



Regular Meeting (Conducted In-Person and via GoToMeeting)

In Person Attendance:

Board:

Crystal A. Skotedis, Vice-Chairperson/Treasurer

Garvey Presley, Jr., Secretary

Andrew Enders, Assistant Secretary/Treasurer

Staff:

Charlotte Katzenmoyer, Chief Executive Officer

Douglas E. Keith, Chief Financial Officer

Michelle Bethel-Miller, Director of Shared Services

Jess Rosentel, Director of Operations

Daniel Galbraith, Drinking Water Superintendent

Randy Schaffer, Pretreatment Coordinator

Tammie Sheaffer, Office Manager

Karen McKillip, Archivist

General Counsel:

Scott Wyland, Esquire (Salzmann Hughes, P.C.)

Others:

Edward Pitingolo

Betsy Pitingolo

Wendy Jackson-Dowe (SkyPix Group)

Virtual Attendance:

Staff:

Tanya Dierolf, Director of Strategic Initiatives

Tom Czyzykowski, IT Manager

Jeff Bowra, P.E., Lead Engineer

Sheri Berilla, Asset Manager

Rebecca Laufer, External Affairs Manager

Jarvis Brown, Diversity Program Manager

Steve Early, Community Relations Manager

Jamie Meily, Customer Service Representative

Others:

Edward Ellinger, P.E. (HRG)

Jeff Thompson, P.E., (WRA)

Matt Crow, P.E. (Hazen and Sawyer)

Sarah Ehrman, EIT (Gannett Fleming)

Chade Stewart

Chris Hulse

Tremayne Terry

I. Call to Order - Pledge of Allegiance - Roll Call

The meeting was called to order by Vice-Chairperson Skotedis at 6:07 PM.

Vice-Chairperson Skotedis stated that three Board members were present in person and Marc Kurowski was excused from tonight's meeting.

General housekeeping items were addressed by the vice-chairperson advising that CRW is using the GoToMeeting platform for virtual meetings for the public. Under CRW's rules of decorum, all persons participating virtually must sign in with their name to properly identify themselves.

CRW posted the agenda 24 hours in advance on the website and accepted public comments via email until 4:00 PM the day of the Board meeting. The vice-chairperson reported that CRW did not receive any public comments, therefore, no comments were read into the record.

The vice-chairperson advised that the meeting was being recorded and will be posted on CRW's website at capitalregionwater.com on Thursday, June 23, 2022.

II. Vice-Chairperson's Announcements

- A.** An executive session under Section 708(a) of the Sunshine Act was held at 5:00 PM today to discuss personnel matters and potential claims against Capital Region Water with General Counsel.
- B.** Today's Regular Meeting was advertised in accordance with the Sunshine Act.
- C.** The next Regular Meeting is scheduled for Wednesday, July 27, 2022, at 6:00 PM and will be held in-person and virtually.

III. Presentation - Minority/Women/Disadvantaged Business Enterprise Plan - Five-Year Report (Jarvis Brown) (6:11 - 6:19 PM)

Mr. Jarvis Brown, Diversity Program Manager, presented a five-year status report on Capital Region Water's Minority/Women/Disadvantaged Business Enterprise Plan (the "M/W/DBE Plan") for the period 2017 through 2021. The M/W/DBE Plan was adopted by CRW in September 2016. Standard contract participation levels were established at 15% MBE and

5% M/W/DBE for all capital improvement projects. Key milestones were established and met during the past five years with 47 construction projects being awarded, and \$16,443,730 in capital improvement project commitments being awarded to M/W/DBE contractors.

Mr. Brown commended Caleb Krauter and the firm of HRG Engineering for their work in assisting CRW in being able to meet CRW's M/W/DBE participation levels on the awarding of contracts. While the Board realizes this is just the beginning, and more work needs to be done, they noted they are very pleased with the progress that has been made over the past five years. Mr. Brown also included testimonials from M/W/DBE contractors, including Wendy Jackson-Dowe of SkyPix Group, who thanked CRW for implementing and enforcing the M/W/DBE Plan which has opened many doors to M/W/DBE contractors. Many organizations in the past have talked the talk, but CRW has walked the talk and she is very appreciative.

Ms. Skotedis noted she has enjoyed seeing the M/W/DBE Plan grow and that the Board is very pleased to see that over \$16M has been invested in M/W/DBE participation over the past five years. This M/W/DBE Plan was initially worked on by Tremayne Terry and was then taken over by Mr. Brown upon Mr. Terry's departure from CRW. Mr. Brown acknowledges the initial groundwork that Tremayne Terry had previously done which set the stage for the success that CRW is seeing now.

Mr. Enders thanked Mr. Brown for his professional growth of the M/W/DBE Plan, stating Mr. Brown is always humble about continuing on with the plan initially started by Mr. Terry, however, Mr. Brown is always quick to answer questions when asked by Board members.

Mr. Presley also thanked Mr. Brown for everything he has done for the growth of CRW's M/W/DBE Plan. Vendors and consultants such as SkyPix Group and Cosmos Technologies are also very thankful for their growth over the past five years. The growth of CRW's M/W/DBE Plan is a legacy that all members sitting on this current Board can be very proud of.

IV. Committee Reports

Budget and Finance: Ms. Skotedis reported the committee met on June 21, 2022, and highlighted the items listed below.

- CRW's 2021 independent audit process was discussed.
- Fieldwork for the 2021 Audit has been completed and the Financial Statement has been drafted and will be reviewed with the Budget and Finance Committee on July 19, 2022.
- The 2021 Financial Statement will be presented to the Board once it is finalized.

- Ms. Skotedis commended the auditors for finalizing the 2021 Audit ahead of schedule. This is much quicker in the year than normal, so kudos to the auditors for accelerating our timeline.
- Thanks to the Finance department who recently went through payroll and general ledger software conversions. These conversions are very labor-intensive tasks, and so far, everything is working out.
- The new MUNIS system was launched on June 10, 2022, and staff continues to work through this process as well.
- Suburban partners and rate calculations were discussed for calculating budget vs. actual usage.
- Intermunicipal Agreement with our suburban partners and any potential changes to be included in an updated draft were discussed.
- Review of prior month's financial information.

Mr. Keith presented an overview of the May financial reports, along with a slide outlining CRW's financial position on accounts receivable balances and outstanding delinquent accounts. CRW's outstanding past due accounts receivable balance is \$7,676,000 which is down approximately \$150K from a year ago, but up slightly since last month despite ongoing customer assistance programs from federal programs. Mr. Keith noted that the \$7.6M is only for past due delinquent accounts receivable balances that are being carried month after month. The total actual accounts receivable balance including current receivables is over \$11M.

CRW continues to work with our customers to bring down the \$7.6M of past due delinquent accounts receivable balances that continue to accrue late fees, etc. CRW is working on getting these balances down through the use of customer assistance programs and payment plans. CRW does not want to shut water off for our customers, but since the moratorium has been lifted, CRW's customers are now forced to reach out to us, or face water termination. Please contact Customer Service at 888-510-0606 to find out about the various customer assistance programs that customers may qualify for.

Mr. Enders questioned whether CRW is still maintaining 75% of our current customer billings as previously reported in prior months? Ms. Skotedis stated that typically once a customer receives a water shutoff notice, they are bringing their account current. Mr. Keith stated the process that customer service goes through before water termination would occur is as follows:

1. CRW sends initial bill.
2. CRW sends late notice.
3. CRW sends 10-day notice.

4. CRW sends 48-hour notice prior to water shutoff.
5. Water shut off occurs.

Once steps 3 and 4 are issued, approximately 75% of customers will contact CRW to make arrangements to settle their account. Mr. Keith spoke to trends that CRW has seen over the past several years and remains optimistic to break that trend.

CRW's goal is to take care of collecting on past due delinquent accounts receivables. CRW doesn't appear to be making much headway on collection efforts, despite all the customer assistance programs that are available. Customers need to reach out to CRW in order to take advantage of these programs.

CRW does not have unlimited funds, so customers must be kept aware of the balances that CRW continues to carry as past due delinquent accounts receivables. Mr. Presley stated that he is still proud that CRW will not terminate water service during the winter moratorium which could lead to termination of heat, however, we must as a company continue to be diligent in our collection efforts.

There were no further questions from the Board.

Personnel and Shared Services: Mr. Presley and Ms. Skotedis reported the committee met on June 16, 2022, and highlighted the items listed below.

- Tom York was nominated as Employee of the Month for June 2022. Mr. York recognized an existing fountain, pump and pond at our North Front Street office were in bad shape and inoperable. On his own personal time, Mr. York replaced the pump, cleaned out the pond and restored the fountain. The pond is now a beautiful water feature and a visual representation to our customers of CRW's dedication to clean water and community beautification. Please take a moment to view the fountain in front of our building when you leave the meeting tonight.
- Mr. Rosentel then spoke to the retirement of Randy Schaffer. Mr. Schaffer was originally employed by the City of Harrisburg on March 6, 1989. Mr. Schaffer has held many responsibilities over the past 33 years and 3 months of service. He transitioned over as a CRW employee in 2013 during the Transition Agreement between the City of Harrisburg, and CRW and has held the position of Pretreatment Coordinator of the AWTF until his time of retirement. Mr. Rosentel spoke to Mr. Schaffer's many accomplishments during his employment with CRW. He will be missed, and the Board wished him good health, happiness, and continued success in his retirement. Mr. Rosentel presented a Certificate of Retirement to Mr. Schaffer.
- IT services – no update.

- Customer service reported there were approximately 2,243 calls coming into customer service in May with an average of 43 seconds call time and three minutes talk time.
- Ms. Skotedis reported the following updates relating to 2022 customer assistance funding programs to date:

2022 Customer Assistance Payments Received to Date	
CRW's Customer Assistance Program	\$19,200.00
ERAP	\$40,647.79
LIHWAP	\$217,621.15
City of Harrisburg CARES	\$133,711.15
Customer Assistance Program Opt In	\$5,700.00
Total	\$416,880.09

- To date, nearly \$417,000 has been applied to CRW's customer accounts. Monies are available so please reach out to our Customer Service Center for details on how you can obtain or qualify for these programs. The Pennsylvania Department of Human Services also sent out notices on CRW's behalf to alert customers of their assistance program.
- Recruiting efforts continue with open positions. Ms. Skotedis read the open positions and noted that open positions are posted on CRW's website under [Careers](#).

There were no questions or comments from the Board.

Operations and Engineering: Mr. Presley reported the committee met on June 9, 2022, and highlighted the items listed below.

- All items on tonight's agenda were fully vetted during the meeting.
- Mr. Galbraith confirmed the soda ash feeder at the Water Services Center is now in service.
- Mr. Rosentel confirmed that Digester No. 1 at the AWTF will go into service next week, if all goes as planned.
- Landfill restriction issues and the opportunity for CRW to enter into an agreement with Derry Township Municipal Authority (DTMA) for the disposal of solid waste was discussed.
- Cured-in-place piping on Reily Street.
- Harrisburg Camp Curtin YMCA and Bellevue Park projects are expected to be completed by December 31, 2022.

There were no questions from the Board.

Legal and Risk Management: Mr. Enders reported the committee met on June 7, 2022, and highlighted the items listed below.

- Insurance claims were reviewed.
- CRW is currently seeking a Safety and Risk Manager.
- Cybersecurity and the collaboration for insurance coverage limits.
- Legal issues were discussed with General Counsel including updates on payment of stormwater fees by the Commonwealth of Pennsylvania.
- Lobbying efforts at the federal level for funding for CRW's capital improvement projects.
- Updates on the Consent Decree.

There were no questions from the Board.

Public Outreach and M/W/DBE: Mr. Enders reported the committee met on June 9, 2022, and highlighted the items listed below.

- Mr. Enders thanked Jarvis Brown for providing a preview of the Five-Year M/W/DBE Report to the committee in advance. CRW will utilize this document as a tool as we continue our work to expand M/W/DBE participation levels. CRW has been successful in getting prime contractors to reach out to subcontractors in order to fulfill minimum M/W/DBE participation levels, so the M/W/DBE Plan is successful. CRW's Five-Year Business Diversity Plan will be distributed to other parts of our local government so that other entities are aware of what CRW is doing to build M/W/DBE participation.
- Strategic Initiatives reached out through various media sources throughout the month of June.
- CRW continues to listen, document and react to information as it is provided by the public. The public needs to understand that unless CRW is made aware of issues within the community, we don't always know what needs to be addressed or prioritized. For example, if stormwater issues occur, the public needs to make us aware.
- Community events have started again including community clean-up events at Reily Street. Strategic Initiatives did a great job in getting the word out in that area and the community event was well attended.

There were no questions from the Board.

V. Management Report

The monthly Management Report was provided to the Board in advance of the meeting and posted on CRW's website. Ms. Katzenmoyer entertained any questions.

There were no questions from the Board.

VI. Minutes of Previous Meeting

A motion was made by Mr. Enders, seconded by Mr. Presley, that the Minutes of the May 25, 2022, Regular Meeting be entered into the record as presented.

The Board unanimously approved the Minutes.

VII. Modifications or Deletions to the Agenda - None.

VIII. Public Comment - Agenda and Non-Agenda (3 Minutes)

Mr. Edward Pitingolo, 1819 N. Second Street, Harrisburg, PA spoke to the Board about a flooded basement issue that occurred on June 17, 2022, when sewage backed up into his basement due to high volumes of heavy rain in mid-town Harrisburg. He has lived at this property for 33 years and only experienced flooding three times in the past; 1996 with the ice flood, September 2011 Hurricane Lee flood and then on June 17, 2022, with the heavy rainfall. He is concerned that the recent renovation of inlets, culverts, and stormwater management on Second Street that CRW is doing in mid-town Harrisburg is not adequate for the flows and asked what CRW intended to do to rectify the situation.

Ms. Katzenmoyer thanked Mr. Pitingolo for attending this evening. She acknowledged that CRW has received his letter and is continuing to research the issue regarding the matter. Ms. Katzenmoyer stated there is no COVID or SARS COV2 in the wastewater. CRW's employees work around this wastewater all the time without protective gear, and based on CDC guidelines, there has been no COVID exposure from wastewater. CRW's facilities are manned 24/7 with a hotline for responding to issues of this type. Ms. Katzenmoyer stated that CRW monitors rain via rain gauges in various areas of the Harrisburg area, as part of our Consent Decree, and that the storm on June 16, 2022, registered as the highest peak rainfall intensity (1-1 ½" of rain in a 30-minute period) was among the highest of any storm ever recorded in the Harrisburg area by CRW in the last eight years. She assured Mr. Pitingolo that CRW is investigating this issue. She stated that CRW is willing to share that information with Mr. Pitingolo. Mr. Pitingolo will provide his email address to the recording secretary.

IX. Old/New Business

Drinking Water

A motion was made by Mr. Presley, seconded by Mr. Enders, that the following item be approved, Drinking Water Item A.:

A. 2022 Street Restoration – Recommendation of Award

Motion: The Board authorizes the issuance of a Notice of Intent to Award and subsequent Director of Engineering's execution of Contract Documents following receipt of insurance and bonds for the 2022 Street Restoration Project to Shiloh Paving and Excavating, Inc. in the amount of \$1,350,354, as outlined in Shiloh Paving and Excavating, Inc.'s Bid Documents, dated June 8, 2022. M/W/DBE Commitment: \$203,675 / 15.1% MBE and \$9,500 / 0.7% WBE. Funding Source: Water #60800803-80300-00310 – City Street Restorations, Wastewater #80800803-80300-00310 – City Street Restorations and Wastewater #80800801-80100-00127 – Sewer Rehab Pennvest Project.

The Board unanimously approved Drinking Water Item A.

A motion was made by Mr. Presley, seconded by Mr. Enders, that the following item be approved, Drinking Water Item B.:

B. Procurement of the DCS Tower Demolition for the Water Services Center Control Room SCADA Upgrades from G.R. Sponaugle through COSTARS

Motion: The Board authorizes the Director of Operations to procure the demolition of the DCS tower to complete recent control room upgrades with G.R. Sponaugle through COSTARS at the Water Services Center in the amount of \$49,857. Funding Source: Water #60800804-80400-00208 – SCADA System Upgrade.

The Board unanimously approved Drinking Water Item B.

A motion was made by Mr. Presley, seconded by Mr. Enders, that the following item be approved, Drinking Water Item C:

C. Procurement of Chlorine Room Monorail Hoist System from YorkHoist – Project Number 2022-201

Motion: The Board authorizes the Director of Operations to award Project Number 2022-201 – Chlorine Room Monorail Hoist System for the Water Services Center to YorkHoist, and to execute the Agreement in the amount not to exceed \$77,621.93. Notifications for M/W/DBE were solicited via PennBid system. There were no commitments returned at the time of the award. M/W/DBE Commitment: \$0.00 / 0.00%. Funding Source: Water #60800804-80400-00217 – Chlorine Dock Crane Replacement.

The Board unanimously approved Drinking Water Item C.

A motion was made by Mr. Presley, seconded by Mr. Enders, that the following items be approved by consent, Drinking Water Items D., E., and F.:

D. Procurement of Roof and Siding Renovations for the Water Services Center Salt Storage Shed from Gordian/Lobar Associates through COSTARS

Motion: The Board authorizes the Director of Operations to procure the roof and siding renovations with Gordian/Lobar Associates for the salt storage shed at the Water Services Center in the amount of \$92,815.58. Funding Source: Water #60800803-80300-00331 – Salt Shed Rehabilitation/Roof.

E. Procurement of Rubber Roof Replacement for DeHart Control Room/Garage Dock from Gordian/Lobar Associates through COSTARS

Motion: The Board authorizes the Director of Operations to procure the rubber roof replacement with Gordian/Lobar Associates for the DeHart control room/garage dock in the amount of \$100,372.75. Funding Source: Water #60800803-80300-00344 – Rubber Roofs (Chemical, DeHart).

F. Procurement of Roof Cap and Siding Replacement for the DeHart Control Room/Garage Dock from Gordian/Lobar Associates through COSTARS

Motion: The Board authorizes the Director of Operations to procure the roof cap and siding replacement services with Gordian/Lobar Associates for the DeHart control room/garage dock in the amount of \$109,392.27. Funding Source: Water #60800803-80300-00344 – Rubber Roofs (Chemical, DeHart).

The Board unanimously approved Drinking Water Items, D., E., and F.

Wastewater

A motion was made by Mr. Presley, seconded by Mr. Enders, that the following item be approved, Wastewater Item A.

A. Task Order 2020-16-03: Engineering Services for Front Street Interceptor Rehabilitation Phase 2 Project with AECOM

Motion: The Board authorizes the Director of Engineering to execute Task Order 2020-16-03 with AECOM as outlined in AECOM's Proposal, dated June 16, 2022, in the amount not-to-exceed \$955,000. M/W/DBE Commitment: \$124,000 / 13.0%. Funding Source: Wastewater #80800801-80100-00083 – Front Street Interceptor Rehabilitation Phase 2.

Mr. Stewart advised that this project is an example of where the use of cured-in-place piping (CIPP) works well. This is a \$17M project that is very challenging and is key to the combined sewer overflow (CSO) control program.

Mr. Enders inquired what disruption the public could expect to see to Riverfront Park along Front Street during this project. Mr. Stewart stated that next month CRW will have a better idea of what disruptions will occur. He expects there will be some disruption for use of the greenbelt, but the disruptions to the public will be minor.

The Board unanimously approved Wastewater Item A.

Stormwater

A motion was made by Ms. Skotedis, seconded by Mr. Enders, that the following item be adopted, Stormwater Item A.

A. Resolution No. 2022-015 – Stormwater Operation and Maintenance Agreement with Pennsylvania DUI Association, Inc.

Motion: The Board adopts Resolution No. 2022-015 which authorizes the Chairperson and Secretary to execute the Operation and Maintenance Agreement for Stormwater Facilities and Best Management Practices with the Pennsylvania DUI Association, Inc., for 2426 North Second Street, in the City of Harrisburg, Dauphin County, Pennsylvania. Funding Source: N/A.

The Board unanimously adopted Stormwater Item A.

A motion was made by Mr. Presley, seconded by Mr. Enders, that the following item be approved, Stormwater Item B.

B. Task Order 2022-08-02: Engineering Services for 2022 GSI Services During Construction with Jacobs

Motion: The Board authorizes the Director of Engineering to execute Task Order 2022-08-02 with Jacobs, as outlined in Jacobs' Proposal, dated June 7, 2022, in an amount not to exceed \$13,505. M/W/DBE Commitment: \$0.00/0.0%. Funding Source: Stormwater #90800801-80100-00108 – SW Pond Retrofit - Bellevue Park.

The Board unanimously approved Stormwater Item B.

X. Public Comments - Non Agenda Items (3 Minutes)

XI. Board Member Comments

Mr. Enders provided the comments listed below.

- Thanked Mr. Pitingolo for attending tonight's meeting and for bringing this issue to CRW's attention.
- Several other people through the mid-town Harrisburg group (Lindy Crandall, Amy Probst-Houshall, and Cindy Musser) have also reached out to him regarding the recent storm on June 16, 2022, along with neighbors of Ms. Skotedis. Board members are aware and have passed these inquiries on to the appropriate personnel at CRW.
- Mr. Enders thanked Mr. Stewart, Ms. Katzenmoyer and Ms. Maulhardt who have a lot of obligations on a normal business day, so addressing this severe weather event is appreciated by all Board members. While the answer may not be what homeowners want to hear, CRW still wants to hear from homeowners regarding these types of events so that the issues can be recorded, and the appropriate personnel and/or engineers can be notified to record the data and problem areas as they attempt to make corrective and rational action to our infrastructure into the future.
- Homeowners should contact CRW first at 888-510-0606, which telephone number is also available on our website under [Customer Support](#). This number is manned 24/7 for drinking water, wastewater and stormwater emergencies. You can also call professional plumbers to determine if you have proper drainage in and around your home, or to discuss the use of a backflow valve in the basement, and your insurance broker to ensure you have the proper insurance coverage to assist you during an event such as this. Homeowners are responsible for these steps in order to protect your investment.

Mr. Presley provided the comments listed below.

- He wants homeowners to know they have certain responsibilities, but also acknowledges that CRW has responsibility here too. He wants the public to know that if someone calls CRW in the middle of the night on the 24/7 hotline, that someone is always available to answer these types of emergency calls. CRW will thoroughly investigate this incident. CRW prides itself on our customer service.
- He acknowledged the memorial of Larry E. Striker, who was initially instrumental in the establishment of PENNVEST through the Governor's office. Mr. Striker passed away, but without the work of Mr. Striker and his team, CRW wouldn't be able to finance the numerous capital improvements projects we are now able to do for our community.
- He thanked the Finance department for their continued collection efforts to reduce past due delinquent accounts receivable balances. Everyone knows that some customers play the game until it is down to the wire to have their utilities terminated, and he appreciates that CRW continues to find creative ways to assist our customers. Customers have to reach out to customer service to satisfy their accounts in order to avoid additional late and restoration fees. CRW is not in the business to turn off water, this is a last effort in order to avoid sending customers into collection efforts.
- He thanked Tom York for beautifying our pond in front of our new building.
- He thanked everyone who stepped up to help Jermaine Taylor, a CRW employee who was impacted by a house fire last month, along with six other families. Jermaine expressed his sincere thanks to everyone who assisted his family. He was truly touched by everyone's kindness.
- He thanked Ms. Katzenmoyer for coordinating a lunch and learn webinar on Friday, June 17, 2022, on the true meaning of Juneteenth Day. Mr. Presley was honored that so many CRW staff members participated in this event to make them aware of the true meaning for the celebration of this holiday.
- He thanked Jarvis Brown and HRG Engineering for the continued growth and support of CRW's M/W/DBE Plan and providing a report showing our success over the past five years.

Ms. Skotedis provided the comments listed below:

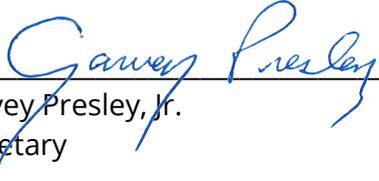
- She wished Garvey Presley happy birthday who will celebrate 70 years young on July 3rd! She has thoroughly enjoyed working with him over the past eight years.
- She congratulated Randy Schaffer on his 33 successful years with CRW. She wished him well and hopes he enjoys his retirement.
- While she has been a Board member for many years, this is the first time she had to chair a Board meeting since Mr. Kurowski was not present. She wants it known that Mr. Kurowski is a very strong leader and takes his role as chairperson of CRW very seriously. He rarely misses meetings, sometimes even prioritizing CRW over family and

friends. It is commendable that he supports CRW in the manner he does and wanted to acknowledge him publicly. She thanked Mr. Kurowski for his dedication to CRW.

XII. Adjournment

A motion was made by Mr. Presley, seconded by Mr. Enders, for the Board to adjourn the meeting at 7:48 PM. The motion was unanimously approved.

CAPITAL REGION WATER



Garvey Presley, Jr.
Secretary