

COOS BAY-NORTH BEND WATER BOARD
P O BOX 539 – 2305 Ocean Boulevard
Coos Bay, Oregon 97420

Minutes
Regular Board Meeting

September 20, 2024
7:00 a.m.

Coos Bay-North Bend Water Board met in open session in the Board Room at the above address, date, and time with Chair Carmen Matthews presiding. Other Board members present: Rob Kilmer, Bill Richardson, and Greg Solarz. Board Members absent: None. Water Board staff present: Ivan D. Thomas, General Manager; Jeff Miller, Interim Operations Manager; Matt Whitty, Engineering Manager; Aimee Hollis, Customer Relations Manager; and Board Legal Counsel Melissa Cribbins was present. Media present: None.

Chair Matthews opened the meeting at 7:01 a.m. and led the Board and assembly in the Pledge of Allegiance.

Chair Matthews asked if there were any corrections or additions to the September 5, 2024, Regular Board meeting minutes. Mr. Kilmer moved the minutes be approved as written. The motion was seconded by Mr. Richardson and passed unanimously.

Chair Matthews asked if there were any public comments and there were none.

Regarding the consideration of Tank Mixers for the Upper Clearwell, Interim Operations Manager, Jeff Miller, presented the proposal regarding the purchase of tank mixers for the upper clearwell. The clearwell is a large, 9-million gallon oval shaped reservoir supplying the district. Dependent on the time of year, Mr. Miller stated that they have experienced stratification, short-circuiting, and water stagnation in the tank. There is also nitrification issues due to water age and chloramines feeding, which necessitated consideration of installing tank mixers.

The Board was informed that staff contacted Dyer Engineering for consultation and vendors were approached, including IXOM, TMG, and Cleanwater I. IXOM provided the lowest bid of \$33,652 for two mixers, with total costs including delivery and installation amounting to \$51,978. The capital budget for 2024-2025 allocated \$80,000 for this project, which would cover the installation, tracer study, and necessary approvals.

The Board had a brief discussion on the efficiency and placement of the mixers, Mr. Miller stated that a representative from IXOM visited the site and recommended placing the mixers on either side of the tanks, he also emphasized that the IXOM mixers were both energy efficient and more cost-effective compared to other bids. Staff recommended that the Board of Directors approve the purchase and installation contingent upon Oregon Health Authority (OHA) approval.

After a brief discussion, Mr. Richardson moved to approve the purchase and installation of two GS-12 tank mixers in the existing clearwell in the amount of \$51,978 contingent on the approval from Oregon Health Authority (OHA). The motion was seconded by Mr. Solarz and passed unanimously.

Regarding the adoption of Resolution 411 – Operating Policies Update – Section IX – Conservation and Leak Repair Incentive, General Manager Ivan Thomas stated that a discussion had been held during a previous board meeting regarding a policy appeal to ensure a clear understanding and application of the rules surrounding the conservation and leak repair incentives for customers. This rule assists customer who experience water leaks in their private plumbing system and expedites the leak repair process. The revised language clarified several points and improved the policy’s readability.

Further discussion followed, including a proposed word change from “must” to “may” in section “D” which will allow the board discretion in cases where insurance verification is deemed necessary. The board also discussed new insurance products available that cover repairs to water lines, however, will not cover excess water costs, which prompted additional conversation on policy considerations. Mr. Solarz moved to adopt Resolution No. 411 allowing staff to update Section IX of the Water Board’s Operating Policies, including additional change discussed. The motion was seconded by Mr. Kilmer and passed unanimously. The resolution read as follows:

COOS BAY - NORTH BEND WATER BOARD

RESOLUTION NO: 411

A RESOLUTION ADOPTING REVISIONS TO THE COOS BAY-NORTH BEND WATER BOARD’S OPERATING POLICIES SECTION IX. – CONSERVATION AND LEAK REPAIR INCENTIVE

WHEREAS, the Coos Bay – North Bend Water Board (hereinafter “Water Board”) is a joint instrumentality of the Cities of Coos Bay and North Bend, Oregon, organized and operated under the authority granted by the City Charters of Coos Bay and North Bend and ORS 225.050; and

WHEREAS, the Board of Directors of Water Board has the authority to adopt resolutions; and

WHEREAS, the Water Board now finds it necessary to adopt amendments to Section IX; E. – Adjustment Totals and J – Adjustment Approval Tiers of the Water Board’s Operating Policies; and

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE COOS BAY – NORTH BEND WATER BOARD AS FOLLOWS:

1. The Water Board’s Operating Policies, is hereby revised and amended as identified in Exhibit “A”, attached hereto and incorporated herein by this reference, and is hereby adopted as the revised “Conservation and Leak Repair Incentive”.

Adopted this _____ day of _____, 2024.

COOS BAY-NORTH BEND WATER BOARD

By: _____
Carmen Matthews, Chair

EXHIBIT "A"
UPDATED POLICY

SECTION IX. CONSERVATION AND LEAK REPAIR INCENTIVE

The Water Board finds that it is advantageous from a water conservation, staff time, and goodwill standpoint to operate a functioning water bill adjustment program for leaks on the customer side of the meter. The process for a leak adjustment request is as follows

- A. Leak Repair- To qualify for a leak adjustment, customers must repair private side water leaks within 30 days of the first notification of the water leak. Examples of notification are receipt of a higher than normal water bill, a door hanger left by a Water Board representative, or phone conversation with a Water Board representative. Leaks not repaired within the 30 day time frame shall be denied an adjustment.
- B. Adjustment Request - The customer shall submit a request in writing to the Water Board for a water bill adjustment no later than 30 days after the customer leak has been repaired. Requests that are received after 30 days shall be denied.
- C. Adjustment Receipt Documentation - The adjustment request must be accompanied by current repair receipts. Examples of receipts include receipts from a plumbing contractor or parts supply house indicating that a leak has been repaired at the service address.
- D. Adjustment Insurance Documentation - Any adjustment request exceeding \$500 in value must be accompanied by a statement on letterhead from the customer's property insurance company stating that coverage for increased utility bills due to damaged or leaky pipes is not covered by the insurance company.
- E. Adjustment Totals - The Water Board will calculate the customer's water bill to the average monthly bill. Excess water bill charges over the average water consumption will be split 50/50 between the Water Board and the customer. ~~Adjustment approval tiers are set forth in Section J, below. A maximum adjustment of \$1000 will be made for each qualifying adjustment subject to any further adjustments of the Board of Directors if the customer appeals.~~
- F. Adjustment Time Criteria - The Water Board shall allow only one adjustment of this type every 36 months per service location. Customer leaks that affect two monthly bills will only be considered one adjustment request. ~~An a~~ Adjustment request affecting three or more consecutive months of service shall be denied.
- G. Excessive water bills due to negligence by the customer will be denied. (Re: hose spigot left running).
- H. Customer Payment Arrangement - After qualified adjustments have been approved, customers who ~~are in necessity of need~~ a credit arrangement due to higher than normal water charges can request payment arrangements per Section III of the Water Board Rules and Regulations.
- I. Sewer Charge Adjustments - The customer shall be responsible for contacting the appropriate City to inquire about possible sewer adjustments.
- J. Adjustment Approval Tiers -
 - i. \$0 - \$200 - Customer Service Supervisor
 - ii. \$200 - \$500 - Finance Director
 - iii. \$500 - \$1000 - General Manager
 - iv. Above \$1000 - On appeal to ~~the~~ Board of Directors (Board's discretion)
- K. Appeals - A customer who appeals any part or process of this program shall follow the appeal process guideline in Section IX of the Water Board Rules and Regulations.

~~This leak adjustment program and policy precedes all prior conservation and leak repair incentive programs with an effective date of March 3, 2016.~~

The Board's next regular meeting was set for Thursday, October 24, 2024, at 7:00 a.m.

Updates were given as follows:

- The Water System Master Plan is complete and has been accepted by the Oregon Health Authority (OHA), it can now be posted on the website for public access. A point of clarification was brought up regarding the OHA acceptance letter, which mention some areas in the service distribution system operating below 20 psi. It was clarified that this only occurs under dynamic flow conditions, such as peak demand and fire flow situations, and the master plan addresses these areas with upgrades over the next 20 years.
- The fiscal year 2024 Water Main Replacement Bundle is slightly delayed, with completion now anticipated in the spring or early summer. The project includes replacing approximately 1,000 feet of old, deteriorating AC mains in the Garfield area and other sections along Virginia and Meade. Documents are 96% completed and will go to bid next week.
- Renovations at the Service Center are progressing, with a new window and flooring installed in the meter services office. The kitchen is being remodeled with electric and plumbing work completed, and appliances ready for installation. Stairs have been updated to improve safety by squaring off the rounded edges and placing new coverings and tread.
- The timber sale has generated over \$800,000 to date, with logging expected to conclude in the next few weeks. Volumes have exceeded expectations, and additional payments are anticipated.

During the meeting, a question was raised by Mr. Solarz regarding a discrepancy in the reporting number of multi-residential customers, with the reported number showing a significant drop. It was clarified that this figure may not be accurate due to recent upgrade to the Springbrook system and the transition to using a new reporting tool. It was explained that there have been some issues with the current reporting as part of the system transition. The team is working on resolving these discrepancies, and it is anticipated that more accurate reporting will follow once the databases are fully merged as part of the Springbrook upgrade.

At 7:32 a.m. Chair Matthews directed they go into executive session for the purpose of discussing personnel issues pursuant to ORS 192.660(2)(a). The Board returned to open session at 7:48 a.m.

There being no other business to come before the Board, Chair Matthews adjourned the meeting at 7:48 a.m.

Approved: _____, 2024

By: _____
Carmen Matthews, Chair

ATTEST: _____