

**MANCHESTER WATER AND SEWER COMMISSION**  
**November 9, 2023**

The Manchester Water and Sewer Commission met on Thursday, November 9<sup>th</sup>, 2023 for a regularly scheduled meeting. Present were: Chairman/Commissioner Anderson, Vice-Chairman/Commissioner Watson, Secretary/Commissioner Hunt, Commissioner Hillsman, Alderman/Vice-Mayor Messick, Mayor Howard, Director Miller, and Office Managers Candy Hilmoe and Jennifer Hall.

Absent: Assistant Director Raney.

Chairman Anderson called the meeting to order at 3:00 PM.

1) The minutes of the regular meeting on August 3, 2023, were approved upon a motion by Vice-Mayor/Commissioner Messick, second by Vice-Chairman/Commissioner Watson. After a vote was taken, the motion passed 5-0.

2) **Citizen Comments:**

Customers' complaints of higher bills due to increase in water and sewer rates by 19% and increase of capacity fees on sewer six months ago.

3) **Billing Office Items:**

Director Miller introduced Jennifer Hall to the Water and Sewing Billing Department as the new Office Manager training with current Office Manager Candy Hilmoe.

4) **Director's Report:**

4.1 **Commissioner Training:**

a) Previous discussion had already taken place.

4.2 **Sewer Rehabilitation Project:**

- a) Paperwork has been submitted to the State of Tennessee for White Oaks and Iris Drive. Currently there are seven projects in the process.
- b) MWSD is digging and replacing badly worn sections of the Iris Drive and its neighborhood.
- c) St. John Engineering has submitted plans to TDEC for the rehabilitation project that will rehabilitate areas in the White Oak neighborhood. State gave the proceeds to the city and then the state wants the city to receive permission. City is currently in the permission process going on 6 months now.
- d) The \$5mm ARP project is going to be the shoeing and cure in place mostly with the remaining work will be bursting, dig, and replace.

4.3 **Water System Rehab:**

- a) Replacing 60 electric meters on McArthur Street including corresponding software. The city and homeowner will be able to log in.
- b) TDOT is repaving with numerous of customer(s)' complaints.
- c) TDEC re-approved after being expired plans submitted for the county water line extension starting at Sugar Camp Road. Working to get a priority list of county residents wanting city water. There are projects that has already been stated approved. Hoping the county to pay for the pipe and material and the city will complete the work.

4.4 Waste Water Treatment Plant:

- a) Applied for a new NPSES permit, application has been accepted, and waiting upon the permit.
- b) The DMR-QA (yearly lab test) has passed.
- c) One of the clarifiers is out of service for repair/cleaning done by the city and not subcontracted out.

4.5 Equipment Upgrade:

- a) The city spent \$700,000 on grinder bypass pumping in the past several years for projects that bypass the sewer via renting. The city is needing a six-inch pump and was quoted \$70,000 for a new quiet pump.

Secretary/Commissioner Hunt made a motion to approve the purchase of the grinder bypass pump upon request and completion of three bids, Commissioner Hillsman seconded. After a vote was taken, the motion passed 5-0.

4.6 Water Distribution:

- a) Discussion of Batesville water tower levels being hooked up to Scada or different type of technology for monitoring. Currently, the city is paying staff overtime to check the levels on Saturday and Sundays. Cost to get it up and working is around \$7,000 through request to Mayor Howard (being under the limit of \$10,000.00. The process will move forward,
- b) Same situation with the old water plant pumping station in that it isn't hooked up to Scada either. Wouldn't have to go through Scada as a device could send out vibration to indicate the station is running. Cost is estimated around \$2,000. The process will move forward.
- c) The water line project on McArthur with a couple of things were missed on the plans that calls for the purchase yolks and meters. Request for approval of 52 yolks at \$275 per yolk will be for the cost of \$14,300. Purchase for water meters will be directed to Mayor Howard for a future request for \$85-\$130 per meter.

Secretary/Commissioner Hunt made a motion to approve the purchase of yolks, Vice-Chairman/Commissioner Watson seconded. After a vote was taken, the motion passed 5-0.

- d) Discussion of water break (leak) repairs' insurance program from Director Phil and a representative of the insurance company via phone. Homeowner's insurance will pay an addition estimated range amount of \$1.30 to \$1.80 (based upon the number of customers that sign up for the insurance coverage) a month with a \$2,500 limit. If residents have a break on their side of the meter, the repair is paid and the city doesn't have to pay out (protecting the city's revenue at that point of risk) the adjustment credit. Each customer could be charged an extra \$0.20 a month for staff in the billing department to process the paperwork. The larger adjustment is on the sewer portion and as the water adjustment is minimum. At the time of the leak is discovered, customers would call insurance company to file a claim which the insurance company would collect information from the customer and designated individual from the city. Calculation of the customers' twelve-month average of usage would be determined minus the high months for the leak. That average would be the only amount the customer would have to pay up to the limit and the remaining amount would be given to the city by check and applied to the customer's account. Coverage amount would be added as a second line and the customers would have a chance to opt out of the program (via special

customer service phone number provided by the insurance company) if they would not want to participate. All customers would be auto enrolled to begin with. Billing department would send out educational material of the insurance program (90 days via notice in the bills or brochures) before the customer is ever charged so they can make an educated decision for themselves if they wanted to remain in the program or not. If customer(s) opt out of the program before it starts, they will never see the charge on their utility bill. Another option is to build into an increased water rate structure for the insurance coverage and doesn't show up as a line item. They could also customize with the specific repairs the city will cover with this program. Customers would be able to file a claim up to two occurrences (two billing cycles, two months per leak occurrence) per year (rolling year-date of first occurrence). This insurance program is available to all residential and small businesses (meter of two inches or smaller). The price is higher for commercial customers (est. cost \$3-\$5 per customer, per month). During the first year of the program, if customers want to opt out, the insurance company will reimburse the city for the amount the customer has paid and the funds can be credited to the customers' account. Typically, the insurance company sees about 96% to 97% of customers remaining in the program after the option of opting out. Insurance rates will not increase until 50% or more customers start opting out. Director Phil was asked to email the insurance information packet to everyone to review. For the month of October, 2023, the amount of adjustments was \$17,500. With this insurance program, it would cost the city zero dollars. Billing department to get six-month water adjustment cost for the next schedule board meeting.

4.7 Water and Sewer Billing Office:

None to report.

5) **Commissioner's Comments:**

None to report.

6) **Old Business:**

None to report.

7) **New Business:**

7.1 Blake's Trail Lift Station:

- a) The lift station located at Blake's Trail/West End Circle area needs to be replaced via contractor due to the weaken shaft that connects to the motor on top to the pump down below. With large rains, the station may collapse. After discussion, Phil would need to proceed with receiving bids with caution from contractors for three options: a) need to replace the station (preliminary quote from Adam Carter of \$900,000), b) repair the station with something new, or c) replace the pumps with similar to the way they are set up now.

On a motion from Commissioner Hillsman, seconded by Alderman/Vice-Mayor Messick, the meeting adjourned.

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Mike Anderson, Chairman

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Gary Hunt, Recording Secretary