

**Regular Meeting (Conducted In-Person and via GoToMeeting)**

In Person Attendance:

Board:

J. Marc Kurowski, P.E., Chairperson  
Andrew M Enders, Vice Chairperson  
Garvey Presley, Jr., Secretary  
Karen M. Balaban, Treasurer  
Nathan W. Davidson, Assistant Secretary/Treasurer

Staff:

Douglas E. Keith, Chief Financial Officer  
David W. Stewart, P.E., Chief Technical Officer  
Michelle Bethel-Miller, Chief Administrative Officer  
Tanya Dierolf, Chief Strategy Officer  
Jess Rosentel, Chief Operations Officer - Wastewater  
Chad Bingaman, Chief Operations Officer - Drinking Water  
Tammie Sheaffer, Office Manager  
Karen McKillip, Archivist

General Counsel:

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

Virtual Attendance:

Staff:

Julie Peters, Vice President of Finance  
Raymond Hoke, Wastewater Operations Supervisor  
Sheri Berilla, Asset Manager  
Rebecca Laufer, External Affairs Manager  
Sean Sauro, Community Outreach Specialist  
Jarvis Brown, Diversity Program Manager  
Bryon Maze, Procurement Manager

Others:

Caleb Krauter, P.E. (HRG Engineering, Inc.)  
Matt Crow, P.E. (Hazen and Sawyer)  
Sarah Folk, P.E. (Gannett Fleming)  
Holly Douglas (Cosmos Technologies, Inc.)

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

The meeting was called to order by Chairperson Kurowski at 6:10 p.m.

Chairperson Kurowski stated that all five Board members were present in person.

General housekeeping items were addressed by the 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 p.m. today. The chairperson reported that CRW did not receive any public comments, therefore, no comments were read into the record.

The chairperson advised that the meeting was being recorded and will be posted on CRW's website at [capitalregionwater.com](http://capitalregionwater.com) on Thursday, October 26, 2023.

## **II. Chairperson's Announcements**

- A.** An executive session under Section 708(a) of the Sunshine Act was held at 5:00 p.m. 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.** A special meeting is scheduled for Wednesday, November 15, 2023, at 5:00 p.m. for presentation of the 2024 Budgets and will be held in person and virtually.
- D.** The next regular meeting is scheduled for Tuesday, November 21, 2023, at 6:00 p.m. and will be held in-person and virtually.

## **III. Committee Reports**

**Budget and Finance:** Mr. Kurowski reported the committee did not meet in October due to meetings held regarding the 2024 Budget. He requested Mr. Keith provide the financial update.

- Mr. Keith provided the financial update for CRW through September and noted that he would not be sharing the graph on CRW's accounts receivable balance, as they are currently retooling how this would be displayed in the future. He stated the balance for accounts receivable was \$8,887,000 as of September 30, 2023.
- It was noted that the \$8.8M is not the highest balance seen by CRW this year. In April 2023, the accounts receivable balance was \$8,912,000.

Mr. Davidson questioned whether there were any major changes or did the accounts receivable balance still include a lot of aging receivables that were inherited by CRW. Mr. Keith reported there are no substantial changes to the accounts receivable history. He is in the process of preparing a report to show active vs. inactive accounts and how they impact the accounts receivable balance.

Mr. Enders asked Mr. Keith if there were any concerns regarding CRW's ladder portfolio on investments. Mr. Keith stated they are looking to extend CRW's portfolio to make the most of our investments. Mr. Keith agreed to include a slide in the 2024 budget presentation that will outline CRW's portfolio on investments.

There were no further questions or comments from the Board.

**Personnel and Shared Services:** Mr. Presley reported the committee meeting was held on October 17, 2023, and highlighted items listed below.

- IT updates were provided by Mr. Czyzykowski regarding recommendations by the Department of Homeland Security.
- Mrs. Bethel-Miller reported Customer Service updates on the items listed below.
  - There were 1,707 calls handled in September. The average speed of answer was 29 seconds and average talk time was three minutes 31 seconds and an average handle time for total calls handled was four minutes one second.
  - There were 193 drive-thru customers and 162 walk-in customers for a total of 355 customers serviced in September. Year-to-date there have been 3,518 customers served.
  - There were 3,897 credit card transactions in September.
  - There were 197 MoneyGram transactions In September.
- The Customer Assistance Program update was provided. CRW has received 274 applications, 236 direct applications and 38 from Low Income Household Water Assistance Program (LIHWAP) applicants, for a total of \$53,100 given in assistance for the month of September.
- Total combined assistance of customer service to date for LIHWAP is \$81,785.07.
- Total for the Pennsylvania Homeowner Assistance Fund (PAHAF) Program is \$31,723.85, with a total combined assistance for 2023 of \$167,000.
- Mrs. Bethel-Miller reported that during the additional 30-day period that LIHWAP had open, CRW took in nearly \$27,000. Payments continue to come in and she will keep the Board apprised of the final numbers.
- She also reported that in collaboration with the City, CRW was able to take advantage of CARES monies that were allocated.
- Mr. Presley stated Board members are excited to see \$167,000 in monies were utilized through our Customer Assistance Program. Ms. Katzenmoyer plans on discussing further customer assistance with the Board in the future.

- There was one new hire, two promotions and one separation this month.
- Open positions are posted at <https://capitalregionwater.com/about/careers/>.
- Updates to the Drug and Alcohol Policy are on tonight's Agenda for approval.
- A 10-year Anniversary event will be held November 1, 2023 with CRW's staff. Employees will be honored at that time.
- Healthy breakfasts and snacks were provided for employees at all locations in accordance with the wellness grant sponsored by Giant Foods.
- [LYTLE EAP Partners](#), CRW's Employee Assistance Program (EAP) provider, sponsored a lunch and learn event on September 27, 2023, on stress management. Additional lunch and learn events will be conducted by the end of the year.
- Flu shots were offered to all CRW employees on October 12, 2023.
- The committee recommends Resolution Nos. 2023-016 through 2023-032 regarding the destruction of records, and ratification of the natural gas contract with UGI Energy Services, LLC which are on tonight's agenda for approval.
- Mrs. Bethel-Miller advised that a Pie Award was awarded to Julie Peters, Tom Czyzykowski and Alejandro Grullon on October 11, 2023, for the Upset Tax Sales Report Conversion Project Team. These employees were challenged to take on a yearly project involving the exchange of property information between CRW and another governmental agency, from a manual data gathering, manual calculation process, to a fully automated process. The completion and success of this project eliminated several manual hours from the Customer Service Team and has created a more efficient, accurate and time-saving process for preparing the annual Upset Tax Sales Report in keeping with CRW's core values and mission.

Mr. Enders commended CRW's Customer Service Representatives for being able to quickly identify and be knowledgeable of the customer assistance programs available and for making quick and streamlined methods to allow our customers the opportunity to receive those funds towards the payment of their utility bills.

There were no questions or further comments from the Board.

**Operations and Engineering:** Mr. Kurowski reported the committee meeting was held on October 12, 2023, and highlighted the items listed below.

- All task and change orders, including procurement items on tonight's agenda were vetted.
- Stormwater Operations & Maintenance Agreement with Nirmal Sinha & Mohinder Kau Gill was vetted.
- Basic Ordering Agreement and Task Order 2022-17-01 for engineering services for AWTF Primary Clarifiers Rehabilitation Project with Environmental Design Research (EDR) was discussed.

- Change Order No. 2 with Wexcon, Inc. for paving relating to the 2022 Water System Improvements Project was discussed.
- Mrs. Berilla provided an overview of Task Order 2023-01-03 for engineering services for Asset Management Roadmap FY23 with Brown and Caldwell. This work is for the development of dashboards for quick and clear visuals to be utilized internally on TV monitors at the facilities.
- Procurement of a Belt Filter Press Conveyor from Serpentix Conveyor, a sole source provider, was discussed. This project will also be installed utilizing CRW personnel, thereby saving approximately \$50,000.
- Mr. Kurowski requested Messrs. Bingaman and Rosentel to add any additional highlights.
- General updates were provided by Mr. Rosentel and highlighted below.
  - September 30, 2023, marked the end of PADEP's water year where CRW used food slurry as CRW's supplemental carbon source. The AWTF generated 32,093 nitrogen credits throughout the previous 12-months for 2023 Water Year. This translates to approximately \$91,000 in non-rate revenue received by CRW.
  - Mr. Rosentel publicly recognized the AWTF facility operators and maintenance workers who worked diligently to make this non-rate revenue initiative effective. He thanked Ray Hoke and his crew who were tasked with ensuring the product was being fed at adequate dosages throughout the year; and he thanked Joe Baker and his facility maintenance crew who tried a variety of pumping applications and piping arrangements to find the proper set-up since CRW started this program from scratch.
  - Because of the staff's dedication, CRW was able to generate an additional \$284,000 in non-rate revenue since this program's inception.
  - He also noted that the buyer that was previously identified did better in their treatment year and needed fewer credits. Mr. Rosentel stated many nutrient trade credits (NTCs) generated remain unsold and CRW was fortunate to have sold the ones that we did.
  - Board members inquired about the closeout of the Front Street Interceptor Project and specifically the removal of the bypass piping in River Front Park. Mr. Stewart reported that the flushing of the pipes is complete, and each pipe has been flushed three times before disassembly and removal. Ms. Balaban asked how the AWTF has been impacted with the new cured-in-place piping (CIPP) in place? There hasn't been any dramatic increase in flows yet, however during significant rain events the new piping will be able to convey a greater amount of flow to the AWTF. Mr. Stewart stated that additionally less groundwater should be coming into the pipes than initially.
  - Ms. Balaban requested Mr. Rosentel to confirm, and he did, that due to the significant improvements to the AWTF over the last eight years, the facility has the capacity to accept more flow from the various conveyance and collection system improvements that are being completed.

- General updates were provided by Mr. Bingaman and highlighted below.
  - The PADEP permits for the alum chemical pump replacement and zinc orthophosphate system that was completed and the clear well chlorine analyzers were received this month.
  - “A-side” sediment basins were drained in preparation of the River Run which began on Monday, October 23, 2023.
  - CRW is pulling water from the Susquehanna River for the next two weeks and blending the raw water with the raw water from the DeHart Reservoir.

There were no additional questions or comments from the Board.

**Legal and Risk Management:** Mr. Enders reported the committee did not meet in October.

There were no questions or comments from the Board.

**Public Outreach and M/W/DBE:** Mr. Enders reported the committee meeting was held on October 18, 2023, and highlighted items listed below.

- Jarvis Brown reported on the CRW Capital Improvement Project Look Ahead event that was held on October 13, 2023. He reported a total of 20 attendees out of 24 registered attendees. The event was a success, and some new faces were among the attendees.
- Mr. Brown provided a presentation which outlined key components of CRW's capital improvement program and the goals of the business diversity program and PennBid requirements. Mr. Brown is refining the presentation and will come back to the committee for public presentation at the November or December Board meeting.
- The committee was updated on the Customer Assistance Program (CAP) as previously reported.
- Mr. Enders was excited to see CRW has approved 274 applications to date, and the data is strong revealing that applications continue to come in. Currently, there are 18 under review and to date, CRW has not rejected any applications.
- CRW continues to seek ways to get applications for customer assistance approved. In the past when applications were rejected, it was due to the lack of follow-up information from the applicants if they didn't resubmit the application.
- There were three community events and four facility tours in September.
- He attended the open house event of the Front Street Pump Station which was recently held in the Shipoke neighborhood. If you can attend one of the facility tours, take it because you will learn a lot.
- CRW issued a press release for the Phase I [Service Line Material Inventory Survey](#). This survey is being requested to be completed by our customers. It explains the new processes that CRW must comply with to confirm our drinking water is safe when it leaves the CRW facility and goes into our customers' homes. CRW is asking for help in collecting

this information. A QR code has been provided so customers can take their cell phones to the location in their home where the water meter is, complete the survey, upload pictures, and automatically submit the information directly to CRW. This survey is also available on CRW's website by clicking this link [Service Line Material Inventory Survey](#). Customers are encouraged to assist us in collecting this data for submission to PADEP. Please help us to collect this data and to avoid the inconvenience of a service appointment from our staff. As of the meeting only 23 surveys were returned to CRW.

- The committee is in favor of the authorization to engage Barnes & Thornburg that appears on tonight's agenda. Prior engagement of Barnes & Thornburg has been very productive in CRW's efforts to obtain federal funding.

There were no questions or further comments from the Board.

#### **IV. Management Report**

The monthly Management Report was provided to the Board in advance of the meeting and posted on CRW's website. Mr. Stewart reported on the upcoming bid opening as provided below.

- After several years of analysis, planning and design, CRW has completed the negotiation of the sales agreements, regulatory permitting, and construction contract document preparation, and CRW is pleased to invite qualified contractors to submit sealed bids for the construction of our Advanced Wastewater Treatment Facility's Energy Recovery Improvements project. Building upon CRW's long legacy and environmental stewardship this project will leverage the energy potential from our waste biosolids maximizing and conditioning digester biogas to renewable natural gas quality.
- The pre-bid meeting for the project is scheduled for October 31, 2023, and sealed bids are due at 3 p.m. on December 6, 2023. Contract documents can be viewed via the Pennsylvania Electronic Document and Bid Management Website also known as PennBid at <https://pennbid.net/>.
- This project is a major generator of non-rate revenue. Major improvements have been made to the wastewater facility and the digesters as a precursor to the energy project. We will be able to receive more high-strength waste, generate more biogas, and be able to sell that gas, as well as the renewal identification number of credits with our partner, UGI Energy Services.

Mr. Kurowski stated that this is an excellent project around CRW's mission for renewable energy, environmental stewardship, and the creation of non-rate revenue for CRW.

There were no questions or comments from the Board.

**V. Minutes of Previous Meeting**

A motion was made by Mr. Enders, seconded by Ms. Balaban, that the Minutes of the September 27, 2023, Regular Meeting be entered into the record as presented.

The Board unanimously approved the Minutes.

**VI. Modifications or Deletions to the Agenda – None.**

**VII. Public Comment - Agenda and Non-Agenda (3 Minutes) – None.**

**VIII. Old/New Business**

**Administrative**

A motion was made by Mr. Presley, seconded by Mr. Kurowski, that the following item be adopted, Administrative Item A.

**A. Resolution Nos. 2023-016 through 2023-032 – Destruction of Records**

**Motion:** The Board adopts Resolution Nos. 2023-016 through 2023-032 which approves destruction of records, as detailed in “Exhibit A” attached hereto. Funding Source: Admin #10101510-51020 – Adm Document Management.

The Board unanimously adopted Administrative Item A.

A motion was made by Mr. Presley, seconded by Ms. Balaban, that the following item be adopted, Administrative Item B.

**B. Resolution No. 2023-033 – Amendment to Employee Handbook – Drug & Alcohol-Free Workplace Policy, Effective October 25, 2023**

**Motion:** The Board adopts Resolution No. 2023-033 to approve the Amendment to the Employee Handbook Drug & Alcohol-Free Workplace Policy, effective October 25, 2023.

Ms. Balaban stated that the main reason for this amendment is to address the issue of medical marijuana.

The Board unanimously adopted Administrative Item B.



A motion was made by Mr. Enders, seconded by Mr. Davidson, that the following item be approved, Administrative Item C.

**C. Barnes & Thornburg LLP Agreement**

**Motion:** The Board authorizes the Chief Executive Officer to accept the Modifications to Engagement for Advocacy Services on Federal Funding Issues with Barnes & Thornburg LLP for a one-year agreement with a monthly retainer of \$6,000 in accordance with Barnes & Thornburg LLP's Proposal, dated October 17, 2023, to assist Capital Region Water with seeking federal funds. M/W/DBE Commitment: \$0.00 / 0.00%. Funding Source: Water #60504541-109 - Wtr Other Professional Services/Fees and Wastewater #80504541-54109 - Ww Other Professional Services/Fees.

Mr. Davidson thanked Ms. Katzenmoyer for negotiating the rate down with Barnes & Thornburg.

The Board unanimously approved Administrative Item C.

A motion was made by Mr. Presley, seconded by Ms. Balaban, that the following item be approved, Administrative Item D.

**D. Natural Gas Contract**

**Motion:** The Board ratifies the Chief Executive Officer's execution of UGI Energy Services, LLC (UGIES) Customer Confirmation Agreement for the two-month period spanning November 1, 2023, to December 31, 2023, for a fixed contract price of \$5.541 per dekatherm that was entered into on October 16, 2023. Funding Sources: Admin #1010851-51403 - Admin Heat; Water #60231514-51403 - Wtr Trmt Heat; and Wastewater #80231514-51403 - Ww Trmt Heat.

Mr. Presley stated that this engagement is being ratified, as this engagement was to cover a bridge for a two-month period at a fixed rate, and the CEO was able to negotiate a lower rate for CRW prior to tonight's Board meeting.

The Board unanimously approved Administrative Item D.

## **Drinking Water**

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

**A. Task Order 2023-01-03: Engineering Services for AM Roadmap FY2023 Dashboard Development with Brown and Caldwell - Amendment No. 2**

**Motion:** The Board authorizes the Chief Technical Officer to execute amended Task Order 2023-01-03 with Brown and Caldwell, as outlined in Brown and Caldwell's Proposal, dated October 6, 2023, in an amount not to exceed \$33,000. M/W/DBE Commitment: \$0.00 / 0.00%. Funding Source: Water #60504541-54104 – Wtr Engineering Services and Wastewater #80504541-54104 – Ww Engineering Services.

The Board unanimously approved Drinking Water Item A.

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

**B. Change Order No. 2 with Wexcon, Inc. - 2022 Water System Improvements Project**

**Motion:** The Board authorizes the Chief Technical Officer to execute Change Order No. 2 with Wexcon, Inc. in the amount of \$101,610.30 and an increase of 91 days to the contract time. M/W/DBE Commitment: \$0.00 / 0.00%. Funding Source: Drinking Water #60800801-80100-00226 – Water System Improvements (PV).

The Board unanimously approved Drinking Water Item B.

## **Wastewater**

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

**A. Task Order 2023-17-01: AWTF Primary Clarifier Improvements Project and Basic Ordering Agreement with Environmental Design & Research**

**Motion:** The Board authorizes the Chief Technical Officer's execution of a Basic Ordering Agreement for AWTF Primary Clarifier Improvements and the execution of Task Order 2023-17-01 with Environmental Design & Research (EDR), as outlined in EDR's Proposal, dated October 13, 2023, in an amount not to exceed \$109,000. M/W/DBE Commitment: \$109,000 / 100% WBE. Funding Source: Wastewater #80800801-80100-00024 – Primary Clarifier Improvement.

The Board unanimously approved Wastewater Item A.

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

**B. Procurement of Belt Filter Press Conveyor from Serpentix Conveyor Corporation, a Sole Source Provider**

**Motion:** The Board authorizes the Chief Operations Officer – Wastewater to procure parts to refurbish the Belt Filter Press Conveyor from Serpentix Conveyor Corporation, a sole source provider, in the amount of \$32,743.75. Funding Source: Wastewater #80800803-80300-00369 – BFP Rehabilitation.

The Board unanimously approved Wastewater Item B.

## **Stormwater**

A motion was made by Mr. Kurowski, seconded by Mr. Presley, that the following item be adopted, Stormwater Item A.

**A. Resolution No. 2023-034 – Stormwater Operation and Maintenance Agreement with Nirmal Singh & Mohinder Kaur Gill**

**Motion:** The Board adopts Resolution No. 2023-034 which authorizes the Chairperson and Secretary to execute the Operations and Maintenance Agreement for Stormwater Facilities and Best Management Practices with Nirmal Singh and Mohinder Kaur Gill for 1933 and 1951 Herr Street in the City of Harrisburg, Dauphin County, Pennsylvania. Funding Source: N/A.

The Board unanimously adopted Stormwater Item A.

**IX. Public Comments - Non-Agenda Items (3 Minutes) – None.**

**X. Board Member Comments**

Ms. Balaban had no comments other than November will be a busy month as CRW celebrates its 10-year anniversary and then the presentation and approval of the 2024 Budgets.

Mr. Presley had no comments.

Mr. Davidson commented for everyone to have a safe trick or treat and be prepared to be thankful for Thanksgiving Day. He announced that the Davidson household is expanding as he and his wife are expecting a baby boy in April 2024.

Mr. Enders complimented Ms. Dierolf, Ms. Laufer and Mr. Sauro for doing a great job at the open house for the Front Street Pump Station. The attendance may have been light, but CRW provided an excellent presentation and thanks to Ray Hoke who provided the tour of the facility. Being able to engage with our staff during these events, and the pride in which they take while explaining the process of how specific facilities run is outstanding. The renovations to that facility are remarkable and if you get a chance to take a tour, you will be amazed. The interest from the community was also engaging.

He also thanked Larry Binda who recently wrote an editorial in The Burg that impacts traffic calming along Forster Street. [Burg View: An Experiment on Forster Street - TheBurg \(theburgnews.com\)](https://www.theburgnews.com) While CRW's construction activity isn't for the purpose of traffic control, apparently CRW's work appears to have an impact on traffic control in those areas, while also impacting stormwater management.

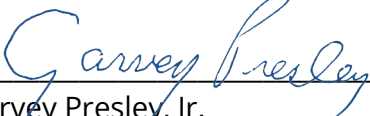
Mr. Kurowski is looking forward to the 10-year anniversary event. While he is looking back at some of the milestones we've had over the past ten years, it is astounding to see how we went from a small staff to a functioning staff of over 100 employees. It is impressive and he is excited to share how we have grown and thrived.

## **XI. Adjournment**

A motion was made by Mr. Presley, seconded by Mr. Enders, for the Board to adjourn the meeting at 7:26 p.m.

The motion was unanimously approved.

CAPITAL REGION WATER



---

Garvey Presley, Jr.  
Secretary