

WATER COMMITTEE
MARCH 9, 2016
MINUTES

MEMBERS PRESENT: Pete Frisina, Chairman
James K “Chip” Conner, Vice Chairman
Commissioner Charles Oddo
Steve Rapson
Lee Pope
Jimmy Preau

NON-VOTING MEMBERS: Dennis Davenport
Alan Bowling

GUEST: Tony Parrott

STAFF PRESENT: Russell Ray

The meeting was called to order by Chairman Pete Frisina at 8:00 A.M.

I. APPROVAL OF MINUTES FROM THE MEETING ON FEBRUARY 24, 2016.

Vice Chairman Chip Conner made the motion and Lee Pope seconded, to approve the minutes from the meeting on February 24, 2016. There was no opposition.

II. FAYETTE COUNTY BUFFER BROCHURE.

The Committee reviewed the brochure with some changes that were suggested at the last meeting. Mr. Pope explained we have the addresses for the people that live around the reservoirs and we will put some at the library. Mr. Rapson commented we will put some at the Water System, at Stonewall, and the library. He said he will send an electronic version to Coweta County asking them to also send it to their residents on their side of the reservoir. He will then advise the Peachtree City Council that it is going out since they are somewhat impacted by it. More suggestions were made about the formatting. Mr. Pope said he would make the changes and then email it out to the group.

III. CUSTOMER REQUEST FOR REIMBURSEMENT ON SOD REPLACEMENT.

Mr. Pope explained this customer had issues when he first came here. Apparently we went out and did some repairs. He lives on a corner lot and we had done some damage to his sod out front. He first came back and wanted us to pay \$5,000.00 or \$6,000.00. Mr. Pope said he went out there and took some pictures; he said he did not think we made that big of an impact. What the customer has asked

for now is to reimburse him for the sod and the labor for installing the sod. His request is around \$1,000.00. He said he thinks that is reasonable; we did impact his front yard on both sides. We parked our trucks on one corner where we could load our equipment off and then we worked on the front side. We did do some damage there. He said he thought the customer was going to be here this morning.

Mr. Pope said now it has grown up pretty good. There are still a couple of bare spots that he thinks need to be taken care of. Somebody has come and taken care of those. The customer is just asking to be reimbursed for the sod and the labor for installation of that sod.

Mr. Pope mentioned that Mr. Davenport had asked about this and we had not been ready to bring anything forward. He said he needed Mr. Davenport to look at this a little closer. Mr. Davenport asked about what was done. Mr. Pope explained we had a main break in front of his home. Undoubtedly we repaired it. Mr. Davenport clarified it was a main break on the right of way. Mr. Pope replied, right. We parked our vehicles around on the other side of this property.

Mr. Davenport asked if we parked our vehicles on his property or on the right of way. Mr. Pope said he would have to look and see, but there was some damage to his yard. Mr. Davenport asked if there was any doubt that it was us that did the damage. Mr. Pope said there was no doubt.

Mr. Rapson commented that one of the reasons it has taken so long to resolve is that he travels a lot. Mr. Pope said he is hard to get in touch with. Mr. Rapson said contact has been sporadic and this has been an ongoing battle for a couple of years. Mr. Pope offered to take some current photos for Mr. Davenport.

Mr. Davenport explained there will be questions along those lines and he cannot answer them without the information. He will need somebody to go with him when it goes to the Board of Commissioners to explain all this. Mr. Pope said he would give him the photos that he has.

Lee Pope made a motion to recommend to the Board of Commissioners approval of the request from the customer in the amount of \$1076.00 for reimbursement for the sod replacement and labor for installing the sod due to damage from a main break. Vice Chairman Conner seconded and there was no opposition.

IV. LAKE PEACHTREE UPDATE.

Mr. Rapson reported that he drives by the lake every day, takes two pictures and sends them to the Board and Council. Right now there are four dump trucks and an excavator. They are removing all the existing dirt that is still at Drake Field; they have been working on that for the last couple of days. They have to go back inside to the lake beds; there are two pipes that help drain that area that are completely saturated and clogged up from the rain. They will have to go in and

make modifications to those two pipes. They have the pump in to drain the rest of it; as of yesterday they were about two foot to where they need to be. This morning it looked like they were about another foot; they are hopeful they can drain that area below the grade they need to be at so they can start excavating those roads. They are assuming that should be the case hopefully by the beginning of next week. He went on to say they are on track with us and on track with Peachtree City to work from dusk to dawn to start pulling the roads out once they can actually get into the road bed. He commented it is forecasted to rain Friday or Saturday.

Mr. Rapson said he was there Friday and took a picture. You can see the dirt all the way down below grade, everything was dry and they were ready to go on Friday. By that Sunday there was six foot of water in between the roads; by that Monday you could not see the roads. Even though it may rain a little bit here, everything drains down through that drainage basin and eventually makes its way to Lake Peachtree. A small rain can have a significant impact as well as a large rain; it really depends on where it rains in relation to the drainage basin for that lake.

Alan Bowling commented it is a very small lake for the size of the drainage area. It fills up; it is 10,000 acres. Mr. Rapson commented that if you look at the USGS site you will see since September it has rained consistently within a week and a half to two weeks every single time. He said on December 24, we were roughly, with the crews we had to be finished and pull everything out of there. That is when it rained nine and a half inches. It has been raining ever since. All we have left to do in that entire project is to remove some dirt to the back of Drake Field and then pull the roads out. The last road that will be taken out will be the road you see from Highway 54, they have to take that road and extend it out into the basin to put some riprap in. Looking from Drake Field there is a sliver about two feet wide that has to be repaired; the bowl we were creating to maintain the sedimentation. That gap is sixteen feet, and they have to put some rip rap in to shore up that ridgeline so that we create that bowl concept to be able to capture all that sedimentation in the future. It will look like all the roads behind it have been completely pulled out and suddenly they are building a road out into the middle of the lake that will be the key that we are on the crust of finishing the project. It may look dry right now, but it is not dry.

V. UPDATE ON WATER TREATMENT PLANT.

Russell Ray reported on the Chemical System Actuator Improvements project; it is near completion. He said it has slowed down some. He said the Lake Horton pumps are working, that has been very useful. At Crosstown the antenna being used for the SCADA system is located on the lime silo that will be demolished. This antenna will be put back on the roof; the roof contractor is on site and started this week. We will get the roof on; the new antenna will be on a base plate sitting on the new roof, not penetrating the roof. He said they are working out those details this week and that will be completed soon. Once the antenna has been moved,

AllSouth will come back and do the rest of the demolition of the old lime system inside the building and remove the tank at Crosstown.

Mr. Ray reported the demolition at South Fayette Water Plant in the lime room is nearly complete. He showed a photo of the silo going through the roof (the two pant legs) for pre and post lime. He then showed a photo of the room; the pads will be removed. The chlorine dioxide system will be installed in this room.

Mr. Ray then reported on the Lakeshore project, Crosstown Water Treatment Plant Improvements; a lot of work has continued, this week they are backwashing the piping up through the filters where the construction has been done in preparation of installing the under drains. He said that starts today.

Mr. Rapson asked for a timeline for when Crosstown will be completely, fully operational. He said he knows the under drains have to be done, the media has to be put in, controls and other stuff has to be done. Mr. Pope said we have a project plan; it will be complete in October. Mr. Rapson said he would like to be able to know which filters will be coming on line. When he looks at that, he looks at it as we have capacity that we can't possibly use until those filters come online. It somewhat restricts our mobility as operators. Mr. Pope said this would be late April or early May. He said he could get this to Mr. Rapson.

Mr. Ray showed a photo of the chemical feed room that used to be for potassium permanganate in the chemical building at Crosstown. The contractor has done the demolition and something will be done to clean up the stain from the potassium permanganate that is on the floor. This room is being prepared for the chlorine dioxide feed system.

Mr. Ray said the latest pay application has been processed. Total payout is \$2,147,556.00. Mr. Pope said we will be in much better shape when the filters come online. They will come online just in time for peak season. Mr. Rapson commented this was the plan. Mr. Pope commented that Michael Diaz has been a real trooper; he has hung in with us; coming in off hours to assist us. He has been a real good support system for us.

VI. UPDATE ON CASTLE LAKE.

Mr. Rapson reported they met with the property owner; we made her a recommendation and we have not heard any responses back from her. He said the HOA president; Virgil Fludd has discussed this with him as well. He has brought Mr. Fludd up to speed on where we are. At this point we are waiting for the homeowner to make a decision on whether she wants to move forward or whether she is going to contact an attorney. If she contacts an attorney, then, at that point we turn it over to Attorney Davenport.

Mr. Rapson explained we had a main break that occurred on December 28; it lasted about six hours. It was at the top of the street from the homeowner; the water goes through a drain under the road onto her property and then comes down in a landscaped creek in between the two property owner's yards. What happened after the fact, there is all kinds of sand outside that creek; there is a lot of sedimentation and sand primarily at the end of her yard that is adjacent to Castle Lake. A lot of sedimentation, you can see, from years of erosion has gone into Castle Lake. It had rained nine inches before December 28; it rained an additional twelve inches the next three days after December 28. Our position is most of this has to do with Mother Nature and the fact that the rain and all the erosion that came down through there was caused by Mother Nature; but we are trying to be good neighbors and trying to meet her half way. She is not happy with us trying to meet her half way; she thinks all of this is our responsibility. He said he tried to explain to her that six hours' worth of a water break compared to the thirty three inches of rain we had, we are just a very small fraction. We are just waiting to hear back from her.

VII. PUBLIC COMMENT.

No public comment.

PEACHTREE CITY WATER & SEWER AUTHORITY

Mr. Rapson commented on the water bill insert for Peachtree City Water & Sewerage Authority. He said they received the industry award for system excellence. He said he imagines Mr. Hogan has his hands full at the moment with the ruptured sewer line. Mr. Pope commented that Mr. Hogan had contacted him earlier yesterday evening and then later last night to give him an update. They still have not calculated the volume, but we were not pulling from Lake McIntosh. This alleviated some concerns with our reservoir.

Mr. Rapson said we are actually pulling from Lake Horton. One of the suggestions he emailed to Mr. Pope from Commissioner Rousseau was maybe put out a press release saying we are aware of the sewer main break and we are not currently pulling from Lake McIntosh. We don't assume it to be a huge environmental concern for our plant, but just to let folks know through a press release that we are aware of it; and to let them know we are not pulling from the reservoir. These things tend to take on a life of their own on social media, so it would probably be good for us to put a statement out.

Mr. Pope said they have already initiated their required sampling, they have a good protocol.

Social Media

Mr. Rapson commented that one of the things that he discussed at his staff meeting yesterday was the fact of; he thinks all entities whether you are governmental or corporate America, a City or the State; we are all trying to grapple with how do you

handle or how do we relate to social media. What will happen is somebody will get on social media and we had a very recent incident; somebody will say “hey I think my water smells funny”. Then all of a sudden everybody goes back to “yeah, I remember I had this huge problem and my water smelled really bad”. He said what he has had Mr. Pope do is contact those people individually. Then we get the stories of “when I said the water smelled bad I was talking about what happened eight years ago, or something happened thirteen years ago.” Mr. Pope said one lady said last year and she was actually referring to 2013 stained water. They don’t keep up with time too well either. Mr. Rapson said they are putting statements in as if everything is happening real time. What we have done is monitor social media, but we are not responding in social media. While we are resolving the two or three; Facebook is a good example. At least with Facebook they put who they are so we can reach out to them. We go to those locations; we have looked at samples, pulled samples and flushed hydrants if there is a chlorine type issue. We have not had any test results that are negative or anything that causes any concerns; yet you create this twenty or thirty folks suddenly getting on social media saying there is a problem with the Water System. How do you combat that, we are not really sure. That is one of the things he has challenged staff with yesterday; figure out how do we go about doing that. We can make statements to call the Water System, reach out to the Directors; those type of things, but when people do they typically don’t go back on social media and say they talked to the Water System, there is not a problem, I am sorry I started this whole mess.

Mr. Rapson said at point, even with your Public Information Officers, you have to decide how you do that. When you look at how people are doing that today, Peachtree City does that very well with the Police Department. But, what you are doing is pushing out statements, pushing information out; here is an incident, we are looking for this, we are doing that. They are not really engaging in social media in regards to there is somebody at City Hall typing back to people on social media. It is one of those things that eventually we are going to have to get a handle on. One of the big take aways from the meeting on Monday trying to figure out how to deal with the Millennial’s and all those type of folks; these folks were raised in a world that was not pre-internet. Everything they do is on line. It is going to become more and more of an issue. Sooner or later, we are going to have to deal with it.

Mr. Pope mentioned that he sometimes hand writes thank you notes. They are really appreciative of that, the only reason he does that is his grandmother said it in the 1970’s. She did not know that internet was coming; at that time we had the typewriter. She said not even a typewriter; you need to hand write people if you really want to give them your true thanks. They will see that you took the time to hand write them. When you do that, people are like “Wow”, he actually took the time to write me a note. It is amazing because they are used to getting a text.

Mr. Rapson said they are very appreciative we reach out to them. Once they get past the big brother aspect of “how did you find out who I was?” Well, your name is there and we have directories that we can identify people.

Mr. Pope commented that he attended the Executive Forum and the industry of water itself is looking at this and how to wrap their hands around it. For instance the Flint issue that is going on; we are feeling like as an industry we should have already responded. When that story broke there should have been a template that AWWA sent to the water systems so we could put it out letting our citizens know what our current conditions were on lead and copper. We are on reduced monitoring here in this county. He said he doubts any citizens even know that. But, all they did know is what lead is, they wondered what is going on “here”. They immediately started panicking. As an industry we are going to start trying to get ahead of those before USA Today or CNN or whoever gets ahold of it and scares everybody to death. Stay a little bit ahead of the story. He thinks as a county, we have to figure out how to handle even the local events.

Mr. Pope said that Mike Thomas, Director of Clayton County is on the Executive Forum and he was saying people go to church, they go to softball practice, they go to baseball practice and they gossip. They are going to talk, the benefit is they are doing it right now in Facebook and at least we get to hear the conversation. When somebody calls the Water System and says blah, blah, blah, you kind of know where it came from if you are monitoring it. You can kind of be ready to address those concerns. When they talk about it at baseball practice or softball you have no idea what is current and how big it has spun out of control. He said we can use social media as a way to monitor the conversation and then maybe address it somehow publicly. If you get into the blog, it is like you are stepping into their conversation and you create an argument. That is not what we want to do. We do need to address it. That is what he has told Capri, we are monitoring social media and if we see people have concerns we will contact them. Nine times out of ten they are legitimate customers with real concerns. The people below it are just people who want to have a say.

Mr. Pope commented that we have had one, one out of twenty that went back in there and said “if you have a problem with your water quality, contact the water system, they give great customer service”. We will get a few more of those if we continue to contact these customers and address their concerns. He said he does think their concerns are legitimate, one was they had installed new carpet in their house. This county has seen that for years and years. The new carpet smell has given them the cat urine taste and smell in their water. A lot of times we can help them address their concern, but we should not ignore their concerns. But, he said we also should not get into the middle of a heated argument on Facebook. He said Mike Thomas monitors it and then he starts figuring out about the fifteen or twenty people talking about x, y, z in this area. Let’s do something. If you have fifteen or twenty on social media, you probably have a hundred that is really talking about it. That is one way we can approach it, instead of just using it as a monitoring tool. The problem is there are Facebook pages out there we don’t know about.

Mr. Rapson commented those on Facebook are the Boomers, people under 25 that are talking are tweeting each other and we don't even know that is happening. Mr. Pope said people are putting their whole life out there. It is a place for them to vent; he thinks it is a good idea that we monitor it. The way we address it could be on Channel 23, the web site, or whatever. We are open to suggestions.

Mr. Rapson made a motion to adjourn the meeting, Vice Chairman Conner seconded and the meeting was adjourned.

There being no further business, Chairman Pete Frisina adjourned the meeting at 8:30 A.M.

Peter A. Frisina

The foregoing minutes were approved at the regular Water Committee meeting on the 23rd day of March, 2016.

Lisa Speegle