

WINNIPESAUKEE RIVER BASIN PROGRAM

ADVISORY BOARD MEETING MINUTES

November 19, 2020 – Conducted Electronically

Members Present: The meeting was called to order by Wes Anderson (Laconia), chair, at 10:15 am. Luis Adorno (NHDES), Mark Corliss (NHDES-WRBP), Ray Gordon (NHDES-WRBP), Daniel Lewis (NHDES), Sharon McMillin (DES-WRBP), Sharon Nall (DES), Rene Pelletier (DES), Tracy Wood (DES), Johanna Ames (Tilton), Ron White (DAS), Jeanne Beaudin (Belmont), Scott Dunn (Gilford), and Ray Korber (Bay District) were present at that time.

Wes announced that due to the ongoing COVID-19 crisis and in accordance with Governor Sununu's Emergency Order No. 12 and Executive Order 2020-04, that the meeting would be conducted electronically, and was being hosted via Laconia's Zoom Video Communications account.

Minutes: Ray moved, seconded by Wes, to approve the October 15, 2020, meeting minutes as written. A roll call vote was taken, and the motion carried.

Monthly Summary Report: Sharon distributed the *Monthly Summary Report* for October 2020 by email prior to the meeting.

- Energy Efficiency Upgrades – The equipment upgrades were recommended by the energy audit completed earlier in 2020 at all of the WRBP facilities. The Advisory Board approved the upgrades during their August and September meetings. A smaller aeration blower will be replaced during the upgrade. Two RAS pumps will also be replaced. The WRBP staff will be installing the new lighting, which will result in a significant cost savings for the program.
- Asset Management (AM)/Collection System Evaluations Incentive – Ray Gordon will provide an AM presentation to the Advisory Board this morning to finalize the loan.
- WRBP Infrastructure O&M Responsibilities – Discussion continues among the five member communities. There are no additional updates at this time.
- Replacement Fund – To be discussed below.
- Governance Work Plan – There are no updates at this time.
- Rate Assessment Formula – On October 27, 2020, the City of Franklin's consultant reviewed its draft efforts with the WRBP and the City of Franklin

Sharon was pleased to announce that to date, none of the WRBP staff members have contracted Covid-19. They will continue to safe distance, to wear masks, and to adhere to the other State and DES mandated policies, including the travel policies.

Citizens Comments for Agenda Items: Wes asked if there were any guests from the member communities participating on the call and if they had any questions, comments, or concerns regarding the agenda items. As there were no guests participating, he moved on to the next agenda item.

Asset Management Program Initiative Status Update: Ray Gordon gave a presentation entitled "WRBP Asset Management Program Initiative Status Update." He invited the members to refer to the PDF copy of his PowerPoint slides which were included in the handouts distributed prior to the meeting (see Item 4).

The initiative will make the program eligible for a clean water state revolving fund principal forgiveness of approximately \$90K once the appropriate milestones have been reached. He was hired last February to help spearhead the initiative. He drew attention to slide two; which recognized that the initiative is an initiative and not a project and that the idea was to create a positive philosophy and culture change that included everyone. Goals had been established before he came on board.

The goals included developing capabilities and a schedule that: were driven by end users and not just management or consultants; were not overwhelming to implement and maintain and thus part of the daily operation – especially considering that it was ongoing in an effort to change the philosophy and culture. It is not a project with a “end date” and the realization that it does not need to be done all at once; had consistent terminology and a consistent hierarchy of assets; would be user-friendly, so far as staff access and data entry and management’s ability to generate reports; and would allow mobile field devices to synch (in real time).

Before he came on board, tools were selected to accomplish these goals. They included ArcGIS Online software to perform basic mapping functions and Cartegraph software, to perform asset management and work order functions. These tools were selected in September 2017 and first became available to WRBP staff members in 2018. When he first came onboard in February 2020, he discovered that the electrical section was the leader since they had been using the Cartegraph asset management system the most. That functional section was also helping to set the standards and train the other sections. His first action was to facilitate all four sections moving forward together, so that the effort would be more effectively deployed bureau-wide. Toward that end, he implemented two teams of five staff to focus on specific initiative goals. The first team was focused on GIS-related activities; the second team was focused on Cartegraph-related activities.

The GIS team was most active in the summer of 2020 and initially relied on the past work of WRBP staff members and interns that had gone out in the field and had captured the basic data required to create a map layer and an inventory of the collection system (i.e. “the horizontal assets”). It has been determined that 90-95 percent of the mapping has been completed. A distinct naming convention was established over the summer so that every manhole and pipe has a distinct name in the asset management database system. Changes in ArcGIS result in real-time (synched) changes in Cartegraph and visa-versa. The GIS team has definitive actions it wished to take moving forward, and a new WRBP staff member with GIS skills has been hired to help facilitate the actions. Right now, that new staffer is ramping up since he’s only been with the WRBP about a month. There are also a few segments that still need to be physically mapped in the GIS layer. In the summer of 2021, field data will be verified for quality.

The Cartegraph team has been focusing on the Cartegraph software and inherent database. Initially, the team focused on the identification of barriers preventing institutional use. Training, consistent naming, and availability of the proper tools (devices) were identified as barriers. Wi-Fi is being added in Franklin during an upgrade to the telecommunications network to enable devices to upload data directly using a new, Cartegraph mobile application (app). The team conducted a study of already-deployed laptops, iPads, and iPhones to determine which device worked best with the Cartegraph app for current needs. The study determined that iPhones were the best choice for most field activities with PCs and 4 dedicated laptops available for desktop work. iPhones have been ordered, and the

iPhones and the Wi-Fi will enable WRBP staff to upload data far more easily, field data especially. The next step will be to work on the condition and criticality of both the horizontal (subsurface) and vertical (equipment and buildings) assets.

Once the iPhones were in more general use, additional staff assignment for discrete tasks and work orders (more complex inspections or projects requiring multiple tasks) and a malfunction tracking system be available on those devices. The scheduling system functionality can be used in conjunction with the system that tracks malfunctions, so other repairs and maintenance at a particular location can often be performed concurrently. WRBP staff is currently being trained to use the new Cartegraph devices and functionality and is excited about the upcoming changes, especially the operations and maintenance groups. The group has had to track malfunctions using paper reports printed from emails, and simply cannot wait for the completion of the upgrades, and for the systems to deploy.

The Cartegraph team recently informed Ray that the electrical section has 85 percent of its vertical assets entered into the asset management system; the mechanical section, 70 percent; and the operations section, 80 percent. This being an initiative, the goal was not to hire extra staff to perform inventory checks as doing so would not be cost-effective or efficient. With efficiency in mind, the sections have been entering assets when assets are handled, as repairs and maintenance (i.e. inspection) activities are being performed. This manner of efficiency will continue until 100 percent of the assets have been entered.

Beginning in 2015, the WRBP staff has been providing a Balanced Score Sheet on an annual basis and it has been posted on the DES website. Under the Asset Management Program, the Balanced Score Sheet is referred to as a “defined level of service,” and it provides an annual snapshot of the Asset Management Program. It states goals and objectives, and the progress made to meet these goals. There are sections for customer service, operational performance, effective resource management, and employee development. The asset management program will become a more heavily utilized tool as time goes on. Condition, criticality, and remaining useful life are key components that will be featured in an SOP for Cartegraph that W-P was helping the WRBP staff to design. Cartegraph has been assisting with the process on their end.

The draft SOP will be finalized shortly, and ready for review, after which it will be tested in Cartegraph to ensure that it works for the staff properly before being fully deployed. Everybody has worked very hard and is very excited about the upcoming test. Recommendations from manufacturer are being used to set remaining useful life values, and W-P was assisting in this regard when the manufacture’s recommendations were not useful or recommendations cannot be made. Eventually values from the asset management plan will be plugged into management and planning documents such as the 20-Year CIP Plan, which will be incredibly useful.

Funding was set by legislative mandate under RSA 485A 45-54, utilizing three funding tools – the biennial budget which was set by the DES; the Replacement Fund to cover that which was not covered by the biennial budget; and the capital budget, which was used for long-term planning. The Clean Water State Revolving Fund was also a useful funding tool. Other funding tools include principal forgiveness, incentives, grants, and rebate programs. Right now, an Eversource rebate program gives back a certain percent used on lighting upgrades. Funding tool data will also be utilized by Cartegraph as time goes on.

In short, the initiative was like a snowball rolling down a hill, in that it gets bigger and bigger and rolls faster and faster. As time goes on, the asset management system will improve communication both in-house and between the WRBP staff and the Advisory Board and the community, and the WRBP staff was just as excited about this aspect of the asset management system as they were about the other aspects.

Ray Korber asked where the conditions assessments stand on the horizontal assets. Ray Gordon reiterated that mapping had to be completed first although some of the horizontal assets had already been assessed prior to his start date. Sharon McMillin explained that an analysis was completed prior to Ray Gordon's start date, and that the results had indicated that approximately 80 percent of the collection system assets have already undergone a condition assessment. The WRBP staff has been populating Cartegraph with the data. The discreet naming convention had to come first, along with the mapping. Data for a couple of areas in Gilford was missing, as was data from areas with suspended pipelines. CCTV work has been performed during maintenance and repairs, both to provide a better idea of condition, and to improve efficiency as Ray Gordon indicated earlier.

Ray Korber asked if Ray Gordon and Sharon McMillin planned to issue a report regarding the analysis. Sharon explained that the assets had been found to be in good condition, and that repairs were performed immediately when that was not the case. As a reminder, she noted that CCTV work can only be performed (successfully) in the gravity portions, and not in force mains. The remaining assets that require a condition assessment are not on the wastewater side – they are culverts, air reliefs, and the like. While important, these assets are not a high priority. Some of these secondary (accessory) assets are extensions. Some of them are located on private or municipal property. Earth work will be required to repair many of them. Reporting will eventually be provided by the asset management system for these assets, and it will indicate what type of repairs will be required which can be tied in to scheduling and forecasting systems within the asset management system.

Wes asked if using the mapping and Cartegraph would allow a user to look at the color of a pipe and know its status automatically. Ray Gordon explained that doing so was definitely in the realm of possibility once the asset management system was up and running and when it was feasible to do so. Work on other aspects of the system would take higher priority initially. Right now, a pipe can be clicked on, and information for the pipe comes up. This is of benefit to field staff that uses the asset management system on a daily basis, because they can see what they need to see, and add notes regarding the condition or repair work. The field staff was simply ecstatic about having this capability. Now that Cory was on board, GIS bells and whistles will be added as time goes on. Sharon noted that color coding was currently being used in most of the member communities to represent pipe size, and that Cartegraph can export to GIS, PDF, and Excel. There were so many ways to format using Cartegraph – the sky may be the limit in that regard, due to Cartegraph's data-sorting and presentation capabilities. For now, the priority was populating the data, so that Cartegraph has data to sort and present.

Wes asked with regard to internal controls, if Ray Gordon was planning to use reporting features to keep track of repair time and to use that type of data in any way. Ray affirmed that the two teams were planning to track that type of data; and, additional types of internal control data. For example, the asset management system would help with scheduling-related efficiency. Right now, staff was

being trained by Cartegraph to build and run reports. As more data is populated, the reporting mechanisms will be more heavily utilized. The WRBP staff was incredibly ecstatic about the reporting mechanism, and for that reason has been incredibly dedicated to the population of useful data into the asset management system.

Ray Korber asked if it was safe to say that we are still in the development stage. Ray Gordon concurred, noting that the system was ready to deploy for testing. He reiterated that some sections (i.e. electrical system) have already been actively using the data asset management system, and that other sections will become active users shortly. The WRBP staff has been ecstatic about the new tools they will be receiving (i.e. iPhones) to become active users. Ray Korber asked what the timeline looked like for full deployment. Ray Gordon explained that the iPhones would be arriving later this week or next week. That will be a game changer. The phones require configuration (by the State) prior to release. WRBP staff will likely have them in hand by the end of December, after which iPhone training would begin. Ray Korber asked when the criticality analysis and the evaluation would be completed. Ray reiterated that field staff was already collecting a lot of that data when they were out in the field performing their day-to-day activities, and that having iPhones would allow them to capture more of that data moving forward.

Ray Korber asked Sharon McMillin if the CIP Sub-Committee would be able to leverage the asset management program initiative within the next year. Sharon McMillin reiterated that the data asset management already had some capability, and that additional capabilities would be coming online within the next year. She also reiterated that the WRBP staff, W-P and Cartegraph were dedicated to the full deployment of the data asset management system, and that populating it with solid data was crucial toward its success. Having access to iPhones (and iPads) in the field will be a game-changer. The State performed a cyber-security review for the iPhones, and they passed the review. High speed internet will be another game-changer. The WRBP staff is excited about being able to use iPhones in the field.

Sharon Nall asked whether there was a schedule for uploading condition-related data. Ray Gordon explained that there will be; however, his first priority had been to obtain the necessary tools (iPhone, high-speed internet) and training. Upgrading to high-speed internet has been no small task. Sharon McMillin reiterated that having a GIS expert onboard will also be a game-changer. She noted that Cory Clark was now occupying a back-filled position in the Industrial Pre-Treatment and Permitting System division that was created during Nick Fontaine's promotion. Cory comes from USGS and has skills that will continue to be heavily utilized. The WRBP staff is glad to have him onboard.

Sharon Nall asked whether contractors were being fully-utilized, as doing so might result in the asset management system's full deployment more quickly. Sharon McMillin acknowledged what a wonderful asset W-P and other consultants have been. She reiterated that the staff has the institutional knowledge, and that the staff was expected to utilize the asset management system after it becomes fully deployed – thus the staff must be involved, to ensure that the system becomes a useful one. The goal was not to meet deadlines for the sake of meeting deadlines. W-P was helping toward this end, to ensure that the asset management system would become a useful one. For example, the condition, criticality, and remaining useful life ranking system that W-P first devised was not adequate enough to meet the WRBP staff's needs and to ensure that the asset management system would be useful. The

end goal was to have useful (and consistent) forecasting tools. That was the goal which the WRBP staff was diligently working toward. W-P has been fully committed toward helping the WRBP staff accomplish the goal, and she wished to acknowledge the wonderful working relationship between W-P and the WRBP staff.

Ray Korber expressed his frustration as it was his belief that the WRBP staff was doing heavy-lifting, and that W-P should be doing the heavy-lifting. He expressed his frustration because it has taken five years to get to this point whereas he had hoped it would take less than two years to get to this point. He suggested that if WRBP was short-staffed, it might consider leveraging asset management money from DES to push this thing along, as he was more interested in developing a robust CIP program at this point. He also suggested approaching W-P for more customized solutions. Luis wished to acknowledge that WRBP staff buy-in was already there and thus wished to support his coworker Sharon Nall's opinions. He also wished to thank both his coworker and Ray Korber for their excellent questions, and everybody else for letting him attend the presentation.

Rate Assessment Formula Update: Jeanne announced that she had a conversation with Underwood yesterday afternoon regarding their work in the Belmont. Underwood is currently analyzing the data that it has been collecting. One of Jeanne's chief concerns was to better define the properties that were connected to the sewer and that do not have metered water service. Toward that end, she plans to provide additional data to Underwood, so that these properties could be better understood. In lieu of using assessment data, they plan to use billing data. She was pleased to report that Underwood did not feel as though there was a significant I/I issue in Belmont's system at this point in time. Underwood planned to update Belmont's 2011 report and will be adding the new data to the updated report after it is analyzed. The report will probably be issued at the end of November.

Jeanne said that she received a letter Tilton indicating that they will not be doing any I/I work in the foreseeable future. She wondered how the other Advisory Board members felt about the I/I issue. Wes acknowledged that he spoke with Brian a week ago, and that Brian hoped to have information from Underwood to share during the first two weeks of December. While Brian did not have details to share at that time because Underwood was still analyzing Franklin's data, it appeared as though Franklin may still have a significant I/I issue.

Jeanne was not sure at this juncture how to allocate assessments for the 4 southern communities because of the I/I issue. Wes acknowledged that it may become necessary to utilize data from Belmont and Franklin; then, extrapolate allocations for Northfield and Tilton. Jeanne expressed concern with regard to Tilton, as she wondered if Tilton would agree with an allocation that was based upon an extrapolation instead of data. She expressed further concern with regard to Underwood's upcoming presentation and DES's potential disagreement with Underwood's findings.

Johanna concurred with Jeanne regarding Tilton's concerns relating to the accuracy of the data. She acknowledged that it was unfortunate that the Town of Tilton could not move forward with its I/I study at this time. She greatly appreciated the amount of work that Franklin and Belmont were putting into this effort to resolve the issues.

Authority Workgroup Update: Wes announced that three member communities, Franklin, Tilton, and Northfield, had voted against a transition for the WRBP to a separate state agency. There will be

another meeting of decision-makers from each member community in the upcoming month or so to discuss where to go to from here. A schedule will be issued by Scott Meyers as soon as it is possible to do so. Wes asked the members to refer to the PDF copy of the handouts that were distributed by email prior to the meeting, specifically to Item 7, which provided a summary report for the escrow account.

Replacement Fund: Wes announced that because a consensus has not been reached regarding whether the WRBP should transition to a separate state agency, it may not be feasible to submit a new LSR to the state legislature for consideration at this time.

Wes asked Rene what the process was for submitting LSRs. Rene explained that any budget related LSRs should be presented to the NH House by November 20th and Wes noted that the 20th was the next day. Sharon noted that AG's office has not yet rendered a legal opinion regarding the proposed language. Wes asked if the member communities wished to table the LSR for the present time, and those present concurred that they wished to do so.

Other Business: The meeting adjourned at 11:45 am. The next meeting will be held on Thursday, December 17, 2020, at 10:00 am via Laconia's Zoom Video Communications account. The minutes were prepared by Pro-Temp Staffing.