

**MEETING MINUTES  
TOLLAND WATER COMMISSION  
HICKS MEMORIAL MUNICIPAL CENTER  
Council Chambers – Sixth Floor  
March 7, 2011 – 6:30 P.M.**

**Members Present:** Eugene Koss; Richard Symonds, Jr.; Glenn MacDonald; Andrew Netro and William Pakulis

**Not in attendance:** Rene Wagner

**Others present:** Jennifer Usher, Town Engineer; Jack Keefe and Art O’Neill of Connecticut Water Company (“CWC”) *exited meeting early*

1. **Call to Order:** Eugene Koss called the meeting to order at 6:33 p.m.

2. **Changes to Agenda:** None.

3. **Public Comment (2 minute limit):** None.

4. **Approval of Minutes**

**A. February 7, 2011 Regular Meeting**

**B. February 16, 2011 Special Meeting**

**C. February 22, 2011 Special Meeting**

Dick Symonds motioned to approve the minutes from the three meetings referenced above (A., B. and C.); Seconded by Andrew Netro. All in favor. None opposed. William Pakulis abstained from the Special Meetings (B. & C.) held on February 16<sup>th</sup> and 22<sup>nd</sup>.

5. **Operator Report: Jack Keefe and Art O’Neill, Connecticut Water Company:** Jack Keefe spoke of the discoloration complaints. In speaking with the Mansfield staff this a.m., it was originally thought a main break could have broken, but that did not happen. They did have a problem with the power at the well field. There were some dips in the readings and that certainly could have caused some discoloration in the system. He is not aware of a final cause. Certainly, if the power was running and it did dropout momentarily, it could have reversed the flow in the system. We are talking about the same susceptible areas (Virginia Lane, etc.).

Mr. Keefe commented on the flow test results conducted at the Middle School. He provided a copy to Ms. Usher, that she will circulate amongst the members electronically. The BOE made the request of the CWC to conduct the test. They needed to know what was available for flows for fire protection (sprinklers, etc.). Ms. Usher added that they are not currently on the system for fire protection. They had some repairs that they were looking to do. She suggested that before they do those repairs, they look at the main system and hook up to there. A flow test was going to be conducted to see if they would have the pressure they needed at that point.

Mr. Keefe did suggest that the Commission may want to bring ISO in to conduct an overall review of the system. They would perform fire flow tests strategically throughout the system. This will provide good data going forward. These tests are usually accepted if they are within a couple of years. Typically, every 5 – 10 years they will come back and look at the system again. Mr. Symonds believed the last one was done before he retired in 2004.

Mr. Keefe finished by asking where the Commission stood with regard to the regional pipeline. Mr. Koss commented that the Commission has not heard from Attorney Conti since their meeting. Ms. Usher added that Attorney Conti was to set up a meeting with the CWC and their counsel. A bulleted list of comments / questions from the Commission will be forwarded to the CWC in advance of that meeting. She also commented that she revised Exhibit A (the map).

Mr. Symonds asked if there were any comments regarding the letter sent to the CWC from the Commission. Mr. Koss commented that Mr. Keefe and he met on Saturday. The CWC has responded and the members have received a copy of that reply.

Art O'Neill commented that they sent shut-off notices to 40 customers on March 3, 2011. The date for terminations/shut-offs to begin is set for March 21, 2011. Ms. Usher asked for a copy of the standard shut-off notice, and the relevant information regarding the delinquent customers. Mr. O'Neill will provide her with the requested information. She said that she would provide a copy of the customers' information to Ms. Bellody.

**6. Staff Report: Jennifer Usher, P. E., Town Engineer & Public Works Administrator**

**A. Regional Pipeline Agreement:** Ms. Usher commented that if any member has suggested changes to her revised Exhibit A, she would like them by noon on Wednesday so that she can send it along to Attorney Conti. She will also follow-up with Rick Conti to see where he stands with regard to preparing the bullet list and setting up the meeting with the CWC and their counsel.

**B. CT DPH Sanitary Survey Response:** Ms. Usher provided a copy of a letter sent to the DPH to the members. The letter states that the two repairs requested at Wells 1 & 2 have been completed. She has an e-mail from CWC saying the repairs have been completed. The letter DPH sent also asks what is being done to meet the safety factor, Ms. Usher stated that she indicated that the Commission is in the process of applying for a revised diversion permit in the letter she sent to DPH.

**C. Customer Service Requests:** Ms. Usher said that she picked up two samples: one from the hydrant (3:30 this afternoon) and the other from the Champagne's house on Virginia Lane. Ms. Champagne raised the question as to why the hydrant was being flushed so late. Ms. Usher agreed that the flushing should have occurred in the a.m. (She raised this question with Mr. Keefe earlier in the meeting and he will follow-up). The Commission members discussed various complaints and possible reasons for such complaints. Ms. Usher suggested having a consultant come in to look at the system. She also suggested sending a letter to the customers advising of what steps are being taken. She believed an RFP would need to be issued. It was determined that Ms. Usher will research this further and discuss with her colleagues which route would be best to take, ex.: is an RFP for a consultant appropriate. She will report back to the Commission members. Mr. MacDonald volunteered to draft the letter addressed to the customers advising them of what steps are being taken when the time comes.

Ms. Usher has been keeping a log as of December 2010 of customer complaints. Although, she knows that the CWC has been receiving calls as well, she is unaware of the complaints and who they are from, as CWC does not report all of them to her. Ms. Usher will give Dick Symonds a copy of her log book. He will then follow up with Mr. Keefe for his list.

Mr. Netro asked if the letter that Mr. MacDonald drafted was sent to the CWC. Ms. Usher and Mr. Koss said yes, and the CWC responded. A copy of their response was sent to the members via e-mail this afternoon. Mr. MacDonald commented that information provided to the Finance Department from the CWC is not being forwarded to the Commission as it should be. Mr. Symonds will ask Mr. Keefe to forward any documents sent to that department to Ms. Usher as well.

**7. Finances**

**A. Financial Update:** Mr. MacDonald commented that January was a good month. From a cash flow stand point, the Commission is in the positive. February at this point is breaking even. The rate increase and fire protection are not reflected in this report. They will go in the March bills and be reflected in April's revenues. He reviewed the report with the members.

**8. Diversion Permit**

**A. Status Update:** Ms. Usher received a letter from the DEP giving the Commission a 30 day extension to provide their response to the Notice of Insufficiencies. She is in receipt of the draft response letter to DEP. Once the Commission approves it, it can be submitted. She will forward the draft response to the members for review. She would like their comments to the draft by Monday @ 8 a.m.

- 9. Overdue Accounts & Shut-off Procedures:** Mr. MacDonald asked the members if they were surprised that the Commission was not made aware that shut-off notices were sent to 40 customers. Mr. Koss commented that it was a previous discussion, but it should have been made clear that the action was taken. When the CWC does things like this, they should be sending a memo to the office. Mr. Symonds will raise this issue with Mr. Keefe.

The members discussed how to handle overdue accounts. It was determined that they would continue having the CWC send out shut-off notices to delinquent customers. Mr. MacDonald and Mr. Symonds both agreed that having a policy with regards to overdue accounts should be put on the task list.

- 10. Other Business:** None.

- 11. Adjournment:** William Pakulis motioned to adjourn the meeting; Seconded by Dick Symonds at 8:00 p.m. All were in favor. None opposed.

**Michelle A. Finnegan**  
**Water Commission Clerk**