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# RWSA BOARD OF DIRECTORS

## Minutes of Regular Meeting
## July 23, 2019

A regular meeting of the Rivanna Water and Authority (RWSA) Board of Directors was held on Tuesday, July 23, 2019 at 2:16 p.m. in the 2nd floor conference room, Administration Building, 695 Moores Creek Lane, Charlottesville, Virginia

**Board Members Present:** Lauren Hildebrand, Kathy Galvin, Dr. Tarron Richardson, Mike Gaffney, Jeff Richardson, Gary O'Connell

**Rivanna Staff Present:** Lonnie Wood, Jennifer Whitaker, Phil McKalips, Austin Marrs, Andrea Terry, David Tungate, Michelle Simpson, Dyon Vega, Victoria Fort, Steven Miller, Betsy Nemeth, Ava Divita, Abby Bryerton, Matt Rudisill, Caitlyn Homey, Bill Mawyer, Katie McIlwee

**Attorney(s) Present:** Kurt Krueger, RWSA counsel, members of the public and media representatives.

### 1. *CALL TO ORDER*

Mr. Gaffney opened the July 23, 2019 meeting of the Rivanna Water and Sewer Authority Board at 2:16 p.m.

### 2. *MINUTES OF PREVIOUS BOARD MEETINGS*

*a. Minutes of Regular Board Meeting on May 28, 2019*

*b. Minutes of Regular Board Meeting on June 25, 2019*

Mr. Krueger explained that there were not enough members are present to approve the minutes of the May 28 meeting.

Mr. Gaffney asked members if they had comments regarding the June 25 meeting.

There were no members who made comments.

**Ms. Galvin moved that the Board approve the minutes of the June 25, 2019 meeting. The motion was seconded by Ms. Hildebrand and passed unanimously (5-0). Mr. O'Connell and Dr. Palmer were absent from the meeting and the vote.**

Mr. Krueger asked Dr. Richardson if he was familiar with the closed meeting certification resolution for the June meeting. For the record he asked him if he would be willing to state that he agrees and consents to the resolution with respect to the portion of the closed meeting that he attended.

Dr. Richardson gave his agreement and consent.

## 3. *RECOGNITION*

There were no recognitions.

## 4. *EXECUTIVE DIRECTOR'S REPORT*

Mr. Bill Mawyer, Executive Director, stated they have continued to communicate and collaborate internally and externally, as guided by the Strategic Plan, held meetings with Chamber of Commerce at the member Monday presentation series and with the Farm Bureau Committee, including Paul Haney and his group, to talk about the water supply plan, and had a tour with Piedmont Virginia Community College students

Mr. Mawyer reminded the Board that they talked about what to do with the Buck Mountain property at last month's meeting and stated they have issued an RFP and advertised for a planning professional to help formulate alternatives for what can be done with the property. He expects to present a report to the Board by late fall or spring. He stated they have sent a renewal contract to Larry Miller, who had expressed concern at last month's meeting about whether or not his Buck Mountain Property lease would be renewed. He stated that Jennifer Whitaker and her staff are getting ready tostart on the next CIP, and preliminary engineering reports are getting underway. He stated these include demolition of two clarifier facilities and a lime silo at Moores Creek that are no longer used and renovation of a duty station building at Moores Creek that used to be used as a laboratory to convert it to office space.

He presented a photograph of the duty station and pointed out the building that will be renovated. He explained that there is an existing septage receiving facility which serves over 6,000 trucks/year bringing septage from residents without access to the public wastewater system and they are evaluating the possibility of moving the septage receiving facility back towards the front gate to get the trucks out of the middle of the plant for security purposes. The third project he mentioned was removal of the old concrete sand filter basins at an active pump station near Albemarle H.S. He presented a photograph taken by a drone of the two clarifiers and lime silo that are no longer used, pointed out that it was located next to Willow Tree, and noted that they will be listed as line items in next year's CIP. He pointed out the new covers on the clarifiers and biofilters they installed for odor control.

Mr. Mawyer informed the Board that installation of the raw water pipeline at Birdwood has been successfully finished at a final cost of $3.2M, compared to its original budget of $4M, with savings to be reflected in next year's CIP. He stated they continue to work will all parties on easements for remaining portions of the South Rivanna to Ragged Mountain pipeline and have recently made several offers and are currently negotiating with the parties. He stated they are trying to get UVA back to the table regarding the Observatory plant lease contract. He pointed out that a contract to further security efforts by hiring an implementer for a card-controlled access key card system for the four major facilities (Crozet, South Rivanna, Observatory, and this plant) was on today's Consent Agenda, and recognized Austin Marrs for doing a great job managing this project. He recounted how at last month's Board of Supervisors' meeting he attended there was discussion about VDOT spraying herbicide on guard rail areas around reservoirs. He stated they have coordinated with VDOT and are evaluating if the product it uses

has any impact on the reservoir. He stated it was like Roundup but chlorination and the GAC system at the treatment plants remove this product from the water; should it get in the reservoirs.

Ms. Galvin asked if the GAC filters out the pesticide.

Mr. Mawyer replied that this was what the literature says. He added that chlorination also helps to dissipate it.

Mr. Mawyer asked the four summer interns that were present today to introduce themselves:

Matt Rudisill, a rising third year at the University of Virginia majoring in computer science, stated he was working on cybersecurity, setting up networks, password authentication, and setting up servers to manage computer updates.

Ava Divita, a rising sophomore at Virginia Tech studying Environmental Science, stated she was working at both the lab and the water department and has conducted water sampling and testing of the reservoir.

Abby Bryerton, a rising junior at Virginia Tech studying Environmental Resources Management, stated she was interning with the water department and collects water samples from the reservoir and from all over the County.

Caitlyn Homey, a rising senior at James Madison University studying General Engineering, stated she was interning in civil engineering. She stated she has her own project of going through the easements the Authority owns and has shadowed and worked alongside civil engineers on their projects.

Mr. Mawyer thanked Ms. Nemeth for coordinating the effort to hire the interns and keeping them busy.

Dr. Richardson asked what the process was for the hiring of interns.

Mr. Mawyer replied that they advertise between January – March on job boards at state schools and then interview and hire the applicants.

Mr. Gaffney asked how long they have had the internship program and how many interns have become employees.

Ms. Nemeth responded that they started the program in 2016 and have hired Bethany Hochens, the first intern, who is a Water Quality Specialist, and Austin Marrs in our Engineering group.

Mr. Gaffney asked where the two interns who are not present today are working.

Ms. Nemeth replied that one was on vacation and the other was Courtney, who worked for them last year and who works for the Authority part-time and also works at the lab at UVA.

Mr. Gaffney told the interns that he hopes to see some of them in the future.

Mr. Mawyer told the interns they are doing a great job and thanked them.

## 5. *ITEMS FROM THE PUBLIC*

Mr. Neil Williamson, Free Enterprise Forum, addressed the Board. He stated he admires the RWSA for taking a long view and looking at what things will cost and how they will pay for them over the long term. He stated they had an excellent presentation about Buck Mountain last month and noted that the surcharge was part of a four-party agreement dating back many years and from which they have collected almost $4M since 1983, which was likely close to what it cost to acquire Buck Mountain and, if it has not yet covered this cost, the Authority can project when it will have done so. He urged that the Authority end the surcharge once the costs to acquire Buck Mountain have been recovered and that, since it will take some time for the parties to review the agreement, they start having discussions soon.

As no one else came forward to address the Board Mr. Gaffney closed the Items from the Public portion of the meeting.

## 6. *RESPONSES TO PUBLIC COMMENTS*

In response to Mr. Williams' comments, Mr. Mawyer stated he agrees and informed him that they are working with attorneys from the City, County, and Service Authority to prepare a resolution to terminate the surcharge.

Mr. Gaffney remarked that they also agree as to the purpose of collecting the surcharge.

## 7. *CONSENT AGENDA*

a. *Staff Report on Finance*

b. *Staff Report on Ongoing Projects*

c. *Staff Report on Operations*

d. *Construction Contract Award and CIP Amendment– Buck's Elbow Ground Storage Tank Chlorination System Improvements – Littleton and Associates, Inc.*

e. *Construction Contract Award and CIP Amendment – Glenmore Secondary Clarifier Coating – Nostos SS Contractors*

f. *Contract Award – Security Enhancements, Access Control Implementer – Security 101*

Mr. Gaffney asked the Board members if there were any items they would like to pull for comments or questions. Mr. Gaffney asked for confirmation that the security enhancements will include the installation of card readers on all the buildings but they will not limit anyone from coming on the properties.

Mr. Mawyer confirmed this. He stated the gates are open from 6:00 a.m. – 6:00 p.m. after which people cannot get in. He emphasized that the cards are only for staff or contractors, as needed.

**Ms. Galvin moved that the Board approve the Consent Agenda. The motion was seconded by Ms. Hildebrand and passed unanimously (5-0). Mr. O'Connell and Dr. Palmer were absent from the meeting and the vote.**

## 8. *OTHER BUSINESS*

*a. Presentation: Cyber Security; Steven Miller, I.S. Administrator*

Mr. Miller stated that they have been very serious about cybersecurity for many years and he will provide a background on the subject. He defined cybersecurity as the practice of defending computers, servers, mobile devices, and other electronic systems or networks from malicious attack or interference, such as viruses, malware, fishing emails, social engineering, simple theft, and communications interception. He explained that viruses self-replicate and spread themselves, malware attacks something specific, and fishing email misleads a person to click and follow a link to fix a password in order to obtain a password. He continued that an example of social engineering was when one receives a phone call requesting a password to fix a locked computer, simple theft was when someone obtains a password from a user, and communications interception was conducted with sophisticated equipment. He stated that Department of Homeland Security has identified cyberattack as the number one threat to water infrastructure.

Mr. Miller remarked that the Authority can make it very difficult to gain access to the system, though not impossible. He explained that the preferred method recommended by AWWA and the Water Sector Coordinating Council's Cybersecurity Working Group and the one that Rivanna uses was known as Defense In Depth, which uses a layered approach consisting of a variety of methods, with each layer being progressively harder, making it less likely that an attempt will be made. He explained that a security breach could affect water treatment, damage valves, set off alarms, disable pumps, deface the website, or breach the email system, which was the most common breach, the easiest to fix, and the most difficult to defend against. He stated that ransomware was a malicious program and the most popular threat in the media at the moment as it could be devastating to companies that are not prepared. He explained that Rivanna identifies seven layers and combines this with a very robust backup scheme that stores information in many different ways and places.

Mr. Miller reviewed the seven layers. He stated the first was the Next Generation Firewall, which was adaptive and located directly in routers at every site. He stated that routers control communication to the outside world and between sites. He stated the second was Anti-Virus Software, which was located in the router and inspects the data package for patterns and sequences that are similar to the ones it knows. He reviewed the third layer, Encryption, which involves the use of an encrypted tunnel from one router to the next. He explained that the fourth layer represents anti-virus software installed by the vendor on the specific devices, with RSWA utilizing SOPHOS commercial-only software. He stated the fifth layer was Access Restriction, which represents a requirement to use a user ID and password, while the sixth layer represents Password Protection at the software level. He stated the final and most vulnerable layer was

represented by Users. He stated they educate users not to write passwords down and how to recognize a fishing attack and report it.

Though not a layer, he stated disaster recovery was how they deal with a ransomware attack through the use of several off-site locations, which can recreate a system from before the ransomware hit. He stated they conduct periodic drills to make sure that everything was working as well as take backups and restore them to random machines and put them on hard drives off-site so they are not on any network and critical information can be recreated on new hardware. He stated they conduct monitoring through the use of an appliance device that talks to all the routers and obtains information on the national origin, most visited websites, and patterns, and provides alerts on unusual activity. He continued that monitoring was also conducted through email communications with Department of Homeland Security, FBI, various associations, and the manufacturers of the anti-virus and router.

Mr. Miller next presented an overview of his IT Administration Department, which consists of an administrator, assistant administrator, IT Administrator supervisor, IT Administrator technician, GIS coordinator, and software analyst. He stated that in addition to cybersecurity they are responsible for control software systems, historical data collection retrieval and reporting, maintenance and updates of over 70 workstations, the servers, and administrative functions of email, software distribution, internal and external GIS system, work order management, document storage, help desk, and the maintenance of mobile devices such as tablets and cell phones. He invited questions and comments.

Mr. Gaffney asked how often they conduct a backup.

Mr. Miller replied that they do real-time backups, in which they duplicate important data to off campus sites and between buildings, as well as nightly on a four-week cycle and weekly backups, with quarterly, semi-annual, and yearly copies stored for a much longer term.

Mr. Mawyer thanked Mr. Miller for the presentation. He remarked that everything they do, especially water treatment technology, was computer based and the six employees of the department manage a large workload.

Mr. Richardson expressed appreciation for their impressive and hard work.

*b. Presentation: Emerging Drinking Water and Wastewater Regulations; Dave Tungate, Director of Operations*

Mr. Tungate noted that the issue of per- and polyfluoroalkyl substances, which consist of 3,000 man-made chemicals found in items such as firefighting foam, non-stick food packaging, non-stick cookware, stain and water-resistant coatings, Oral B dental floss, and cosmetics, has been in the media lately. He stated that pharmaceutical byproducts found in source water have been a concern and emphasized that RWSA does not have any intake downstream of any wastewater treatment plant discharge, which was the main source of pharmaceutical byproducts. He stated that GAC was the best available technology for removal of these substances.

Ms. Galvin remarked that they still get questions as to why the water rates are going up as well as about additives in the water. She stated this was the best safeguard and expressed support for more public relations to make the public aware of GAC.

Mr. Mawyer replied that they will work on some ways to do that and that whenever he speaks to other bodies he remarks on the benefits of the GAC.

Mr. Tungate continued that there are some proposed wastewater regulatory changes to the total maximum daily load watershed implementation plan that would reduce the maximum nitrogen and phosphorous concentration allowed at the Moores Creek plant, and reduce Ammonia concentrations discharges allowed at the three wastewater plants. He stated the 1969 Cuyahoga river fire near Cleveland, OH was the catalyst for this environmental movement, as this had been the 13th fire on the river in 100 years, after which President Nixon established the Environmental Protection Agency, which was followed by the Clean Water Act in 1972 and the Safe Drinking Water Act in 1974, which establishes many of the standards for safe drinking water. He stated the Clean Water Act established the basic structure for regulating pollutant discharges, gave EPA the authority to implement pollution control programs, and funded the construction of sewage treatment plants through a grants program.

He stated the Safe Drinking Water Act established national standards to protect against naturally occurring and man-made contaminants for public water systems that serve at least 15 service connections or 25 people for at least 60 days/year and there are now 150,000 public water systems in the country serving over 300 million people. He continued that there 87 maximum contaminant levels (MCLs) for chemical contaminants that can adversely affect public health and noted that EPA has delegated enforcement of the Safe Drinking Water Act to Virginia Department of Health, of which has one inspector, Steve Kvech, who reviews RWSA monthly and compliance reports and conducts yearly facility inspections of all six treatment plants.

Mr. Tungate stated they conduct 150 water samples each month in the distribution system for coliform bacteria and have continuous monitoring of treatment plants through the use of online instruments that monitor free chlorine, fluoride, turbidity from filters, pH levels and conduct the majority of analyses in the laboratory, with a $100K line item budgeted for outside laboratory analysis of copper, some organic sampling, algae counts, and algae byproducts. He stated that laboratory technology was quickly improving and that water treatment technology needs to keep up and so now minimum recording levels are as low as parts-per-trillion (ppt) and their ability to detect substances was much greater than it was 25 – 30 years ago. He pointed out that the minimum detection level of per- and polyfluoroalkyl substances in 2014 was 90 ppt while in 2018 it was 2 ppt, though RWSA has no detection of these substances in our reservoirs.

Mr. O'Connell remarked that the beauty of the community's source water was that it is not downstream of any other communities, noting that some communities in North Carolina are struggling with this. He stated it was important for customers to understand that the quality of the water supply was as good as anywhere in the country as a result of both good source water and GAC treatment.

Mr. Mawyer added that the improved measuring ability was driving the regulations to look for smaller and smaller quantities of pollutants in drinking water.

Mr. Tungate presented a list of contaminants the EPA asks utilities to look for as part of its Contaminant Candidate List as, though they are not yet regulated, there was concern that there could be health effects related to these chemicals.

Mr. O'Connell asked if the EPA requests a testing regimen in anticipation.

Mr. Tungate explained that the chemical Contaminant Candidate List was parsed and becomes Unregulated Contaminant Monitoring Rule, which was a multi-year sampling protocol.

Mr. Mawyer added that they are required to conduct the testing and do not have the option not to do it because they are a large utility (over 100,000 customers).

Mr. Tungate stated the current limits under the Chesapeake Bay regulations for their permit for Moores Creek was 6.0 mg/liter for Nitrogen and 0.5 mg/liter for Phosphorous, the proposed limits are 4.0 mg/liter and 0.3 mg/liter, while their average daily loads are 3.7 mg/liter and 0.8mg/liter. He stated the investment they made in the ENR project has kept them in compliance. He next reviewed freshwater ammonia criteria, which varies by season, with 2.2 mg/liter as the average and the maximum of 2.7 mg/liter from May – November and 7.0 mg/liter and 8.6 mg/liter from December – April at Moores Creek, while the proposed limit was 1.9 mg/liter. He stated that Glenmore and Scottsville are not currently regulated due to their size, though this could change, in which case they are below the limits for ammonia concentration.

Ms. Galvin remarked that this was very important information for the general public.

Mr. Mawyer emphasized that it was not a static situation as items could be added to the list and at lower and lower levels.

c. *Presentation and Work Authorization Approval: Additional GAC Facilities, Observatory Water Treatment Plant – Jennifer Whitaker, Director of Engineering and Maintenance*

Ms. Whitaker stated she will talk about the potential to expand Granular Activated Carbon (GAC) at the Observatory water treatment plant, which was constructed in the early 1900s and the first treatment facility for UVA and Charlottesville, and has Ragged Mountain Reservoir water transferred from Sugar Hollow Reservoir as its source. She stated that modern water treatment at the facility, which includes testing and chemical treatment, started in the 1940s and 50s and significant improvements were made from 2015 – 2018. She presented photographs of the facility and pointed out the chemical feed building, GAC building, chlorine contact tank, pump station, and filter building with sediment basins.

Mr. O'Connell asked for confirmation that the new GAC will go next to the filter building.

Ms. Whitaker replied that there was room behind the building and adjacent to the GAC building where they have sufficient space requirements.

Ms. Whitaker stated the current upgrade project would update all processes, as they have reached the end of useful life for most equipment and need to take it to another 50-year lifecycle, and increase capacity of the plant to 10 MGD, with construction anticipated to begin between 2020 – 2023 and design completion by the end of this year. She stated the total estimated project cost was $19.7M and that the benefit of the upgrade will be to provide greater redundancy in the system as they would have two plants able to produce a larger percentage of needed water for the urban area and the ability for them to tap into available water sources. She stated this would help to alleviate some of the disconnect between treatment capacity location and source water and noted that the facility will be designed for a future connection with South Fork Rivanna with the ability to move water in either direction.

Ms. Galvin asked what the capacity was before the upgrade.

Ms. Whitaker replied that the current capacity they can get out of the facility from treatment, storage, and distribution was 4.5MGD, though the facility can treat up to 7.7MGD; limitations are in the distribution. She stated they typically treat 1.5MGD – 2MGD on any given day. She emphasized that everything that will connect to the facility from the raw and treatment side will be able to transport 10MGD from the reservoir and to the distribution system.

Mr. Mawyer added that South Rivanna has a capacity of 12MGD and the upgrade will make both facilities more similar.

Ms. Whitaker explained that it will give the operations staff flexibility to shift production back and forth based on conditions.

Mr. O'Connell asked Mr. Whitaker to explain the limitations of the system.

Ms. Whitaker replied that on the raw water side they have two vintage 1920 18-inch raw water mains that come from Ragged Mountain and the pump stations that go with them to bring water in and they believe they can get 7.5MGD of raw water in with all the infrastructure, which was about what the treatment plant can handle. She stated the entire facility was designed to run by gravity, does not have pumps, and was set at a certain elevation on the side of the mountain above the City, though with higher demand and velocity it becomes harder to push the water in without larger piping and/or a pump station or combination thereof. She stated they believe the piping coming out of the plant into the distribution system was undersized.

Mr. O'Connell asked if the project will include pumps.

Ms. Whitaker replied that they are considering either pumps and smaller pipes or larger pipes, though they are leaning towards larger pipes rather than pumps on the finished water side.

Ms. Whitaker emphasized that the $19.7M upgrade did not envision the installation of addition GAC contactors for several reasons. She stated they anticipated using more powdered activated carbon to supplement the facility. Additionally, because when GAC was just coming on line they didn't have all the data they have now to understand its ancillary benefits. She stated the South

Rivanna plant has eight contactors, which are big tank vessels that can each treat 1M gallons. With a total plant capacity of 12M gallons, this represents 66% of the maximum capacity. She continued that the North Rivanna treatment plant has one contactor that can process 1MGD and a plant capacity of 1.5MGD, which represents 65% of the facility's capacity. She stated Observatory as originally planned will have two contactors and a 10MGD plant capacity once the upgrades have been made, leaving them with a 20% GAC treatment ratio, which was significantly lower than that of the other facilities. She stated there have been discussions as to possible benefits arise with the potential expansion of GAC in this project. It was clear that there was a dramatic reduction in disinfection byproducts, taste and odor improvements throughout the system, better chlorine residuals in the distribution system, and treatment of emerging contaminants.

She stated the staff recommends the inclusion of four additional GAC contactors to take the total treatment capacity of Observatory up to 6 MGD, which would give RWSA a similar treatment ratios at all three urban treatment plants. The design costs are $291K resulting in a CIP budget increase of $5.8M once construction was added. She anticipates having bids in by the end of the year, at which time staff will have a better feel for the construction market and would then bring a CIP budget amendment forward. She stated this would raise City and Service Authority rates by about ¼% peryear for approximately four years. She concluded and invited questions.

Mr. Gaffney asked for confirmation that they have a 66% GAC ratio at South Rivanna from eight contactors and will go to 80%.

Ms. Whitaker replied that they are not planning to add contactors at South Rivanna but proposing to add four at Observatory for a total of six.

Mr. Mawyer emphasized that the additional contactors would be installed at Observatory.

Ms. Whitaker demonstrated the location where the piping for GAC vessels can be installed at the Observatory plant, noting that space was reserved in the Master Plan to add vessels into this location.

Ms. Galvin asked if everything gets blended together in the water distribution system so that customers receive the same quality of water and that if they weren't to make the GAC upgrade it would not affect specific geographic areas but everyone.

Ms. Whitaker replied that the water combines in the distribution system across the board, though it does not necessarily combine evenly as it depends on what they are treating each day.

Ms. Galvin asked for confirmation that should they not do the GAC upgrade at Observatory the overall system's GAC ratio might go down.

Ms. Whitaker replied that it was not completely uniform mixing and the closer one was to one facility or another increases the likelihood that any given drop of water will be from that facility, though it does change and move on any given day.

Mr. Gaffney observed that in the original design the reason we were at 20% at Observatory was the water comes from Ragged Mountain and Sugar Hollow and the thought was that it doesn't need it but now they are talking about the pipeline and moving the water from South Fork up to Ragged Mountain and it needs to be equal.

Mr. Mawyer agreed.

Mr. O'Connell remarked that the other concept of the original water supply system that got lost during negotiations was that this plant would be improved to try to equalize it and some pieces that were envisioned 20 years ago are just now falling into place. He observed that GAC has greatly improved the water quality and asked for confirmation that they are using less chlorine.

Mr. Tungate agreed that the applied dose was less.

Mr. O'Connell recognized that GAC was much more expensive but it fits all of those pieces into place.

Ms. Galvin emphasized that they will have to see how this fits into the CIP by determining if this was a marginal improvement that will cost more than a marginal increase or not. She stated she was also looking at this from the perspective of the City budget and wants to know if the improvement of water quality will be commensurate with the cost, though she can't answer that at this point. She stated she would like to provide a standardized water quality to everyone, she supports the project, but she wants to see what other CIP requests will be made.

Mr. Mawyer remarked that they don't have any significant changes to the current CIP that they have identified yet and they hope it will be a relatively stable CIP going forward. He pointed out that out of a $100M budget for five years they are adding $5M.

Mr. O'Connell remarked that from his perspective the thing they have to sell was water quality and this clearly improves water quality for a reasonable cost.

Ms. Galvin emphasized that it will be important to articulate the benefits of GAC to the public to justify the spending, including that they have the best water supply in Virginia.

Mr. Gaffney recognized that there will be new regulations with a new contaminant list coming and they are already set.

Mr. Mawyer remarked that they will be hiring a firm to produce videos of the upgrades and perhaps they can dedicate a video to GAC and get this out to the public.

Ms. Galvin urged that it be conveyed in a way the public can understand with an emphasis on human health and environmental health outcomes, in order to reassure constituents who are concerned about their rates.

Mr. O'Connell observed that the recent customer survey indicated that people want safe, clean drinking water and assurance that the Authority was doing everything it can to reduce lead and

contaminants. He noted that 90% responded that they were satisfied with water rates and stated that if they are concerned about the rates there could be movement of other items in the CIP budget.

**Mr. O'Connell moved that the Board authorize the Executive Director to execute the amendment for additional GAC contactors outlined in the Board packet. The motion was seconded by Ms. Galvin and passed unanimously (5-0). Dr. Palmer and Dr. Richardson were absent from the meeting and the vote.**

## 9. *OTHER ITEMS FROM BOARD/STAFF NOT ON AGENDA*

There were none.

## 10. *CLOSED MEETING*

There was none.

## 11. *ADJOURNMENT*

**At 3:33 p.m., Ms. Galvin moved that the Board adjourn. The motion was seconded by Mr. Richardson and passed unanimously (5-0). Dr. Palmer and Dr. Richardson were absent from the meeting and the vote.**

Respectfully submitted,

**Mr. Jeff Richardson**
**Secretary-Treasurer**