



**CITY UTILITIES**  
WATER THAT WORKS

# UTILITY ADVISORY GROUP UAG



## **November 30<sup>th</sup>, 2022 Meeting**

Matthew Wirtz, Ben Groeneweg, Justin Brugger, Rod Vargo, Bryan McMillan, Pone Vongphachanh, Elizabeth Garr, Beulah Matczak, John Van Naarden

### **New Meter Installation Update – Ben Groeneweg**

Ben Groeneweg updated the group that 700 water meters were installed by this time last November. The meters have a 96% read rate and the system is working as it should. Ben Groeneweg explained the Customer Communication timeline for getting MyWater. The customers receive multiple notices over a two-month period before customers water will be shut off.

Rod Vargo told Ben Groeneweg that he had received his notice and called to get an appointment scheduled but was put on hold for 23 minutes before Customer Support answered. Ben Groeneweg explained that this may have happened at the front end of the meter system getting started and that it should be better going forward. Pone Vongphachanh added that she had received her notice and that the phone call was quick and went smoothly.

Ben Groeneweg explained that 80% of the customers that receive letters will set an appointment immediately after receiving the shut off letter. Half of the 20% will call within a day of the receiving the shut off letter.

Ben Groeneweg confronted some of the concerns customers have had with radio meters and wires going through their homes. He stated that the contractors will be able to mount radios on the inside due to the new partnership with AEP. AEP acquired more powerful signals for the power meters to reduce the amount of wiring going through customers' homes, as well as reduce installation time of the meters.

Beulah asked, "Do we get to decide if the meter is installed on the inside or outside of the house?" Ben Groeneweg answered that the contractor is leaning on putting more meters inside of the house. Beulah also asked if the contractors had to come into the house to read the meter? Ben Groeneweg stated the meters are read remotely through radio signals.

### **Budget/Reorganization/Strategic Plan Update – Justin Brugger**

Justin Brugger talked about the new Strategic Plan being put into place this next year. The plan is staying the same as the previous along with two additional updates. These updates are the development of non-traditional revenue sources and streamlining operations. The average monthly residential water consumption has stayed flat since 2016, outside of the 2020 covid year.

Justin Brugger stated the projected revenues for 2023 is 177.4 million dollars. The staffing headcount is still below maximum capacity. The proposed capital budget was 134.8 million dollars. Justin Brugger also announced that Matt Land had been appointed as the Deputy Director of Operations.

### **Setting the 2023 Meeting Schedule – Meetings set for March 1<sup>st</sup>, June 7<sup>th</sup>, September 6<sup>th</sup>, December 6<sup>th</sup>**

### **Other Business**

#### **Capital Projects for Water, Sewer, and Storm – Matthew Wirtz**

The drop shaft for the tunnel is done with the adits from the bottom of the drop shafts finishing up later in 2023. Rod asked if City Utilities will be completing any neighborhood projects? Matthew said yes, City Utilities will be taking neighborhood complaints and concerns and execute the projects that would most like to be done. Rod Vargo said that he would like to be involved in the selection of the proposed neighborhood projects. Matthew Wirtz shared that as the planned five years' worth of stormwater projects are wrapping up, the Stormwater Team is compiling a list of the next



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set of projects based on customer calls reporting drainage issues. The team plans to meet with the neighborhoods, the Area Partnerships, and the Utility Advisory Group for further input.

John Van Naarden asked, how many days City Utilities can go without receiving supplies. Matthew Wirtz answered, there are 20 days of supplies in reserve. John Van Naarden asked if the name change for the utility has made any progress. Justin Brugger said yes and no. We know there is a lot of angst about having city in our name and the annexation concern. CU is still trying to better educate stakeholders on the history of FWCU and show it is truly a regional utility.

## **Election of Chair**

The group chose Rod Vargo to continue as chair for the next two years and the meeting was adjourned.