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Joseph Davis
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COUNCIL MEETING
June 3, 2015
COUNCIL CHAMBERS

WATER AND SEWER COMPLIANCE REVIEW COMMITTEE MINUTES - 5:30 PM

Attendees: Joe Davis, Jeff Glazier, Craig Messinger, Brian Chamberlain, Jennifer McKenna, Angela DiBuo, John J. Bartol – Water and Sewer Compliance Board, Arundahati Khanwalkar – Water and Sewer Compliance Board, Aurel Arndt - Lehigh County Authority Liesel Adam - Lehigh County Authority

Call to Order
Introductions
Mission
Review of Annual Report by the Compliance Office:
Performance Standards
Customer Service
Water Quality Issues
Maintenance
Capital programs
Comments from the Compliance Review Board
Comments from the Public

Ms. Arundahati Khanwalkar stated that she is an employee of PPL. However, as a member of this Commission, I do not represent PPL in any matter. To ensure my objectivity on all matters that come before this Commission and avoid any appearance of impropriety, I will abstain from discussing or voting on any matter which will present any conflict of interest between my role in this position and a PPL employee.

Mr. Joe Davis went over the Mission Statement of the Board. We will be reviewing the 1st year, 2014 Office of Compliance. We received this Review from LCA. He introduced the Compliance Board Brian Chamberlain, Angela DiBuo, and Jennifer McKenna and Craig Messinger and Dan Koplisch. He introduced the representatives from LCA.

Mr. Brian Chamberlain stated this is the report that the Compliance Office is presenting to the Board. We will be highlighting some areas of the report. LCA was a successful bidder for the operation of the City's water and sewer systems. The Lease Agreement was signed May 1, 2013. The Operation of the facility was handed over to LCA on August 8, 2013. At that time, the city's Compliance Office was established to oversee the performance of the Concessionaire. One of the concerns during the lease process was employees. Eighty-three former city employees out of 102, or 81% became part of LCA Allentown. Institutional knowledge was retained for these systems. LCA is required to submit our office all copies of regulatory reports and Operating Standards and Lease Agreements (Exhibit A and Exhibit B). The Exhibits

are listed there. Copies of all correspondence and regulatory agents are to be submitted to our office. Our office consults with LCA and Regulatory Agents regarding these conditions. We review all water/ sewer applications relevant to construction and permit renewals and advises the Director of Public Works of its finding. Waste Water Treatment Plant is designed to treat 40 million gallons of water a day. In 2014, the plant averaged just over 32 million gallons a day. This plant is staffed 24 hours a day seven days a week. The Waste Water Facility uses a computerized maintenance management system. This is an important tool. Effluent Quality, the table on Page 4 is a listing of the requirements of Effluent Parameters. LCA met all these requirements. You see graphs associated with the requirements. Hauled Waste, one of the big items of the Concession is Hauled Waste. No wastewater from fracking operation was treated at the wastewater treatment plant. Headwork Overflows, just to note there were two incidents of overflow at the Wastewater Treatment Plant in 2014. One was excessive flows from heavy rains and combined with elevated ground water levels. The other overflow occurred was due to failure of a controlled system which is now corrected. Odors: Nothing to report on odors. Sewage Collection System, the Allentown Sewage Collection System consists of 285 miles of pipe and 7100 manholes. Ninety-one percent of the system was installed prior to 1971. There is a considerable amount of maintenance. Televising collection system, the performance requirements were reduced by 50 percent for the first year to allow the Concessionaire to acclimate to some of the requirements. Televising these lines are one of the requirements. It is used to assess the internal conditions. LCA met the operating standards requirement of the amount of feet required.

Ms. Angela DiBuo stated that the Water Infiltration Plant treats up to 30 million gallons of water a day. Allentown's drinking water comes from four sources: Schantz Springs, Crystal Springs, Little Lehigh Creek, and the Lehigh River. Operators make routine checks of the facility and the processes. During the public hearing, concerns were expressed on the quality of drinking water. The operating standards was written to provide the same standards from the Partnership of Safe Water. No maximum containment level was succeeded. LCA must address customer complaints and a total of 29 complaints regarding aesthetics were reported and three were investigated. Information about water quality is supplied to all customers in the annual consumer confidence report that has to be made available in July of each year. Drinking Water Distribution System, the Allentown Water Drinking Distribution System is very extensive and has many components. Maintaining and updating this distribution system is critical. LCA must perform leak detection on at least 104 miles of distribution pipe annually. Under the Valve Exercise Program, LCA is required to exercise all valve between 4 and 12 inches. Approximately, 18,000 fire hydrants are located in the system. It is critical that the hydrants are serviceable at all times. Hydrants are checked every two years. As a result of this program, 128 hydrants were repaired. No hydrants were replaced and approximately 1500 hydrants were painted this year. Approximately, 325 miles of water distribution were inventoried and 49 percent were installed between 1870 and 1944. Between 1944 and 1963, the city utilized iron pipes which accounts for 19 percent of the system. This type of pipe is prone to be break. LCA was required to develop an assessment program to considerable variables. The Operating Standards requires that two miles of main are to be replaced annually. This year, LCA replaced 1.28 miles which meets the performance requirement for the first year.

Ms. Jennifer McKenna stated that the Customer Service Center is located at the Filtration Plant at 1300 Martin Luther King Jr. Drive. Four out of five customer service representatives speak Spanish. The Center is open from 8:15 AM to 4:45 PM Monday through Friday except holidays. The customer service representatives handle 1600 calls per month. Seventy-nine percent of the calls in 2014 were concerning billing and credit card payments. The operating standards require LCA to track calls by categories for the two prior years to look for trends. The 2016 Report will reflect those findings. The office of compliance conducted an inspection and review of the documentation and response of incoming calls. All calls received were addressed in a timely manner. Payments may be made inside the customer service office. They may be made outside at a secure drop off. They developed a portal on the website that will accept

payments with a Spanish language tab. Customer Surveys: LCA is required by the lease to conduct customer surveys. Their satisfaction rate was 88 percent. Customer concerns: It is important that the first contact a person makes is with LCA Customer Service Center. If customers felt that their complaint was unresolved then the next step is to contact the city's office of compliance. In 2014, we had 17 customers follow that route. We try to broker a solution. Major Capital Improvements: Have a specific definition. One of the elements is that the total cost be over \$1 million dollars. This is a minimum amount and increase based on the consumer price index for urban customers. Per the Concession Lease Agreement, the city remains integral to the process. We participate through the beginning with the overall Capital Improvement Programs. We have a project called the Capital Cost Recovery Charge. This is important to the ratepayers. These costs will spread out to the life expectancy of the project. The customer's bill will be line items to cover the major capital improvements. The consumer will be given an explanation. The Cost for projects will also be included. They can be major capital and a separate line item on the bill. We have through LCA, two major capital improvement projects that were completed so far and be present at the 2016 billing. The total cost for the replacement of 1.28 miles was \$2.2 million. The other project that was completed was the belt filter press at the Wastewater Plant. The Belt Filter Press exceeded its life expectancy and was not reliable for continuing service. The total cost was \$1.6 million.

Mr. Brian Chamberlain stated with Administrative Orders, the United States Environmental Protection Agency issued an Administrative Order in 2007 and 2008 for the excessive inflow and infiltration entering the collection system in Allentown and Signatories. The Screen exceeded their life expectancies. Their primary function is to move trash. The other project was a sanitary sewer manhole lining. This lining system is for inflow and infiltration and provide additional structure. Manhole projects will be an annual project. The sanitary sewer and water tight covers will provide manhole frame and lid systems that will eliminate the potential of inflow in flood prone areas.

Ms. Jennifer McKenna stated that the security is a significant concern to utilities because of the potential health risks. The security established with the Lease Agreement in cooperation with LCA are as follows: Keycard System, Video Surveillance, Remote Facilities are Controlled, Perimeters are inspected daily, Emergency Response Plans, The Office of Compliance conducted a review and inspection at the Water Infiltration Plant. There were no security breaches in 2014.

Ms. Angela DiBuo stated Notices of Violation: On December 18, 2013, our office issued a Notice of Violation to LCA for failure to submit a sanitary sewer overflow notification to PADEP in the required reporting period. LCA has taken a corrective active of No Notices of Violation were issued a regulatory agencies in 2013. In 2014, LCA received a tier 3 Violation Notice from the PADEP for failure to sample within the required timeframe. The Notice is in the 2014 Consumer Confidence Report. No Notices of violation from our office was issued in 2014. In November 2013, the Wastewater Treatment Plant Laboratory was given an award for Laboratory Excellence by the Easton PA Water Pollution Control Operators Association, and the Partnership for Safe Waters Excellence Award in 2014.

Mr. Joe Davis stated that is a very positive report.

Mr. John J. Bartol stated that the report was excellent and very well done. Regarding hydrant maintenance and testing, do we have any dates on hydrants that require repair or replacements? Must be completed within six months of the problem being identified. Do we a have timeframe for data on that? It is a relatively long period of time.

Ms. Angela DiBuo stated that the office does track the amount of time in which it takes LCA to replace hydrants.

Mr. Dan Koplisch stated that they can give that information. LCA provides a quarterly report or semi-annual. The six months was put in during the Concession Bidding Process. There is a liquidated damage charge for when that gets repaired. The Compliance Office can give you a list when it was compared.

Ms. Arundhati Khanwalkar asked about the Administrative Order. How far along does that give us to address the issue? Is that a small step, or halfway there? EPA hasn't responded to our request for extension.

Mr. Dan Koplisch stated that you are at the beginning of facing the AO Project. The city has gotten two reports and has a technical team composed of consultants that have been retained by LCA and the city. The goal of the technical review is to find out what the potential sewage need to be until the year 2040. I think there was a meeting with LCA, the city and other sewage signatories and submitted a timeframe. They are aware that we are working on it. What was submitted to LCA is on target.

Ms. Arundhati Khanwalkar asked if the city been in communication with LCA.

Mr. Koplisch stated that what we are doing the city and LCA have been doing individually is to submit a report semi-annually, every six months. That has been going on since the administrative orders been issued. The city, LCA and the other sewer signatories have not received communication from LCA.

Mr. Jeff Glazier asked about cleaning the sewer line. He asked about College Heights and wondering how you are working with LCA to make sure that doesn't happen again.

Mr. Brian Chamberlain stated that when we found out about the second one through the paper we requested all the information from them.

Mr. Glazier asked if we learned anything from that.

Mr. Brian Chamberlain stated that they are treating and jetting the lines. They are taking care of it. It was rags caught in the system. They are saying vandalism. Some of the rags don't deteriorate.

Mr. Glazier asked about the two major Capital Projects, the water main replacement and the belt filter press. Do they have a location for the water main replacements? Does the water main service just the City of Allentown or service Allentown and beyond?

Ms. McKenna stated that the process for the water main replacement is involved with LCA coming with their recommendations. They make the recommendations based on leak history. The type of pipe in the ground and other perimeters. They are dealing with pipes with high leakage rates so they are going to be first on the list. They are located within the city limits. They completed cycle 1. This summer will be cycle 2. There are seven locations.

Ms. Angela DiBuo stated that it is hard to answer the question. The signatories are connected to the city's pipes. The connections have valves that open and close.

Mr. Glazier stated that the belt filter press handles not only the City of Allentown, but the signatories. You have a cost of \$1.6 million. Is that just Allentown's cost or the total cost?

Mr. Brian Chamberlain stated that it is through the sewer agreement. It is through the Sewer Agreements that we bill the signatories a percent for the sewage coming to the plant.

Mr. Dan Koplisch stated that it is based on the capacity. As it turns out Allentown is responsible for 47 percent and the sewer signatories are accountable for 53 percent. Allentown will be responsible for just under \$800,000.

Mr. Glazier asked if the water pipelines are originating from the city.

Mr. Chamberlain stated that the pipelines are in the city and the city pays for those.

Ms. Arundahati Khanwalkar asked about the annual water audit and when it is due. It is the 2016 audit that is coming next.

Ms. Angela DiBuo stated March. She stated 2014. If you have a list of other reports you like posted we can certainly do that.

Mr. Dan Koplisch stated that if you look at Exhibit A and B on the volumes.

Ms. McKenna stated that we are planning to post the Consumer Confidence Report in July.

Mr. Joe Davis stated that he is pleasantly pleased with the report. It is a major transition that we went through. He reminded the office that this is our first meeting.

Mr. Aurel Arndt stated that with the many conversations he is very pleased on how things are going with this concession. It really goes to the relationship we have with the city. We have been able to work closely with folks in the Compliance office. He thanked the Compliance Office and the city.

Mr. Davis stated that we do have another agenda item. We will be in touch through emails if we want something on the next agenda.

Mr. Lou Hershman asked about the agreement and expansion. He asked about the water report and the chemical report. Do we still put fluoride in our water?

Mr. Brian Chamberlain stated that there are too many chemicals to list in the report, but we have the information available. The average fluoride level will be reported in the Consumer Confidence Report which will be posted on LCA's website in July. You can review it online.

Mr. Hershman stated that we have an average 32 million gallons of discharge and a capacity of 40 million gallons. There was a study done about future needs. Is it going to be provided to the public?

Mr. Davis stated that he will take the two issues and discuss with the committee.

Mr. Glenn Hunsicker stated that on Page 7 of the report it says bio solid disposals. He stated that it was a mishap back in September and October at the suburban division and the EPA required them to do landfill for two months. How much did that cost and who did that get billed to.

Mr. Brian Chamberlain stated all of this is processed through the pretreatment office and the pretreatment plant does have a permit. We did go back and collect money and costs and a penalty associated with the costs.

Mr. Hunsicker asked what are we trucking to the landfills or the farmers. Are they getting sludge two to three truckloads a day? The ratepayers should know where the cost went.

Mr. Brian Chamberlain stated they are getting about 40 wet tons a day. It costs \$60 a ton.

Mr. Joe Davis stated that we will check on it and I will see if there is a report.

Mr. Hunsicker stated that back in 2009 Allentown signed an agreement for the famous water contract that is another credit that should come back to Allentown.

Mr. Dan Koplisch stated that all the revenue with the lease agreement go to LCA. There is no financial impact on the ratepayers.

Mr. Joe Davis stated that the first meeting is to discuss the report. We are reviewing the report.

Mr. Hunsicker stated that on the report there should be a notification of who made this report. He asked the total cost of the administrative orders with EPA.

Ms. Angela DiBuo stated that our office is recognized on the front page.

Mr. Dan Koplisch stated that there is nothing more current then what you read in the paper.

Mr. Hunsicker stated that the City of Allentown in our lease agreement water usage had a 92.5 million gallon per year allocation before the ratepayers in Allentown have to kick in money. Did we exceed that?

Ms. McKenna stated we did not.

Mr. Tom Hahn stated that a year ago some of us attended the county meeting and the question was raised about the Memorandum of Agreement was not signed. What is the expected cost to the Allentown Division without causing sewer and water problems? What effect is it going to have on the rates?

Mr. Joe Davis stated that is not part of the review. Do you have questions about the annual report?

Mr. Craig Messinger stated that he is talking water lines and sewer lines which is totally different. The Capital Projects are water lines. The administrative order has to do with the sewer line.

Mr. Glazier asked about the Ordinance regarding how often meetings are.

Mr. Hanlon stated that the board will meet periodically at another time at the request of majority of the members. You were talking about doing an October meeting.

Mr. Joe Davis stated that he has been in talks with the compliance office. We will have a meeting this year.

Mr. Glazier stated that his concern is that if an assertion has been made in the public that meeting should be held quarterly, that assertion will be incorrect. On Page 7, the verbiage is that several years ago the LCA identified the need for 4 million gallons of capacity.

Mr. Hunsicker stated that we generate or provide the water department 18 million gallons a day for the system. The sewage is taking into 32 million gallons. I assume the difference between leakage and signatory wells or pumps.

Mr. Brian Chamberlain stated that whatever system they have. You have Whitehall and South Whitehall. Not all signatories get water that needs sewage.

Mr. Hunsicker asked is there a detailed spreadsheet that shows basically who is putting what in the sewage system.

Ms. Brian Chamberlain stated we have a monthly flow report.

Mr. Hershman stated that if he reads the flowchart, it says quarterly meetings.

Mr. Davis stated that it is not in the Ordinance. It is not part of the Ordinance.

ADJOURNED: 6:40 PM

ACTION ITEMS

- Provide a quarterly hydrant exercising and repair report
- Post the Annual Water Audit and the CCR to website
- Provide a copy of the Annual Water Audit and the CCR
- Provide notification and certification of settlement
- Provide a copy of the City Water Usage Report for 2014 and add data set to the Annual Report
- Provide Monthly Contributing Signatories Flow Report for April 2015

Council meetings are held on the first and third Wednesday of each month beginning at 7:00 pm in Council Chambers. For copies of the agenda or meeting announcements, please visit our website at www.allentownpa.gov or contact the Clerk at Michael.Hanlon@allentownpa.gov to receive an email notice of the meetings.