

**WILLIAMSPORT MUNICIPAL WATER AUTHORITY
MINUTES OF REGULAR BOARD MEETING**

12:06 PM, Wednesday, September 28, 2022
Authority Conference Room

PRESENT

William Ertel
Tom Marnon
Johnny Meyer
Laura Templeton
Richard Trowbridge
Greg Zeitler

ABSENT

Andrée Phillips
Kent Trachte

ALSO PRESENT

M.D. Miller
W.J. Walter
S.B. Benner
E.J. Smithgall
S.D. Beers
K.M. Long
Thomas C. Marshall, Esq.
Solicitor
Rusty Sechler, *member of the public*

Vice Chair Ertel called the meeting to order at 12:06 PM by stating in accordance with Section 6 of Act 84 of 1986, today's meeting was advertised in the December 20, 2021 edition of the Williamsport Sun-Gazette and a quorum was present.

Vice Chair Ertel asked for approval of the minutes of August 24, 2022 meeting. Mr. Marnon made a motion to approve the minutes as presented. Ms. Templeton seconded the motion. The motion passed unanimously.

Mr. Rusty Sechler addressed the Board during the Public Comment period to request a follow-up from his questions at last month's Board meeting. His questions included billing only being sent to owners instead of tenants and multiple administration fees being applied where there is only one meter to several units. Mr. Sechler was informed his questions are being discussed at this Board meeting.

Mr. Miller noted the following items for the Executive Director's Report:

- The Authorities have hired two outside crew employees, one with a CDL and one to go into the CDL training program.
- Staff met with Todd Brysiak of Triad Strategies to discuss project funding.
- Staff met with property owners concerning stormwater issues.
- Staff is coordinating the client picnic and employee appreciation events.

Mr. Meyer asked about the phone call volume. Mrs. Walter stated that we received 270 calls last Friday, 340 calls on Monday, 205 calls on Tuesday, and today we received only 54 calls. She stated that Mondays are a very heavy call day and that Tuesday was a bill due date. She provided more details regarding the percentage of calls answered, on Friday only 32% of the calls were answered. The way calls are being answered has been adjusted. Mr. Miller indicated that Engineering is evaluating a large number of voicemails. Mr. Marnon asked the question if the percentage of calls were first time calls. He also asked about the average call time. Mrs. Walter indicated that there were a significant amount of repeat callers and the average call times have come down from 6 minutes to 2 minutes. Ms. Templeton asked if the current staffing resources are sufficient. Mr. Miller indicated that they are not at the present time.

Mr. Marnon asked how many stormwater bills will go out. Mr. Smithgall indicated that there are approximately 9,500 parcels in the City of Williamsport that will receive

stormwater bills.

Vice Chair Ertel called for the committee reports:

- **Planning/Operations Committee:**

- **Administration Fee for Multiple Units**

Mr. Miller presented the Administration Fee for Multiple Units. Currently, an administration fee is charged for each unit. This proposal would charge only one administrative fee to each account regardless of the number of units. The effective date will be January 1, 2023. A motion was made by Mr. Marnon to approve the Administration Fee for Multiple Units. Mr. Meyer seconded the motion. The motion passed unanimously.

- **Duplicate Billing Fee**

Mr. Miller presented the Duplicate Billing Fee. The \$1.00 fee would be assessed for the Authority to generate and mail a duplicate bill effective January 1, 2023. Mr. Marnon made a motion to approve the Duplicate Billing Fee. Mr. Zeitler seconded that motion. The motion passed unanimously.

- **Finance Committee:**

- **August Financial and Vouchers**

Mr. Miller requested approval of the August Financials and Vouchers. The Finance Committee reviewed and recommended the August Financials and Vouchers. Mr. Marnon made a motion to approve the August Financials and Vouchers. Mr. Meyer seconded the motion. The motion passed unanimously.

Vice Chair Ertel called for Staff Information and Recommendations:

- **Water Supply Report**

- Mrs. Walter presented the water supply report. She disclosed the reservoirs are 90% full. The wellfield is being used and will remain running so repairs can be made to a flow bay. The wellfield is supplying approximately 3 million gallons of the 5.1 million gallons each day. Year-to-date rainfall is 1.8" below normal. The 90 day deficit is 1.00" and the September average is 1" above normal.

Vice Chair Ertel called for the Solicitor's report:

- The Solicitor had no items to report.

Vice Chair Ertel called for Old Business:

- There were no items for Old Business.

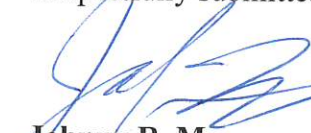
Vice Chair Ertel called for New Issues for Future Board Meetings:

- There were no New Issues for Future Board Meetings.

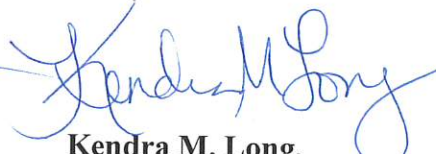
An Executive Session was held for personnel matters immediately following the Williamsport Sanitary Authority meeting.

Mr. Marnon made a motion to adjourn the meeting. Mr. Trowbridge seconded the motion. Vice Chair Ertel adjourned the meeting at 12:43 PM.

Respectfully submitted,



Johnny R. Meyer,
Secretary



Kendra M. Long,
Recorder

