



**LYNNFIELD CENTER WATER DISTRICT WARRANT**  
**The Commonwealth of Massachusetts**  
**Regular Board Meeting**  
**7:00 pm July 20, 2020**

**Date, time, place:** The regular meeting of the Board was held on Monday July 20, 2020 at 7:00 PM via Virtual Zoom Meeting.

**Present via Virtual:** Commissioners Anders Youngren, Joseph Maney, Jack Adelson, Superintendent John Scenna, Treasurer James Alexander, and Clerk of the Board Christine Smallenberger

**Absent:** none

**Also attending virtual:** Ralph Franco, Richard Kosian, Sujata Yadav, Paula Parziale, Ken Macnulty and Stefan Taschner.

**Additional attachments:** Agenda, incorporated into the minutes hereto.

**Next Regular Meeting:** August 24, 2020 at 7:00 PM - Virtual

**Adjourn:** 8:53 PM

Chairman Maney read the following statement:

*Pursuant to Governor Baker's March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c.30A, §18, and the Governor's March 15, 2020 Order imposing strict limitation on the number of people that may gather in one place, this meeting of the LCWD Board of Commissioners will be conducted via remote participation. Specific information and the general guidelines for remote participation by members of the public and/or parties with a right and/or requirement to attend this meeting can be found within this posting below. No in-person attendance of members of the public will be permitted, but every effort will be made to ensure that the public can adequately access the proceedings in real time, via technological means. In the event that we are unable to do so,*

*despite best efforts, we will post minutes of proceedings as soon as possible after the meeting.*

The meeting is being recorded for the purpose of producing minutes.

1. Review of Abatements and Watering Restriction Appeals

**Water Appeal for 60 Phillips Road.** Mr. Franco from 60 Phillips Road was in attendance to appeal his water restriction fines. Mr. Franco inquired about the process for ticketing. The process consists of monitoring/patrolling in dire situations. The 1<sup>st</sup> violation is a warning, the 2<sup>nd</sup> is \$50, the 3<sup>rd</sup> and 4<sup>th</sup> is \$100 and 5<sup>th</sup> violation and up is \$250. In a typical year they get left on the doorstep and mailed. The operators try to leave the ticket whenever possible and follow up with a copy in the mail. Mr. Franco claimed he received all the tickets at the same time. Mr. Franco also claims to not be watering yet Chairman Maney saw him watering last night at 9:30 pm. Mr. Franco claims discrimination given his proximity to the LCWD main office. Mr. Scenna explained that the patrol assignment is sanctioned by the superintendent, after consultation with primary operators, the Board and reviewing system operating levels and stream levels in the Ipswich River Basin. He went on to further explain that a large part of his decision-making process is an evaluation of system tank height, pressure in people's homes and potential impacts on the system pressure and fire suppression requirements. The District has issued 180 tickets to date. Once our water system operating levels were re-established, we cut back on patrolling. Mr. Franco believes this is not the right way to fine anyone and claims he was not fined before. The records show he was fined in 2018. Commissioner Youngren said the board will take this under advisement, speak with the operators, and base the board decision on what they find. Superintendent Scenna reminded Mr. Franco that any correspondence should go through him and that he should not speak directly to any employee. In response to Commissioner Youngren, Mr. Scenna stated that he will provide the Board with a detailed listing of all the tickets issued at this address, when they were issued, by whom and when they were mailed.

**Abatement for 6 Thomas Road.** The office has been following the consumption at 6 Thomas Road for a couple of months and clearly there was an issue. Mrs. Parziale found an outside spigot leaking and hired a plumber to repair the issue. Her consumption appears to be back to normal. Mrs. Parziale was not aware of the issue until she received the water bill. Chairman Maney mentioned a new software we are looking to purchase that will enable us to alert customers with potential issues in their homes; we are hopeful this new portal will be available this fall to our customers.

Motion: a motion was made to adjust Mrs. Parziale's consumption, above and beyond what has been confirmed as average regular use, to be charged at the cost of water production equal to \$6.24 per thousand unit.

Seconded: the motion was seconded, and the motion was passed with all saying aye by a unanimous vote.

The office will send Mrs. Parziale a revised bill.

**Abatement for 19 Orchard Lane.** Mr. and Mrs. Yadav had purchased the house last year and didn't realize they had a leak or how long it had been leaking. The irrigation system was switched on towards the end of April. The irrigation company came out in June and confirmed there were no leaks. It was 6 weeks until they were able to get the leak fixed. It appears they are still using a significant amount of water. The meter's data log shows there was 70 days when something was not right. Mrs. Yadav will look at everything and the District will continue to extract more information. The consistent high use coincides with the insurance claims, but there is still high usage occurring after the repairs before, during and after the repair. After June 10<sup>th</sup> the consumption started going to 400-500 gallons a day which could indicate a leaking toilet or an issue with the irrigation system. It is only fair to give this more time. Mr. Scenna stated that his belief is that there could be a few issues in play regarding the high usage. The heating system leak definitely was a short-term issue but there is either another internal plumbing (toilet) leak and/or outside irrigation system leak that needs to be investigated and studied. He requested an opportunity to continue to work with this customer. LCWD can pull daily and hourly water consumption reports from this meter in attempts to help the owners figure out what is causing the issue.

Motion: a motion was made to table a decision on how to resolve the issue of water usage at 19 Orchard until a later meeting.

Seconded: the motion was seconded, and the motion was passed with all saying aye by a unanimous vote.

The office will continue to monitor consumption in a similar fashion as 6 Thomas Road.

## 2. Superintendent's Update

- a. **Certification, Documentation & Distribution of ADM, SDM Minutes.** Tim Doyle completed the certification and documentation of all the minutes and sent copies to the Chairman, board of assessors, town clerk, and treasurer. Copies will be sent to District Counsel and our auditor. The record keeping is complete.

- b. **Water Consumption, Restrictions, Demands and Emergency Plans.** The District is still in a level 5 restriction. Working under the advisement of the DEP, the emergency order allows LCWD to supplement its water supply with Station 1; Station 1 is in the administrative building at 83 Phillips Road. The 1<sup>st</sup> week, the Station was operated manually; and the station is now running on its own and being monitored through the SCADA system. Station 1 can supply up to an additional 60,000 gallons/day of water in our system. We have maintained an average tank height in the mid-80s due to this station running. The DEP wants us to close this station by the end of July and use MWRA water for the rest of the summer. CDM and Superintendent Scenna prepared an emergency response plan that was circulated to the board and required by DEP. We gave a report to the DEP on conservation last week and have not received any issues. In the report we outlined how we are educating our customers on restrictions, water patrol, fining people, and the bylaws. DEP accepted it the plan. The last piece is the blending report, where the DEP wants to look at the water quality and water chemistry when mixing MWRA water with our water. The report does not report anything significant could happen, but DEP is still reviewing this document and likely will request additional information based on its review. The DEP is reviewing CDM's findings and we are scheduled to meet next week to discuss. We are hopefully that the DEP will greenlight this pending this next meeting. We are supplementing with station 1 and by July 30<sup>th</sup> we hope to have conditions in place to switch to MWRA. We will have to execute agreements with Lynnfield Water District (LWD) and with the MWRA. The MWRA is requiring DEP approval and is also requiring an agreement with LWD to be in place. The draft agreement was circulated a few weeks back. Condition 6 in the LWD agreement is somewhat ambiguous and open-ended; we requested that LWD superintendent provide expenditures we could anticipate with the agreement; these expenditures were of concern to the commissioners. Superintendent Scenna wants to hold off and have a special meeting in the coming week(s) to execute both agreements once we have more details.
- c. **Station 3, Well 9b Update.** Well 9b has been put back together and is still challenged with quality issues. The good news, it consistently clears though at the start-up it is consistently poor. If we go every other day it takes longer. Once clear, it remains clear for the day. We are in a place where we could turn it on and run it clear and put it in production. 9b is the last work Weston & Sampson (W&S) did; Well 9b gives us about 45 gallons per minute which is equal to the production of station 1. We need to ask W&S why it is giving us that initial mucky water. Superintendent Scenna informed that

Board that the operators are taking samples of the water quality in hopes of discovering the issue in further detail.

- d. **Close of FY20; Start-up of FY21 and Bank Transition.** Over 99% of invoices for FY20 have been processed. We hope to do the first bill run for FY21 this week and have been processing payroll. Christine will reach out to our auditor, Dick Hingston, for transitioning to FY21 fiscal year. We opened accounts at Everett Bank, similar to the Savings Bank accounts and are now making all deposits to Everett Bank. We are working on re-routing a few accounts that have direct deposit and by the end of month, the treasurer will move the remaining money over and start processing payroll from the new bank. The office received check machine to make deposits directly and hope to implement its use asap. Payroll will be processed against the Everett Bank accounts within the upcoming week. Treasurer Alexander will also be finalizing the debit card account and card with Everett Bank in July as well.

The part time administrative assistant position will be posted tomorrow.

- e. **Update on Leases.** We have circled back with KP Law on the 3 open leases. Verizon has been executed and is getting ready to file their building permit. CDM is conducting a structural and water system compliance review of these plans so that any conditions can be put in place. LCWD will be issuing a notice to all residents of the impending work once this is complete. We still have not executed T-Mobile, Sprint and AT&T. The contributing factor is the access agreement added by Superintendent Scenna, which wasn't part of the RFP package. There has been significant push back from the 3 vendors. Some pushback is from the "1<sup>st</sup> strike you are out" language in the proposal addenda which would result in termination upon violation of these conditions. We are now proposing an escalating proposal with the first violation resulting in a written warning, then a fine and then termination. KP Law said access agreements of this nature are typically not standard with antenna agreements but the Superintendent is uncomfortable to make a recommendation to the board because we are in 2 neighborhoods and one is located at a school where there are always kids around. We are doing the right thing, but it is taking a bit longer.

- 3. **Supplemental Water Program Study... Next Steps & Summer Outline of Action Items.** We are consistently working behind the scenes in dealing with the water quality issue in our District. We are exploring opportunities that might exist and are currently vetting them out. We had a good meeting with Chris Conan, the DPW director in Andover and their water superintendent. Andover would provide water

to us through the North Reading pipeline system. Andover has some concerns yet are interested. We need to determine if it is a viable option. When June hit, they maxed out their capacity, which is a concern. Andover is providing nearly all North Reading's water. Wakefield is for the most part an MWRA community; 20% of their water is their own that they pump and treat. They are fed in 3 different locations from the MWRA. We met with Wakefield's DPW Director, Joe Conway, and their superintendent of water and Town Engineer a couple of weeks ago. There was a lot of excitement on Wakefield's part; the connections would be around Bay State Street and Main Street at the underpass. We had a follow-up meeting today with their engineering consultants, Environmental Partners, and had a productive meeting to see what can be done in that area. They may be able to provide us the additional water we need and we may be able to offer Wakefield some distribution improvements for their system which would possibly create a win-win for both entities. If this becomes a reality to pursue, we will have to enter into an agreement to study. Superintendent Scenna would come back to board to request approval for this study. Commissioner Youngren and Superintendent Scenna met with Jim Finegan from the Lynnfield Water District to discuss and request a pause to the study with Tata & Howard and to determine expenditures from the study to make them whole. If we decide LWD is the most efficient source for supplementing, we will determine the scope needed and discuss how best to proceed with them. Superintendent Scenna requested backup documentation for LWD expenses. Our goal is to make a decision by the end of September on whom we partner with. By the end of October, we would put that partner into the options and focus on what options we want to eliminate and what to focus on. We are on track to have a Special District Meeting in November to present the options the board and administration feels more comfortable with. That presentation would have a refined impact on the cost of the rate and time schedule. In the Spring of 2021, we would request an appropriation to borrow from the District. The November meeting will be to make a recommendation to the District and then have a follow-up meeting to appropriate funds to borrow for the project. It is an aggressive timeline but a necessary timeline. We are looking at every option, every potential partner and pushing CDM to work a little fast forward.

#### 4. New Business

- a. **Filter Rebate Program.** This was an article proposed by District members at last year's Annual Meeting. The board created the conditions for the rebate. We revised it to last the balance of the fiscal year until June 30, 2020. We are now in a new fiscal year and have spent half the money. Chairman Maney is in favor of keeping the program open until the money is gone. A gentleman on Charing cross is complaining about the water. We may end up with new cases with the change in the flow of water. We can't use these funds for anything else without a vote of the District. We received a dozen rebates in the fall and decided to leave the rebate program open. We get 1 or 2 rebates every 4 to 6 weeks. We occasionally get a customer outside of the area and vet out the area to determine if there is an issue. To be eligible for the rebate, it has to be a whole house filter at the point of entry into the home.

Motion: a motion was made to reopen the filter rebate program for remainder of Fiscal Year 2021 or until the funds run out. All existing conditions regarding this rebate program will remain in place as posted on our website.

Seconded: the motion was seconded, and the motion was passed with all saying aye by a unanimous vote.

We will update the website to reflect this change.

- b. **Billing Software System Recommendation.** We are ready to make a recommendation with the superintendent sending the board an email on Friday summarizing the process. (Please see attached email for record.) Superintendent Scenna stated that the objectives of the upgrade is to improve administrative efficiency, operating recordkeeping, and customer service equally. Currently we use JUS (Jayhawk), that shows very little reporting options and does not have any customer service accessibility. Some programs exist with JUS, but they are not user friendly and do not propose an extensive platform of upgraded options. The three vendors that studied were CUSI, WaterSmart and Raftelis. CUSI and WaterSmart presented their software to the board at the May 18, 2020 board meeting. CUSI is a whole billing system replacement and provides a customer service portal as part of their system; with CUSI, we would create a need to transfer all account history from JUS to CUSI. At the end of the day, we feel WaterSmart is most efficient direction to go in. WaterSmart will run in parallel with JUS, thus maintaining the existing history of account

information in place. WaterSmart is a customer friendly option and the software was truly created to assist customers understand their bill, educate themselves about their bill and in many ways water in general as well as assist in determining leaks, outdoor watering and in-house plumbing issues. WaterSmart is partnered with Ti Sales whom we work successfully with our metering system, Neptune. The software enables customers to look at their trends and compare their household to others in a similar nature. Behind the scenes, we can create records and can store records within WaterSmart. We will be able to access pdf files of service plans and create files with service orders and history. Once a customer signs up, we can send communications via WaterSmart similar to Code Red. WaterSmart adapts to handheld devices (smartphones). Until we switch to electronic billing, the customer can go online and pull up their recent bill. WaterSmart has the ability for electronic billing. We will continue to read monthly and all monthly readings will be put into the system. Customers can view their monthly reads without waiting for a bill. WaterSmart offers online payments through the portal with credit cards or e-check. This is separate from calling the office. WaterSmart gave us the ability to choose who we partner with for payments. Various options were Invoice Cloud (has an exceptional online product but at a higher cost), our current vendor, TRI (doesn't have the capability) and Everett Bank. The recommendation is to partner with Paymentus. Paymentus has similar options to Invoice Cloud but their cost is slightly lower. The recommendation is to execute WaterSmart with Ti Sales and Paymentus for the payment portion. Payments options include option a: charging a lump sum fee added to the transaction, option b: charge a percentage of the total bill, or percentage of the amount paid, or option c: no charges and absorb the cost. To date, we have had good luck with the lump sum charge and will continue to proceed with this approach.

Motion: a motion was made to give the Superintendent and Office Manager the ability to set the payment charges with Paymentus and to move forward with executing service contracts with Ti-Sales (WaterSmart) and Paymentus. The documents will be prepared for execution.

Seconded: the motion was seconded, and the motion was passed with all saying aye by a unanimous vote.

## 5. Continued Business

- a. **Options for Borrowing towards future Capital Improvement Projects.**  
Superintendent Scenna sent Mary Carney an email and is awaiting her call to develop a capital improvement program.



- b. **CARES Act... funding options for reimbursement of COVID related expenditures.** We will be looking to meet with Dan Sullivan to seek reimbursement for COVID related expenses.

6. Other Board Items:

- a. **Approve Prior Meeting Minutes.**

Motion: a motion was made to accept all three board meeting minutes for June 15, 2020 morning meeting, June 15, 2020 evening meeting and June 29, 2020 meeting.

Seconded: the motion was seconded, and the motion was passed with all saying aye by a unanimous vote.

- b. **Approve A/P and Payroll.** The Commissioners will email the office to acknowledge approval of the warrants.
- c. **Execution of Documents: FY21 CPA Services; Actuary Service.** Our contract with our CPA firm/Dick Hingston has expired; we are proposing a new 3-year contract with a slight increase in the fee. Mr. Hingston did an incredible job in the fall with the tax levy, rate structure, and presentations he attended. Superintendent Scenna recommends partnering with Mr. Hingston and our actuary group, KMS Actuaries. The service contract is under the threshold for RFP. There really is no one else who can meet Mr. Hingston's experience for all his years working with the district.
- d. **Any other unanticipated items by the Board.** Commissioner Youngren asked for the board to go into Executive Session. At this time, the Treasurer and Clerk of the Board took leave of the meeting.

The Regular meeting adjourned at 8:53 pm.

Respectfully submitted,