

Board of Commissioners  
Minutes  
August 07, 2019

The Commission meeting convened at 10:00 a.m. in the meeting room at the North Conway Water Precinct 104 Sawmill Lane North Conway, NH. The following were present: Commissioner John Santuccio, Commissioner Robert Porter, Commissioner Suzanne Nelson, Superintendent Jason Gagnon, Chief Patrick Preece, Recording Secretary Kristine Cluff and Business Administrator Hannah Andersen.

Call the Meeting to Order

Meeting called to order by Chairman John Santuccio at 10:00 a.m.

Public Hearing(s)

There were no public hearings at this meeting.

Minutes

Motion of Commissioner Nelson and seconded by Commissioner Porter to accept the Public Minutes of July 10, 2019 and Public Minutes of July 24, 2019.

Motion carried by voice vote 3-0-0.

FIRE DEPARTMENT  
(Copied from Chief's Report)

**Membership:**

37 Members  
One new application at this time.

**Personnel:**

3 members on leave at this time

### **Training:**

- Department Training. Did a department muster.
- Engine 3 & Engine 1: Training will be doing drafting and relay pumping
- Rescue Training: Will be doing water rescue exercises.

### **Department Activities**

- CO Inspection for a new store called Trick or Treat and Ice Cream Shop next to the Christmas Loft on WMH.
- Trailside Ice Cream opened a second Shop at Settlers Green Street Side.
- Arts Jubilee Fireworks Thursday night at 8:45 pm.
- Working with Settlers Green on their propane tank and piping issues. The 30,000 gallon tank needs work and some of the underground piping needs to be replaced.

### **Emergency Calls:**

- The fire department has responded to 124 calls for the month of July
- The fire department has responded to 13 calls for the month of August
- The department has responded to 707 calls year to date for 2019

### **Apparatus / Trucks:**

No problems to report

### **Equipment Issues:**

### **Purchase for New Equipment:**

#### Old Business

There was no old business discussed at this meeting.

#### New Business

Commissions Report/Superintendent's Report

***Superintendent's Report***

August 7, 2019

**PFAS Update**

Last Friday, Chief Operator Mickey McDonald and I had a conference call with Mitch Locker and Steve Roy from NHDES. Mitch and Steve are the two primary contacts for our WWTF Groundwater Discharge Permit. I had mentioned previously that the new PFAS regulations would likely impact our operations in some way. At this time, it appears NHDES Administration is still working to determine exactly how to handle WWTFs that also receive landfill leachate. This is not just a problem for the Precinct and Town of Conway – there are many landfills/WWTFs in the same situation across the State. At this time NHDES realizes that the leachate from these landfills has to go somewhere, and it sounds like they're not ready to set the precedent of telling a WWTF not to accept leachate. That may change over the coming years, but for now it appears as though we may be in the clear. This is good news for both the Precinct and Mount Washington Valley Solid Waste District residents. The costs to the Precinct alone should we have had to discontinue accepting leachate, and in return, find a disposal site for our sludge other than the Conway Landfill, would have been nearly \$200,000 per year, with the cost to the MWVSWD being substantially higher for leachate disposal.

**Wastewater Master Plan Update**

The Draft Project Priority List for the Clean Water SRF program was released last week and our proposal to update our wastewater master plan did not make the funded list. We had submitted for full principal forgiveness up to \$75,000 for the update. Our project ended up ranked 15th out of 24 submissions in our category (see attached). The primary reason for the Precinct missing the cut this year was the sheer number of applicants – much higher than in previous years. As we approach the end of the year, we will need to discuss whether this project is something we want to consider funding ourselves.

**Fee Update**

At the next meeting, I will be bringing a few fee updates and additions before the Board for consideration. I'm assuming we will need to have a public hearing at that meeting before adopting any new fees. The new fees proposed are:

#### Fees for Online Bill Pay

These fees would cover the cost of fees incurred by the Precinct from Invoice Cloud for "bad payments" (similar to a returned check fee). These fees only apply when customers post bad payments and would never be paid by customers otherwise.

- Chargeback Fee - \$25.00 This fee covers what Invoice Cloud charges us when a customer credit card is rejected by the issuing bank.
- ACH Rejection Fee - \$25.00 This fee covers what Invoice Cloud charges us when a customer's ACH payment is rejected by their bank.

#### Commercial Meter Fee

As we roll out the commercial meter upgrade to the new Badger Cellular Read system, the Precinct will be charged \$0.89/mo for each new meter. This covers the cellular data cost for each meter. During the research phase prior to selecting these meters, the survey I put out to commercial customers found that 95% of respondents felt that the additional services provided by the Badger meters was worth the additional monthly charge. I am recommending that as the new Badger meters are installed, those accounts have an \$0.89/mo meter fee added to their bill.

#### Final Read Fee

Currently, we do not charge customers for a final meter read. Oftentimes, we will get multiple requests for final reads at the same property due to issues with property closing. Each time we get a request for a final read, Precinct staff must physically drive out to the location to read the meter. Adding a fee will hopefully help reduce abuse of the final read process. I am proposing that the fee be a nominal \$25.00.

#### Discussion

##### ***PFAS***

Superintendent Gagnon updated the commissioners that while NHDES is working toward a WW Leachate Mandate, DES Administration is not ready to enforce at this time, so there is no imminent threat to NCWP processes.

##### ***Wastewater***

Superintendent Gagnon discussed an evaluation of a 10 Year Wastewater Master Plan update. As the precinct was not chosen to receive funds from the Clean Water SRF program, there is a need to investigate options for alternative funding. With a cost of

\$75,000 left to complete trajectory of the current master plan, Jason suggested that a possibility would be to fund the project in house and reach out to DES to see if the project could be covered by the funding retroactively.

### ***Fee Update***

Precinct Fees have not been updated since 2014. There will need to be a public hearing on fees before action.

A discussion ensued about instituting a chargeback fee for a rejection of a customer payment in the form of credit card or ACH payments. Commissioner Nelson brought up that a fee already exists for a bounced check. Superintendent Gagnon then suggested rewording the language of the returned check fee to include all forms of payment and call the fee a 'Declined Payment Fee'.

A fee of \$.89 will be added to accounts that have new Badger meters installed, as that is the added cost to the precinct for the service, and 95% of commercial survey respondents indicated that the services were worth an additional monthly charge.

Superintendent Gagnon proposed adding a nominal fee of \$25 to reduce the abuse of the final read process and in turn, potential unnecessary time investment from the Precinct. Commissioner Santuccio suggested a charge for the second read. Commissioner Nelson agreed and added that the final read service has always been offered and should continue to be offered, but multiple changed final read requests will result in the customer being charged, as to not punish the individuals who are not involved in the behavior.

### **2017 Watermain Break**

John Ferris indicated that he would be at the meeting to discuss the 2017 Watermain break. He was not present, and the commissioners and superintendent Gagnon moved on to save the discussion for a later date when Mr. Ferris is in attendance.

Committee Reports /Reports at this meeting

### **Other Business**

Public Comment

There was no public comment at this meeting.

Signature Documents

Signing of Checks

**Motion of Commissioner Nelson and seconded by Commissioner Porter to ratify the following:**

- Payroll checks dated 8/08/19
- Call Payroll for July dated 8/08/19
- Accounts payable 2019 dated 8/08/19

**Motion carried by voice vote 3-0-0**

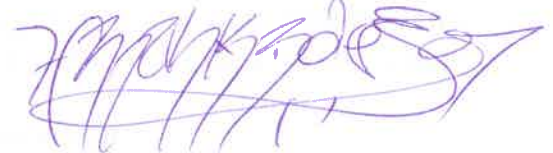
Non-Public Session

Adjourn

Having nothing further to come before this public meeting, **Motioned by Commissioner Porter seconded by Commissioner Nelson to adjourn this public meeting at 10:13 a.m.**

**Motion carried by voice vote 3-0-0.**

Respectfully,



Hannah Andersen  
Recording Secretary