products. Members of the Procurement Department accepted the award at the NCAGP Spring Conference Banquet in Cherokee, NC. She thanked the entire team, and stated it is a team effort and she is immensely proud they were able to be recognized for such an accomplishment.

#### THE UNITED WAY OF NC 18<sup>TH</sup> SPIRIT OF NC AWARD

Presented by: Steven K. Blanchard, Interim Executive Director, United Way of Cumberland County

Mr. Steven Blanchard stated PWC has been involved in United Way for a number of years. Its programs continue to grow and get better and better. United Way asks for people to give from their pockets, as well as in volunteering and other ways. The employees take up that spirit of giving. They give in a lot of different ways. The Days of Caring is coming up in May and employees have volunteered for that event as well. Carolyn Justice-Hinson has been leading this effort for PWC and she has done an excellent job. She has also assisted Mr. Blanchard in his interim role.

Mr. Blanchard stated to have a successful United Way program comes from the top down, and he thanks the Commissioners for supporting the employees and allowing this to happen. It is also reflective in the leadership of the organization. Mr. Bryant has stepped in, and other CEOs have stepped up as well. PWC continues to support the employees and give to United Way. There are 46 United Ways in North Carolina, and they support 84 counties. This is a state award and PWC is an example of how to run a successful UW program. Though PWC is not the largest employer in Cumberland County, PWC maintains the largest amount of marquee givers (those giving \$1,000 or more).

Mr. Blanchard stated it is nice to know that we are out there providing the electric services, the water services, and the sewer services, and it is also nice to know that PWC employees have a caring heart.

Ms. Justice Hinson recognized Ms. Lisa Barbee as our UW Employee of the Year; and Ms. Shellie Shavers as one of our runners-up.

Commissioner Donald Porter recognized Mr. Blanchard for continuing to serve on the board of the North Carolina Southeast (in his retirement), an economic development organization.

### III. CONSENT ITEMS

Upon motion by Commissioner Ronna Rowe Garrett, seconded by Commissioner Christopher Davis, Consent Items were unanimously approved.

- A. Approve Minutes of meeting of April 10, 2024
- B. Adopt Resolutions – PWC2024.03 and PWC2024.04 - Resolutions of the Fayetteville Public Works Commission to Direct the Filing of an Application for State Loan Assistance

The above resolutions direct the filing of State Revolving Loan Applications for funding the P.O. Hoffer WTP Expansion Phase 3 Residuals project and the Rockfish Creek WRF Expansion Phase 3 Project, which are currently estimated at approximately \$34.9M and \$157.4M, respectively.

- C. Approve bid recommendation to award base bid for the Re-Advertisement of Miscellaneous Electric Substation On-Call Construction to Carolina Power & Signalization, LLC, Fayetteville, NC, the lowest, responsive, responsible bidder, in the total amount of \$22,179.39, with the option to renew this on-call construction contract with an initial contract term of one year from the Notice to Proceed. PWC shall have the option, in its sole discretion to renew the Contract on the same terms and conditions for up to two (2) additional one-year terms. Commission also approves forwarding this recommendation to City Council for approval.

The contract will require the awarded vendor to provide electrical substation construction and repair services on an “as needed” and “on-call” basis, including installing underground conduit systems at various locations in accordance with the work as outlined in the specifications set forth within the bid.

The funding for the Readvertisement of Miscellaneous Electric Substation On-Call Construction will come from a combination of sources to include bond, and PWC’s general electric funds.

Bids were received April 12, 2024, as follows:

<u>Bidders</u>	<u>Base Bid</u>
Carolina Power & Signalization, LLC, Fayetteville, NC	\$22,179.39

\*Under On Call agreements for construction and repair individual, work orders are authorized and issued based on either a not-to-exceed, time and materials basis, or on a negotiated lump sum amount using unit prices bid by contractors. In this instance the total Base Bid Amounts reflect the sum of unit prices. Those quantities are not exact and were used for bidding purposes only.

COMMENTS: Notice of the bid was advertised through PWC’s normal channels on March 19, 2024, with an initial bid opening date of April 2, 2024. The solicitation was readvertised on April 3, 2024, due to the minimum number of bids received being below the General Statute requirement. The readvertisement bid opening date was set to Friday, April 12, 2024. Bids were solicited from twelve (12) bidders. PWC received one (1) bid for this project. The one (1) bid received was then evaluated by the Electric Systems Support and Procurement departments. The lowest responsive, responsible bidder was Carolina Power & Signalization, LLC, Fayetteville, NC. **MWDBE/Local Participation:** Carolina Power & Signalization, LLC, Fayetteville, NC is a local business, and they plan to use small local suppliers and available MWDBEs for any anticipated hauling services and material needs for this on-call contract.

END OF CONSENT

IV. ELECTRICAL SYSTEM RELIABILITY & RESILIENCE – LESSONS LEARNED FROM SUMMER AND WINTER STORMS

Presented by: Jonathan Rynne, Chief Operating Officer, Electric Systems

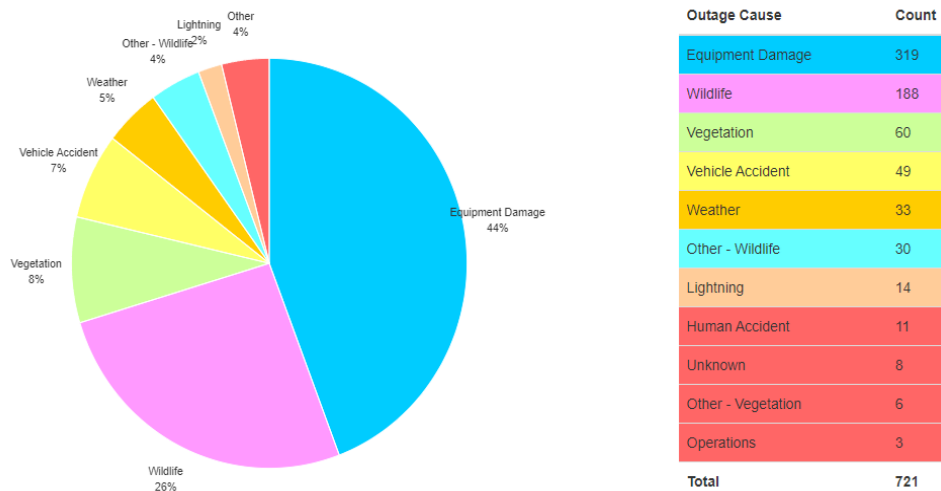
Mr. Rynne stated he will discuss the following: outage causes; reliability indices; annual metrics and benchmarking; system performance during the 2023 hurricane and winter storm seasons; and highlight PWC’s preparations for the upcoming storm season.

PWC’s Main Outage Causes

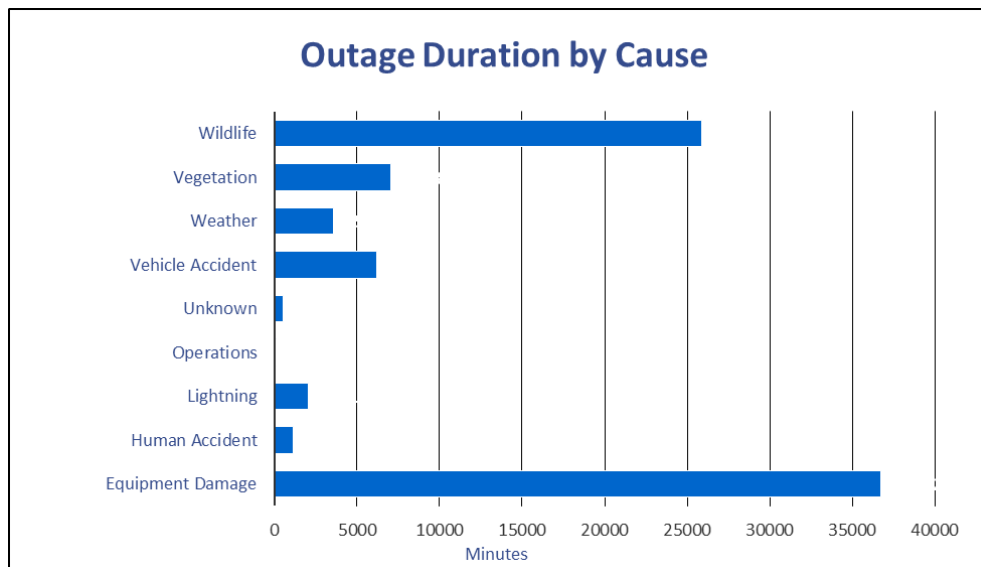
- Equipment Damage
- Wildlife Contact (squirrel, snake, raccoon, and birds)
- Vegetation Impact
- Vehicle Accidents
- Mylar Balloon Entanglement
- Weather (Hurricanes, Ice Storms, Tornadoes and Lightning)
- Structure Fires

Mr. Rynne introduced/presented Mr. Marc Tunstall and Mr. Brandon Huelsman whom he stated were instrumental in gathering the material for this presentation.

### 2023 PWC Outage Causes



### 2023 PWC Outage Cause Duration



### 2023 PWC Outage Causes

▶ Examples of Equipment Damage

- Broken Pole
- Equipment Failure
- Cable/Conductor Failure
- Hardware Failure
- Transformer Issue/Failure
- Blown Fuse

▶ Examples of Wildlife

- Squirrels
- Birds
- Snakes

▶ Examples of Vegetation

- Trees
- Vines

▶ Examples of Weather

- Wind
- Ice
- Storm
- Heat

PWCs Main Outage Causes

Electric Outage Notification Date: 05/21/2019  
Time: 10:25  
Time Resolved: 10:42  
Number of Customers Affected:  
ROUGHLY 10,000 CUSTOMERS  
Major Customers Affected:  
Post Office, City PD, Glenville WTP, Hoffer Plant  
Cause of Outage: **SNAKE**  
Service Area Affected: POD 2



Reliability Indices

System Average Interruption Duration Index (SAIDI)

- ▶ SAIDI is defined as the average interruption duration (in minutes) for customers served by the utility system during a specific time period.
- ▶ For example, a utility with 100 customer minutes of outages and 100 customers would have a SAIDI of 1.

System Average Interruption Frequency Index (SAIFI)

- ▶ SAIFI is defined as the average number of instances a customer on the utility system will experience an interruption during a specific time period
- ▶ For example, a utility with 150 customer interruptions and 200 customers would have a SAIFI of 0.75 interruptions per customer

Average Service Availability Index (ASAI)

- ▶ ASAI is defined as a measure of the average availability of the electric systems that serve customers
- ▶ For example, an ASAI of 99.99% means that electric service was available for 99.99% of the time during the given time period

2023 Public Power Annual Benchmarking

**2023 PWC SAIDI:64.867 Minutes**  
**PWC SAIFI: .893**

**Table 12.** Your utility's SAIDI and SAIFI with and without IEEE ME days

SAIDI with IEEE ME days (minutes)	SAIDI without IEEE ME days (minutes)	SAIFI with IEEE ME days (interruptions)	SAIFI without IEEE ME days (interruptions)
86.68	64.86	1.03	0.89

**Table 13.** Summary SAIDI data from Form EIA-861, 2022

*In minutes*

	All	No MEs
Average	363.98	148.09
Minimum	0.08	0
First Quartile	79.8	54.64
Median	176.36	105.13
Third Quartile	369.21	178.96
Maximum	11949.11	1760.49

APPA 2023 Annual Reliability  
Benchmarking Report

**2023 PWC ASAI: 99.992%**

**Table 10.** Average ASAI with and without MEs

*In percentage*

	All	No MEs	Unscheduled	Scheduled
Your utility	99.9835	99.9919	99.9848	99.9987
Utilities that use the eReliability Tracker	99.9833	99.9912	99.9842	99.9982
Utilities in your region	99.9821	99.9908	99.985	99.9942
Utilities in your size class	99.9797	99.99	99.9803	99.999

**Table 11.** Summary ASAI data from the eReliability Tracker

*In percentage*

	All	No MEs	Unscheduled	Scheduled
Maximum	99.9999	99.9999	99.9999	99.9999
First Quartile	99.9965	99.9977	99.9969	99.9999
Median	99.9907	99.9947	99.9916	99.9998
Third Quartile	99.979	99.989	99.9804	99.9991
Minimum	99.8042	99.8684	99.8042	99.9085

### Outage Communication

- ▶ Customer contact for emergencies involving electric utility service: (910) 483-1382
- ▶ PWC uses Facebook to notify customers of outages and restoration .
- ▶ The Outage Management System (OMS) allows for text and voice outage reporting, notification, and status updates.
- ▶ OMS is also used to provide a live outage map of the PWC territory

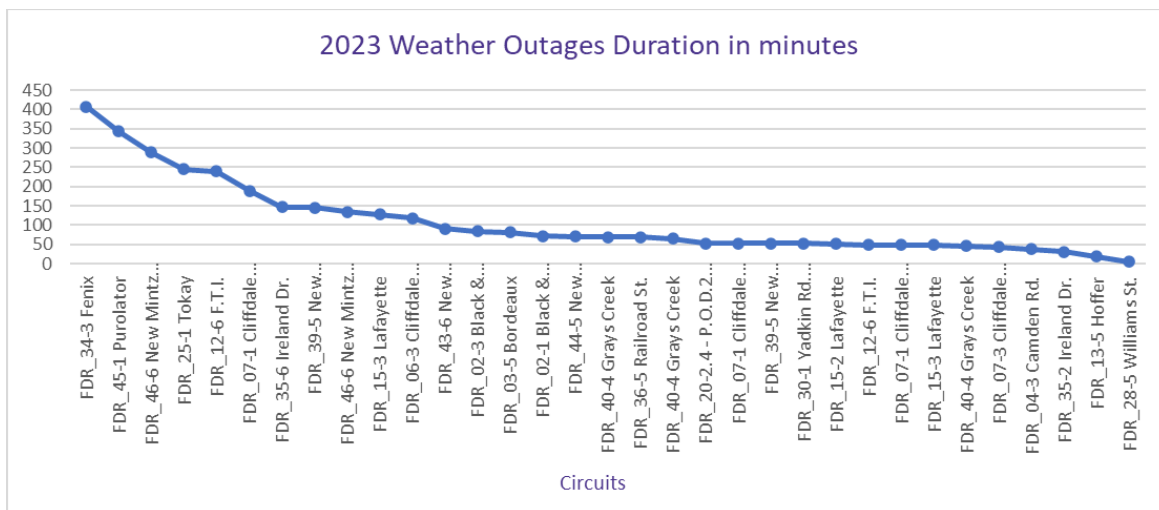
### Outage Response

- ▶ 24/7 System Operations Center for Outage Response.

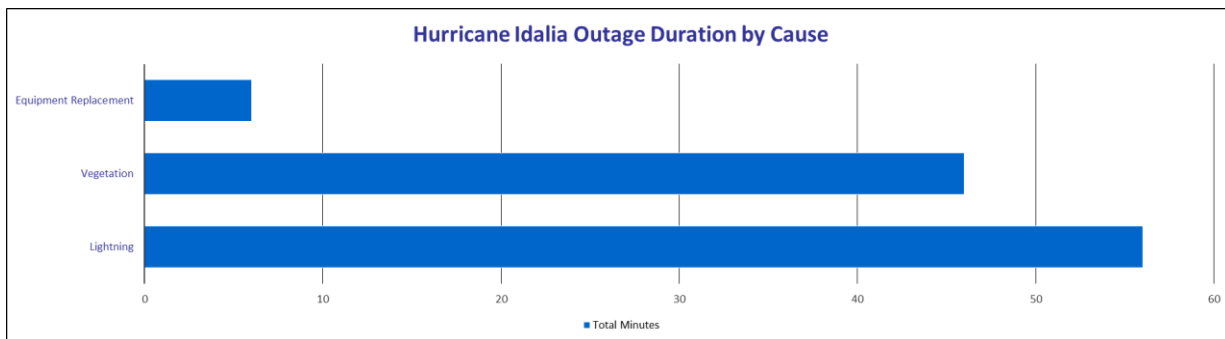
- ▶ Crews respond from worksites during normal workday.
- ▶ Crews are called in after hours and on weekends/holidays.
- ▶ Crew members are on designated stand by after hours and on weekends/holidays to ensure efficient response.

2023/2024 Hurricane and Winter Storm Season

PWC experienced 34 weather related outages from June 1, 2023, to January 31, 2024.



- ▶ The Major Events that affected PWC’s Service Territory during this time period were Hurricane Idalia and the winter storm of January 9th, 2024.
  - For Hurricane Idalia (8/30/23) a total of 4 outages were recorded for the day, only 2 determined to be weather caused.
  - A Primary (High Voltage) line caught fire, believed to be caused by lightning, a total of 1052 customers were out of power for 56 min. Crews restored power that evening and returned to complete permanent repairs the following day.
  - The second weather related outage was from a vegetation issue, not particularly caused by the storm, but potentially caused the outage. Twenty-three customers were originally affected for 46 minutes, but due to the safety clearances needed to make the repairs, the circuit was de-energized at the substation and 406 customers were out of power for 6 minutes.



- The Winter Storm of 1/9/24 resulted in 18 total outages, of which 16 outages were deemed weather related.
- In total, 556 customers were affected

- ▶ PWC is preparing for the 2024 Hurricane Season
  - Emergency Response contracts for Line Workers and Tree Trimming Contractors awarded
  - Mutual Aid agreements with the American Public Power Association and ElectriCities are up to date
  - Storm Inventory levels maintained
  - Storm Guides Updated
  - Tabletop Emergency Drills scheduled

Mr. Rynne and Mr. Bryant responded to questions and comments from Commissioner King, and additional discussion ensued. Commissioners thanked Mr. Rynne for the detailed presentation.

## V. GENERAL MANAGER REPORT

Happy Administrative Professionals Day. Mr. Bryant stated he appreciates all the Administrative Staff does to make things run efficiently and effectively

### Safety

Mr. Bryant stated the PWC team is working safely overall. We have seen a bounce back in terms of our safety performance over the last several weeks. Our total recordable injury is still hovering around 0.46 against a target of 1, so we are still doing very well. He stated he had the opportunity to participate in April's Safety Committee meeting, which was held last week. This committee is comprised of volunteer leaders across PWC. They get together and communicate with our core Safety Team about things that are going on from a safety perspective. Mr. Bryant stated he was impressed in the engagement of the safety committee. Everyone expressed how much safety means to them.

### People

Mr. Bryant thanked the Executive Staff and the Organizational Development team for their hard work. For the last several months they have worked on refining our core values.

He stated they are:

- Appreciate and Respect People
- Be Safe
- Commit to Excellence
- Do What is Right

### Community Engagement

He thanked the CCR and Water Resources teams. They jumped through big hoops and hurdles to host EPA Administrator Michael Regan along with other state and local officials at our P. O. Hoffer Water Treatment Plant, where Administrator Regan announced the new drinking water standard. Our staff made it look easy though it was not. He thanked Ms. Stiff and Mr. Noland and their teams for helping to make that event a success.

Then they threw him over the wall on Saturday, April 13<sup>th</sup>. Mr. Bryant and other PWC team members supported the UW Over the Edge event. They successfully and safely went over the wall. Mr. Bryant thanked Commissioner Porter, Councilman Thompson and County Commissioner Adams as well as others for their support.



The PWC Employee Picnic is coming up on Saturday, May 4<sup>th</sup>, beginning at 10am.

PWC will support the Dogwood Festival this coming weekend at Festival Park.

### Running the Business

On Friday, April 12<sup>th</sup>, PWC and Cumberland County publicly expressed in a press conference their commitment to deliver permanent, regulated, and safe public water to the Grays Creek Water District. The PWC Water Resources Team and the Cumberland County Engineering team have had their first meeting to define the scope of work and develop budgets. It is now official, and it was just the beginning of the work. Now the real work is getting to the real details of the engineering aspect of it.

## VI. COMMISSIONER/LIAISON COMMENTS

Commissioner Richard King

No comments

Commissioner Ronna Rowe Garrett

Commissioner Garrett thanked Mr. Bryant for all he has done in the short time he has been here. She commended him on his report on safety as well.

She echoed Mr. Bryant's appreciation to Admin. Professionals, and thanked Ms. Durant for her professionalism.

Commissioner Garrett thanked Mr. Rynne for the good brief. She stated when you put such effort into these briefs, it is really the way you teach us to be better commissioners.

She stated it is fantastic to see the progress and the evolving of Procurement/Purchasing. She stated Ms. Fritzen has been the leader of that. She asked for Ms. Fritzen to relay it to her team.

Commissioner Donald Porter

Commissioner Porter stated it starts with Mr. Bryant; it is always all about the team. He stated all the leaders who come in and brief the Commissioners always commend their respective teams. He receives a lot of positive comments from the community. He also commended Mr. Bryant for his acumen when engaging with the media.

## VII. REPORTS AND INFORMATION

The Commission acknowledges receipt of the following reports and information.

- A. Monthly Cash Flow Report - March 2024
- B. Recap of Uncollectible Accounts – March 2024
- C. Investment Report - March 2024
- D. Purchase Orders – March 2024

- E. Financial Statement Recaps – March 2024
  - Electric Systems
  - Water/Wastewater
- F. Career Opportunities
- G. Approved N.C. Department of Transportation Encroachment Agreement(s):
  - Encr. # 18815 – Install 10” and 12” RJDI water main, 8” DI sewer main, and 1” copper water lateral with meter box @ SR3828 (Robeson St.)

## VIII. ADJOURNMENT

There being no further business, upon motion by Commissioner Ronna Rowe Garrett, seconded by Commissioner Christopher Davis, and unanimously approved, the Commission adjourned at 9:33 a.m.