

Minutes

Meeting of the Water Utility Board

December 4th, 2023, 1:00pm

Agenda items 1-4: The Meeting was called to order at 1:00pm. In attendance at SVR Town Hall were Steve Crandall, Chair; Chris Rok, Regular Member; Mayor Kathleen Buyer, Town Council Liaison; and Boyd Siddoway, Advisory Member. In attendance via zoom were Lee Hansen, Regular Member; Frank Young, Regular Member; and Marty Aroian, Regular Member. A quorum was established.

Minutes of the October 2, 2023 meeting were approved by vote. The agenda for the current meeting was also approved by vote.

Agenda item 5: As new Chair, Steve Crandall presented his approach to limiting operational costs due to organizational and human error. Two different schools of thought, the individual approach and the systems approach were discussed. The advantage of the system approach lies in discovering the root cause of errors throughout the organization and providing solutions that prevent errors from reaching the operational front line and causing costly mishaps. This work is the responsibility of the entire organization but could be led by the Water Utility Board. Attachments to the Minutes include an article by Dr. James Reason from the British Medical Journal and a chart illustration from which this discussion was derived.

Agenda item 6a: Since new information had been acquired affecting many agenda items, Mayor Buyers was asked to discuss the “Midwest Assistance Program” to which the town had committed. Largely funded by federal, regional and state grants and contracts, this organization is able to provide many services to rural communities without cost. The mayor has had only one meeting with them, but they may be able to

assist the Town with financial, managerial and operational needs. A brochure outlining their services is attached. Discussion regarding agenda items 6.a.i, *Procedure Manual*; 6.a.iii, *Capital Equipment inventory and life span*; 6.a.iv, *Five-year forecast of necessary maintenance*; and 6.a.v. *Chlorination system* will be postponed until further information from the Midwest Assistance Program is received. Agenda item 6.a.ii, *Written procedure covering operator error which led to the Labor Day water outage* will be forwarded to the January 8th, 2024 meeting since representation from Public Works is not present.

Agenda item 6b: Boyd Siddoway has reviewed a significant amount of SCADA data. Several topics came forward from this review and were discussed by the board:

Boyd first qualified his observations with the fact that SCADA sensors and input devices were placed some years ago and much has been added to the system since that time. He questioned if the placement of sensors is still appropriate and if sensors need to be maintained, verified or calibrated in order to provide correct data. He then reported the observation that, at times, the spring was providing sufficient water for the system to operate and yet the pumps were engaging to further fill the tanks. Also, it appeared that there was a discrepancy between the recorded amount of water delivered by the system and what was appearing in billing records. The general attitude of the board was that conclusions about these observations could not be drawn due to the unknown accuracy of the input data and that experts in the field should be consulted.

Knowing that the collection and compiling of the SCADA data, including emergency alerts, is performed by an outside company, the question was asked if it would be advantageous for the Town to purchase HMI (Human-machine Interface) software and bring the real-time analysis and presentation of system performance into the Public Works Department. It was felt that this would

create a better understanding of system function and performance and make our corrective actions to alerts more timely. We do not at present understand the equipment and personnel costs that would be required.

The above discussion created the perception that engaging the services of water system experts such as Forsgren Engineering to provide direction on these subjects may be appropriate. Any further input on these subjects was requested to be submitted by the board to the chairman via e-mail for inclusion in possible discussions with outside advisors.

Agenda items 7.a,b,c: Progress on the EPA corrective action plan submitted 11/14/2023 was discussed. Preliminary analysis does seem to point to the Green Canyon tank as the source of positive Total Coliform tests. We will wait for further information from the EPA. The Town is prepared to chlorinate if instructed to do so.

The Town Emergency Plan will be addressed by the Midwest Assistance Program. The board will review and offer any needed additions to the plan. Item 7.c., Pfas regulations, will be discussed at a future meeting.

The next meeting of the Water Utility Board will be held on Monday, January 8th, 2024 at 1:00pm.

The meeting was adjourned at 2:15

Minutes prepared by Steve Crandall