The regular meeting of the Public Service Board was held Wednesday, December 11, 2019, at the El Paso Water Utilities Public Service Board Meeting Room, 1154 Hawkins Blvd., El Paso, Texas.

PSB MEMBERS PRESENT
Christopher A. Antcliff, Chair
Terri Garcia, Member
Dr. Ivonne Santiago, Secretary-Treasurer
Dr. Kristina D. Mena, Vice-Chair
Bryan Morris, Member
Henry Gallardo, Member
Dee Margo, Ex-Officio Member

PSB MEMBERS ABSENT

PSB EMPLOYEES PRESENT
John E. Balliew, P.E., President and Chief Executive Officer
Lee Ann Koehler, General Counsel

EPWATER EMPLOYEES PRESENT
Marcela Navarrete, Vice President
Juan S. Gonzalez, Assistant General Counsel
Art Duran, Chief Financial Officer
Gretchen Byram, Computer Media Specialist
Lisa Rosendorf, Chief Communications and Government Affairs Officer
Anai Padilla, Water Conservation/TecH2O Manager
Nancy Nye, Pre-Treatment Manager
Jillian Shipp, Executive Assistant
Levi Chacon, Purchasing Agent
Rose Guevara, Senior Purchasing Agent
Robert Davidson, Contract Construction Administrator
Christina Montoya, Marketing and Communications Manager
Jeanette Cordero, Assistant Chief Financial Officer
Jeff Tepsick, Assistant Chief Financial Officer
Ivan Hernandez, Engineering Division Manager
Geoffrey Espineli, Engineering Division Manager
Gisela Dagnino, Engineering Division Manager
Gilbert Trejo, Chief Technical Officer
Martin Noriega, Storm Water and Fleet Maintenance Division Manager
Gonzalo Cedillos, Senior Technical Advisor
Richard Wilcox, Utility Laboratory Service Manager
Zulema Jamis, Secretary
Alfredo Solano, Chief Information Officer
Jorge Gonzalez, Applications Administrator
Norma Rodriguez, Business Systems Analyst
Adriana Castillo, Engineering Division Manager
Devin Chavez, Wastewater Plant Assistant Superintendent
The Public Service Board meeting was called to order by Mr. Antcliff at 8:04 a.m. A quorum of its members was present. After a moment of silence, those in attendance joined Mr. Richard Dayoub, in reciting the Pledge of Allegiance.

CONSENT AGENDA

On a motion made by Mr. Gallardo, seconded by Dr. Santiago and unanimously carried, the Board took action on the following agenda items:


   The Board approved the minutes of the regularly scheduled meeting held November 13, 2019.

2. CONSIDERED AND APPROVED THE PURCHASE OF A KRONOS WORKFORCE UPGRADE FROM IMMIXTECHNOLOGY, INC. THROUGH TEXAS DIR BUY BOARD CONTRACT NUMBER DIR-TSO-4315 IN THE AMOUNT OF $440,310.16.

   The Board approved the purchase of a Kronos Workforce Upgrade from immixTechnology, Inc. through Texas DIR Buy Board Contract Number DIR-TSO-4315 in the amount of $440,310.16.

3. CONSIDERED AND APPROVED THE PURCHASE OF BIZTALK SOFTWARE FROM SHI GOVERNMENT SOLUTIONS INC., THROUGH TEXAS DIR BUY BOARD CONTRACT NUMBER DIR-TSO-4092 IN THE AMOUNT OF $129,946.85

   The Board approved the purchase of BizTalk software from SHI Government Solutions Inc., through Texas DIR Buy Board Contract Number DIR-TSO-4092 in the amount of $129,946.85.

4. CONSIDERED AND APPROVED THE PURCHASE OF TWO YALE FORKLIFTS FROM MEDLEY MATERIAL HANDLING THROUGH ESC REGION 19 ALLIED STATES COOPERATIVE CONTRACT NUMBER 16-7204 IN THE AMOUNT OF $129,772.50

   The Board approved the purchase of two Yale forklifts from Medley Material Handling through ESC Region 19 Allied States Cooperative Contract Number 16-7204 in the amount of $129,772.50.

REGULAR AGENDA

5. PRESENTATION OF THE SUN BOWL PARADE FLOAT AND RECOGNITION OF EMPLOYEES WHO WERE INVOLVED IN THE DESIGN AND BUILDING OF THE FLOAT.

   Mr. Martin Noriega, Chief Operating Officer, presented the Board with information regarding this item. With the approval of Mr. Balliew, Mr. Shubert and Ms. Navarrete, a volunteer team began work on a float for 2019. The concept was Bobble Heads. Mr. Noriega shared slides showing pictures of the mechanical start of the float.
The float took 1,000 hours to construct (evenings and weekends) and 42 employee volunteers. The float received the Sweepstakes award from the Sun Bowl Association, the highest honor a float can win. Mr. Noriega asked that all employees who participated in the float to please stand for the Board. Mr. Noriega showed a slide of the picture of the float in the parade and presented each Board member with a mini figurine of the Star Wars franchise, which was the theme of the float in Lego and bobble head form. Mr. Balliew added his appreciation for the team’s work.

Ms. Christina Montoya, Marketing and Communications Manager, presented the Board with information regarding the Safest Section of the Quarter Awards for the Third Quarter of 2019. The awards are for the sections with the lowest accident rate for the months of July, August and September 2019. These sections were accident-free during the third quarter. All the members of these sections have performed their jobs safely as a group and as individuals and deserve special recognition. Mr. John Balliew, President, presented the award for the Fred Hervey Water Reclamation Plant to Devin Chavez, Assistant Superintendent. Next, the award to Stormwater Management was presented to Joey Paz, Stormwater Superintendent; the award for Water Production was presented to Robert Martinez, Assistant Superintendent; and the award for Industrial Pretreatment was presented to Nancy Nye, Pre-Treatment Manager.

7. PRESENTATION OF THE CONSERVATION WRANGLER AWARD, A RECOGNITION FROM TEXAN BY NATURE, FOR EL PASO WATER’S CERTIFIED WATER PARTNER PROGRAM.
Ms. Lisa Rosendorf, Chief Government Affairs Officer, informed the Board that she and Ms. Anai Padilla, Water Conservation/TecH2O Manager, attended the 2019 Texas by Nature Wrangler Summit. The summit gave the six Wrangler Award winners, which were selected from across Texas, the opportunity to present their projects and accept their award. Ms. Rosendorf passed out the program and fact sheet from the ceremony. Former first lady Laura Bush is the founder of this organization and was the keynote speaker for the event. Ms. Rosendorf expressed her thanks to first lady of El Paso Adair Margo, who encouraged El Paso Water to apply for the program. Mr. Balliew made additional comments regarding this item.

8. CONSIDERED AND AUTHORIZED THE PRESIDENT AND CEO TO SIGN A SPONSORSHIP AGREEMENT WITH THE EL PASO CHILDREN’S MUSEUM TO PROVIDE WATER EDUCATION, MESSAGING AND MARKETING IN THE YEARLY AMOUNT OF $25,000 OVER A TERM OF FIVE YEARS.
Ms. Lisa Rosendorf provided a presentation to the Board regarding this item (copy on file in Central Files). El Paso Community Foundation and the leadership of the new El Paso Children’s Museum approached El Paso Water about partnering on water education. Partnering with the museum will augment existing TecH2O Learning Center efforts. The PSB Communications Committee was briefed on options to support the museum and directed staff to conduct focus groups to understand customer perceptions of utility support for the museum. Focus group meetings were conducted in 2019, and all found strong customer support for utility sponsorship of water education at the museum if it was differentiated from what was provided at the TecH2O Learning Center. The PSB Communications Committee reviewed the focus group report and findings and recommended that the Utility partner with the museum on water education, messaging and marketing. The PSB Communications Committee evaluated the cost and benefits of one-time sponsorship contributions versus a multiyear sponsorship commitment and determined that an annual sponsorship of $25,000 over five years will enable the Utility to influence programming, exhibits, and water messaging while a lesser amount would only support marketing. Ms. Rosendorf addressed questions from the Board regarding this item.

On a motion made by Mr. Gallardo, seconded by Dr. Mena and unanimously carried, the Board authorized the President and CEO to sign a sponsorship agreement with the El Paso Children’s Museum to provide water
education, messaging and marketing in the annual amount of $25,000 over a term of five years.

9. CONSIDERED AND AWARDED A PROFESSIONAL ENGINEERING SERVICES CONTRACT FOR THE BYWOOD DRIVE DRAINAGE SYSTEM IMPROVEMENTS TO AECOM FOR ENGINEERING PLANNING AND DESIGN SERVICES IN THE AMOUNT OF $625,322.61; AUTHORIZED FUTURE TASK ORDERS OR AMENDMENTS TO BE ISSUED UNDER THIS CONTRACT FOR ADDITIONAL DESIGN AND CONSTRUCTION PHASE SERVICES IN THE ESTIMATED AMOUNT OF $500,000, PROVIDED THAT FUNDING IS AVAILABLE IN THE APPROVED BUDGET FOR THE TASK ORDERS OR AMENDMENTS.

Ms. Gisela Dagnino, Engineering Division Manager, provided a presentation to the Board regarding this item (copy on file in Central Files). The Pico Norte area experiences flooding within streets and residential areas because of its flat terrain. The project consists of the design of a storm drain system along Bywood Drive from the low point of Pico Norte Pond to Gene Littler Drive. The design includes discharge structures into Pico Norte Pond, relocation of water and sanitary sewer mains, possible relocation of other utilities, pavement reconstruction and construction of ADA ramps. Additional hydrology and hydraulic studies will be required to specify design capacities and limits. The Architectural/Engineering Selection Advisory Committee met September 18, 2019, to review and recommend the selection of an engineering firm for the above-referenced project. The committee consisted of Ivonne Santiago, Kristina Mena, Bryan Morris, Marcela Navarrete, R. Alan Shubert, Paul Rivas and Gilbert Trejo. Proposals were evaluated in the areas of technical competence, project approach, team organization and availability, and project management and quality control. The Architectural/Engineering Selection Advisory Committee discussed the proposals and determined that AECOM meets the needs of the Utility for these important services and demonstrated excellent abilities in all evaluated categories. This firm is the most qualified. Staff worked with AECOM to develop the scope of services required for this project. A fee proposal associated with the scope of services was submitted, reviewed and negotiated with the Consultant for the defined scope of work. The negotiated fees are in line with the level of effort required to complete the task and consistent with similar work completed. Mr. Balliew made additional comments, while Ms. Dagnino addressed questions from the Board regarding this item.

On a motion made by Dr. Santiago seconded by Mr. Morris and unanimously carried, the Board awarded a Professional Engineering Services Contract for the Bywood Drive Drainage System Improvements to AECOM for engineering planning and design services in the amount of $625,322.61; authorized future task orders or amendments to be issued under this contract for additional design and construction phase services in the estimated amount of $500,000, provided that funding is available in the approved budget for the task orders or amendments.

10. CONSIDERED AND AWARDED A PROFESSIONAL ENGINEERING SERVICES CONTRACT FOR THE CORRUGATED METAL PIPE CONDITION ASSESSMENT AND REPLACEMENT PROGRAM TO BROWN & CALDWELL, FOR PLANNING, DESIGN AND CONSTRUCTION PHASE SERVICES IN THE AMOUNT OF $359,119; AUTHORIZED FUTURE TASK ORDERS OR AMENDMENTS TO BE ISSUED UNDER THIS CONTRACT FOR ADDITIONAL PLANNING, DESIGN AND CONSTRUCTION PHASE SERVICES IN AN ESTIMATED AMOUNT OF $1 MILLION, PROVIDED THAT FUNDING IS AVAILABLE IN THE APPROVED BUDGET FOR TASK ORDERS OR AMENDMENTS.

Ms. Dagnino provided a presentation to the Board regarding this item (copy on file in Central Files). There are numerous stormwater Corrugated Metal Pipes (CMP) located throughout the city. The design life of CMP is up to 50 years and much of the CMP dates to the 1950s. In 2018, EPWater contracted UTEP to identify and verify the location of all existing drainage CMPs in EPWater’s database. The Northeast and Central areas of El Paso have been completed, but identification efforts are ongoing. This multi-phase, multi-year project will consist of performing condition assessment of the existing drainage system to include planning, field reconnaissance, traffic control, confined space entry, pipe cleaning and televising, pipe inspection, condition assessment, updating the GIS database, cost estimates, rehabilitation prioritization, materials recommendation and reporting. This phase
includes approximately 7,200 linear feet of CMP ranging from 8-inch to 72-inch pipe. The Architectural/Engineering Selection Advisory Committee met September 18, 2019, to review and recommend selection of the engineering firm for these services. The committee consisted of Ivonne Santiago, Kristina D. Mena, Bryan Morris, Marcela Navarrete, R. Alan Shubert, Paul Rivas, and Gilbert Trejo. Proposals were scored in areas of technical competence, project approach, team organization and availability, and project management and quality control. Brown and Caldwell was selected as the most qualified firm. Staff worked with Brown and Caldwell to develop the scope of services required for this project. A fee proposal associated with the scope of services was submitted, reviewed, and negotiated with the consultant for the defined scope of work. The negotiated fees are in line with the level of effort required to complete the task. Ms. Dagnino addressed questions from the Board regarding this item.

On a motion made by Dr. Santiago, seconded by Mayor Margo and unanimously carried, the Board awarded a Professional Engineering Services contract for the Corrugated Metal Pipe Condition Assessment and Replacement Program to Brown & Caldwell for planning, design and construction phase services in the amount of $359,119; authorized future task orders or amendments to be issued under this contract for additional planning, design and construction phase services in an estimated amount of $1 million, provided that funding is available in the approved budget for task orders or amendments.

11. CONSIDERED AND AWARDED A PROFESSIONAL ENGINEERING SERVICES CONTRACT FOR THE JOE CARO PUMP STATION UPGRADE TO BATH GROUP, INC. DBA BATH ENGINEERING CORPORATION FOR DESIGN AND BID PHASE SERVICES IN THE AMOUNT OF $546,706; AUTHORIZED FUTURE TASK ORDERS OR AMENDMENTS TO BE ISSUED UNDER THIS CONTRACT FOR ADDITIONAL DESIGN AND CONSTRUCTION PHASE SERVICES IN AN ESTIMATED AMOUNT OF $500,000, PROVIDED THAT FUNDING IS AVAILABLE IN THE APPROVED BUDGET FOR THE TASK ORDERS AND AMENDMENTS.

Mr. Geoffrey Espineli, Engineering Division Manager, provided a presentation to the Board regarding this item (copy on file in Central Files). The existing Joe Caro Pump Station was constructed in the late 1950s. It is in Northeast El Paso and draws water from two 4 MG ground water storage tanks and pumps water into the Rosemont-Mountain Park I Pressure Zone. Additional pumping capacity is needed to meet the increased water demand from the Rosemont-Mountain Park I Pressure Zone. The Architectural/Engineering Selection Advisory Committee met September 18, 2019, to review and recommend the selection of the engineering firm - the sole proposal for the above-referenced project. The committee consisted of Ivonne Santiago, Kristina Mena, Bryan Morris, Marcela Navarrete, R. Alan Shubert, Paul Rivas and Gilbert Trejo. The proposal was evaluated in the areas of technical competence, project approach, team organization, availability, project management, and quality control. The Architectural/Engineering Selection Advisory Committee discussed the proposal and determined that Bath Engineering Corporation meets the needs of the Utility for these important services and has demonstrated excellent abilities in all evaluated categories. This firm is qualified. Staff worked with the consultant to develop the scope of services required for this project. A fee proposal associated with the scope of services was submitted, reviewed and negotiated with the consultant for the defined scope of work. The negotiated fees are in line with the level of effort required to complete the task and consistent with similar work completed recently.

On a motion made by Dr. Santiago, seconded by Dr. Mena and unanimously carried, the Board awarded a Professional Engineering Services Contract for the Joe Caro Pump Station Upgrade to Bath Group, Inc. dba Bath Engineering Corporation for design and bid phase services in the amount of $546,706; authorized future task orders or amendments to be issued under this contract for additional design and construction phase services in an estimated amount of $500,000, provided that funding is available in the approved budget for the task orders or amendments.
12. CONSIDERED AND AWARDED A PROFESSIONAL ENGINEERING SERVICES CONTRACT FOR THE SUNSET RESERVOIR REHABILITATION TO CONSOR ENGINEERS, LLC FOR DESIGN AND BID PHASE SERVICES IN THE AMOUNT OF $222,975.27; AUTHORIZED FUTURE TASK ORDERS OR AMENDMENTS TO BE ISSUED UNDER THIS CONTRACT FOR ADDITIONAL DESIGN AND CONSTRUCTION PHASE SERVICES IN AN ESTIMATED AMOUNT OF $300,000, PROVIDED THAT FUNDING IS AVAILABLE IN THE APPROVED BUDGET FOR THE TASK ORDERS OR AMENDMENTS.

Mr. Espineli provided a presentation to the Board regarding this item (copy on file in Central Files). The Sunset Tanks are two 4 MG concrete ground storage reservoirs built in the late 1920s in the Sunset Heights neighborhood. During a recent inspection, cracking with root infiltration was identified in several locations inside the Sunset reservoirs. The project consists of the assessment and design for rehabilitation of the two concrete ground storage reservoirs. The Architectural/Engineering Selection Advisory Committee met November 13, 2019, to review and recommend the selection of an engineering firm for the above-referenced project. The committee consisted of Ivonne Santiago, Kristina Mena, Bryan Morris, Marcela Navarrete, R. Alan Shubert, Paul Rivas and Gilbert Trejo. Proposals were evaluated in the areas of technical competence, project approach, team organization and availability, and project management and quality control. The Architectural/Engineering Selection Advisory Committee discussed the proposals and determined that CONSOR Engineers, LLC meets the needs of the Utility for these important services and has demonstrated excellent abilities in all evaluated categories. This firm is the most qualified. Staff worked with CONSOR Engineers, LLC to develop the scope of services required for this project. A fee proposal associated with the scope of services was submitted, reviewed and negotiated with the consultant for the defined scope of work. The negotiated fees are in line with the level of effort required to complete the task and consistent with similar work completed recently. Mr. Espineli addressed questions from the Board regarding this item.

On a motion made by Dr. Mena, seconded by Ms. Garcia and unanimously carried, the Board awarded a Professional Engineering Services contract for the Sunset Reservoir Rehabilitation to CONSOR Engineers, LLC for design and bid phase services in the amount of $222,975.27; authorized future task orders or amendments to be issued under this contract for additional design and construction phase services in an estimated amount of $300,000, provided that funding is available in the approved budget for the task orders or amendments.

13. CONSIDERED AND AWARDED PROFESSIONAL SERVICES CONTRACTS FOR ON-CALL PROFESSIONAL ENGINEERING SERVICES FOR WATER STORAGE FACILITIES, EACH IN AN AMOUNT NOT TO EXCEED $500,000 OVER A TERM OF THREE YEARS, TO AECOM TECHNICAL SERVICES, INC.; CONSOR ENGINEERS, LLC; FREESE AND NICHOLS, INC.; MORENO CARDENAS, INC.; AND PARKHILL, SMITH AND COOPER, INC.; AND AUTHORIZED THE USE OF COMMERCIAL PAPER.

Mr. Espineli provided a presentation to the Board regarding this item (copy on file in Central Files). El Paso Water has 76 storage tanks in its water distribution system. The storage tank types include elevated, ground or underground. Engineering services required for the water storage facilities include but are not limited to video inspection of tank interiors; coating and painting repairs; and design of mechanical, electrical, instrumentation, and structural repairs. The Architectural/Engineering Selection Advisory Committee met November 13, 2019, to review and recommend selection of the engineering firms for these services. The committee consisted of Ivonne Santiago, Kristina Mena, Bryan Morris, Marcela Navarrete, R. Alan Shubert, Paul Rivas and Gilbert Trejo. Proposals were scored in the areas of technical competence, project approach, team organization and availability,
and project management and quality control. AECOM Technical Services, Inc., CONSOR Engineers, LLC, Freese and Nichols, Inc., Moreno Cardenas, Inc., and Parkhill, Smith and Cooper, Inc. were selected as the firms that best meet the needs of the Utility for these important services and demonstrated excellent abilities in all the evaluated categories. The selected firms are the most qualified. Each consultant will be issued a professional services contract for a maximum amount of $500,000 and will be limited to three years. Mr. Espineli addressed questions from the Board regarding this item.

On a motion made by Mr. Gallardo seconded by Dr. Mena and unanimously carried, the Board awarded Professional Services Contracts for On-Call Professional Engineering Services for Water Storage Facilities, each in an amount not to exceed $500,000 over a term of three years, to AECOM Technical Services, Inc.; CONSOR Engineers, LLC; Freese and Nichols, Inc.; Moreno Cardenas, Inc.; and Parkhill, Smith and Cooper, Inc.; and authorized the use of commercial paper.

14. CONSIDERED AND APPROVED CHANGE ORDER NUMBER 1 – BID NUMBER 23-19, AIRPORT WELL FIELD IMPROVEMENTS CORRIDOR D (WELL GROUP 90A-93A) AND (WELL GROUP 509A 515A) TO LONGHORN ELECTRICAL SERVICES, INC., REDUCING THE DURATION BY 55 DAYS AND INCREASING THE CONTRACT AMOUNT BY $138,460.96.

Mr. Ivan Hernandez, Engineering Division Manager, provided a presentation to the Board regarding this item (copy on file in Central Files). Change Order Number 1 is due to an accelerated schedule imposed on the contractor as requested by staff in order to receive beneficial use from the well groups placed out of service through this project before water demand increases. Staff evaluated Change Order Number 1 submitted by Longhorn Electrical Services, Inc., verified the effort to carry out the work, and negotiated to come to an agreeable cost. Mr. Hernandez addressed questions from the Board regarding this item, while Mr. Balliew made additional comments.

On a motion made by Dr. Santiago seconded by Dr. Mena and carried, with Mr. Morris opposing, the Board approved Change Order Number 1 – Bid Number 23-19, Airport Well Field Improvements Corridor D (Well Group 90A-93A) and (Well Group 509A 515A) to Longhorn Electrical Services, Inc., reducing the duration by 55 days and increasing the contract amount by $138,460.96.

15. CONSIDERED AND APPROVED CHANGE ORDER NUMBER 5 – BID NUMBER 47-18, HASKELL R. STREET WASTEWATER TREATMENT PLANT EFFLUENT PIPING IMPROVEMENTS, TO SPIESS CONSTRUCTION CO., INC. EXTENDING THE DURATION BY 300 DAYS, INCREASING THE CONTRACT AMOUNT BY $1,210,925 AND AUTHORIZED THE USE OF COMMERCIAL PAPER.

Mr. Hernandez provided a presentation to the Board regarding this item (copy on file in Central Files). After performing emergency repair work on existing 66-inch diameter effluent steel pipeline, an assessment was performed on the remaining 395 linear feet segment of the effluent pipeline. The assessment determined that the effluent pipeline needed to be replaced. Additionally, the extent of the necessary repairs to the existing headworks wet-well could not be easily determined during design because of the need to maintain the treatment plant operational and thus the duration of the work could not be accurately estimated. The wet-well has been bypassed and the required repairs have been properly identified. Change Order Number 5 is required to complete this effluent pipeline replacement and extend the contract time as required to perform the needed wet well repairs. Staff evaluated the change order request submitted by the contractor, verified the effort to carry out the work and negotiated to come to an agreeable cost. The cost submitted is in line with current industry trends. Mr. Balliew addressed questions from the Board regarding this item.

On a motion made by Mr. Morris, seconded by Dr. Mena and unanimously carried, the Board approved Change
Order Number 5 – Bid Number 47-18, Haskell R. Street Wastewater Treatment Plant Effluent Piping Improvements, to Spiess Construction Co., Inc. extending the duration by 300 days, increasing the contract amount by $1,210,925 and authorized the use of commercial paper.

16. CONSIDERED AND APPROVED CHANGE ORDER NUMBER 1 - BID NUMBER 32-19, MONTOYA II AND NAVARRETE LIFT STATION REHABILITATION IMPROVEMENTS, TO CUBIC WATER, LLC EXTENDING THE DURATION BY 60 DAYS AND INCREASING THE CONTRACT AMOUNT BY $240,128.81.

Mr. Hernandez provided a presentation to the Board regarding this item (copy on file in Central Files). Bypassing of the flow into the Montoya II lift station is required to complete the improvements and rehabilitation. This change order was initiated by EPWater to modify the designed by-pass plan from a temporary installation to a permanent installation. The permanent installation will allow operations staff to use it for maintenance activities in the future; the temporary installations would have been removed by the contractor and the end of the contract. Staff evaluated the change order request submitted by the contractor, verified the effort to carry out the work and negotiated to come to an agreeable cost. The cost submitted is in line with current industry trends and satisfies EPCWID#1 requirements.

On a motion made by Mr. Gallardo seconded by Ms. Garcia and unanimously carried, the Board approved Change Order Number 1 - Bid Number 32-19, Montoya II and Navarrette Lift Station Rehabilitation Improvements to Cubic Water, LLC extending the duration by 60 days and increasing the contract amount by $240,128.81.

17. CONSIDERED AND APPROVED A SOLE SOURCE CONTRACT TO PURE TECHNOLOGIES U.S., INC., TO CONDUCT AN ELECTROMAGNETIC CONDITION ASSESSMENT OF THREE SEGMENTS OF THE 42, 48 AND 54-INCH DIAMETER CROSS CITY FEEDER TOTALING 3 MILES IN LENGTH IN THE AMOUNT OF $269,255 AND AUTHORIZED THE USE OF COMMERCIAL PAPER.

Mr. Levi Chacon, Utility Purchasing & Contracts Manager, provided information to the Board regarding this item. On September 9, 2015, the Public Service Board authorized the President/CEO to sign amendments to existing agreements with the U.S. Army Corps of Engineers (USACE) for the design and construction assistance of the El Paso Water Line Replacement Phases 8, 9, 10/EPWater project: Upper Valley Strahan Water Transmission Main Phase I. The agreements provided for a 25% EPWater – 75% federal cost-share of the total cost of the project. Phase I is now complete and Phase II is currently in the construction phase. Because of unforeseen conditions, the construction costs have increased. The USACE and EPWater worked together in negotiations associated with the additional construction costs because of the unforeseen conditions. The USACE received $700,000 in federal funds and therefore, per cost-share agreement, EPWater’s 25% obligation is $175,000. Mr. Chacon addressed questions from the Board regarding this item, while Mr. Balliew made additional comments.

On a motion made by Ms. Garcia, seconded by Dr. Santiago and unanimously carried, the Board approved a sole source contract to Pure Technologies U.S., Inc., to conduct an electromagnetic condition assessment of three segments of the 42, 48 and 54-inch diameter cross city feeder totaling 3 miles in length in the amount of $269,255, and authorized the use of commercial paper.

18. CONSIDERED AND AWARDED BID NUMBER 126-19, LIQUID FERROUS CHLORIDE TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDER, KEMIRA WATER SOLUTIONS, INC., IN THE ESTIMATED ANNUAL AMOUNT OF $1,696,500 WITH THE OPTION FOR TWO, ONE-YEAR EXTENSIONS.

Mr. Chacon provided information to the Board regarding this item. Liquid Ferrous Chloride is used in water treatment as a coagulant and in wastewater treatment for odor control. The liquid ferrous chloride contract will provide approximately 1,950,000 pounds of iron for water and wastewater treatment annually. The previous bid was awarded January 10, 2018. Bid line items were removed from this bid and chemical quantities increased. The chemical unit price increased 9.8% in the new bid. Two bids and one no-bid were received. Staff evaluated the
bids and determined that the low bidder met all the requirements as outlined in the bid proposal. Staff recommends award to the lowest responsive, responsible bidder Kemira Water Solutions, Inc. in the estimated annual amount of $1,696,500. Mr. Chacon addressed questions from the Board regarding this item.

On a motion made by Mayor Margo seconded by Dr. Mena and unanimously carried, the Board awarded Bid Number 126-19, Liquid Ferrous Chloride to the lowest responsive, responsible bidder, Kemira Water Solutions, Inc., in the estimated annual amount of $1,696,500 with the option for two, one-year extensions.

19. CONSIDERED BID NUMBER 118-19, MISCELLANEOUS CHEMICALS AND SUPPLIES FOR THE EPWATER IWQL, DECLARED FOX SCIENTIFIC, INC. AS NON-RESPONSIVE FOR GROUP NO. 1, AND AWARDED TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDERS; MIDLAND SCIENTIFIC, INC., FOR GROUP NOS. 1-3 AND 5-8 IN THE ESTIMATED ANNUAL AMOUNT OF $500,000, AND FOX SCIENTIFIC, INC., FOR GROUP NO. 4 IN THE ESTIMATED ANNUAL AMOUNT OF $35,000, BOTH WITH THE OPTION FOR TWO, ONE-YEAR EXTENSIONS.

Mr. Chacon provided information to the Board regarding this item. This bid covers items which are used by the International Water Quality Laboratory (IWQL) to include: chemicals, consumables, assorted measurement and analysis items, glassware, plasticware, microbiology, metals standards, inorganic and organic standard items. Mr. Chacon addressed questions from the Board regarding this item.

On a motion made by Ms. Garcia seconded by Dr. Mena and unanimously carried, the Board considered Bid Number 118-19, Miscellaneous Chemicals and Supplies for the EPWater IWQL, declared Fox Scientific, Inc. as non-responsive for Group No. 1, and awarded to the lowest responsive, responsible bidders; Midland Scientific, Inc., for Group Nos. 1-3 and 5-8 in the estimated annual amount of $500,000, and Fox Scientific, Inc., for Group No. 4 in the estimated annual amount of $35,000, both with the option for two, one-year extensions.

20. CONSIDERED AND AWARDED A PROFESSIONAL SERVICES CONTRACT FOR DALE CARNEGIE LEADERSHIP TRAINING TO CHARLES E. BLACK JR AND ASSOCIATES INC., IN THE ESTIMATED ANNUAL AMOUNT OF $120,000 WITH THE OPTION FOR TWO, ONE-YEAR EXTENSIONS.

Mr. Chacon provided information to the Board regarding this item. Since 2016, Charles Black of Dale Carnegie Training has provided leadership, public speaking and other training to EPWater employees to include materials for supervisors and managers. This contract is for the continuation of these trainings. The Skills for Success and other trainings will assist supervisors in effectively managing employees by strengthening people skills, enhancing communication skills, developing leadership skills, building self-confidence and managing stress. Dale Carnegie is a world-renowned training organization founded in 1912 that provides training in all 50 states and 80 countries. Staff evaluated the credentials and qualifications of Mr. Charles Black who is a certified Licensed Trainer in several Dale Carnegie courses including Leadership/Management Effectiveness and has more than 27 years’ experience in training and development, and over 22 years’ experience in the field of performance improvement. Staff recommends an award be made to Charles E. Black Jr. and Associates Inc., for these services. Mr. Chacon addressed questions from the Board regarding this item.

On a motion made by Ms. Garcia, seconded by Dr. Santiago and unanimously carried, the Board awarded a Professional Services Contract for Dale Carnegie Leadership Training to Charles E. Black Jr. and Associates Inc., in the estimated annual amount of $120,000 with the option for two, one-year extensions.

21. CONSIDERED AND APPROVED THE PSB MEETING SCHEDULE FOR 2020

Mr. Balliew presented the proposed schedule to the Board. He informed the Board the meeting tentatively scheduled for November 11, 2020, would have to be rescheduled because of the Veterans Day’s holiday and our offices will be closed. The schedule for 2020 will remain the same with the current format of the second Wednesday of the month, except for November 2020. It will be moved to November 4, 2020.
On a motion made by Mr. Gallardo seconded by Ms. Garcia and unanimously carried, the Board considered and approved the PSB Meeting Schedule for 2020.

22. MANAGEMENT REPORT:

- Get to know your H₂O Video: Christina Montoya, Marketing & Communications Manager, began her presentation by reminding the Board the different steps it takes to have drinking water treated and delivered to our customers, in addition to treating wastewater to strict environmental standards before it’s returned to the Rio Grande or used to recharge one of our aquifers. As the approval of the 2020-2021 budget approaches, which includes a rate increase, the Communications team wanted the public to have a better understanding of what goes into providing our customers reliable, safe drinking water. Ms. Montoya shared the video with the Board.

- Change Order Presentation: Mr. Ivan Hernandez, Engineering Division Manager, began his presentation by thanking staff for helping to prepare the presentation. He went on to explain what a change order is – a written order to the contractor modifying the contract terms with scope of work or quantities. There are local government codes that go with a change order, which grants administrative approval of change orders up to $100,000 and places a 25% limit on contract price increases. As far as EPWater signature authority, administration has up to $100,000 approval. Mr. Hernandez explained what triggers a change order, which includes changes that significantly alter contract terms; addition or deletion of work, differing site conditions, errors or omission in design and EPWater and/or contract convenience. A change order will impact contract in terms of contract price and contract time. He went on to discuss change order classifications, owner ordered; changes to design/additional scope, unforeseen conditions, design errors and omissions, final quantity adjustments and liquidated damages. Mr. Hernandez showed a flow chart for the change order development process, which begins when a need for change is encountered, a discrepancy or improvement opportunity. Next, the proposal is submitted to the contractor, and lastly the execution of change order by all parties. Mr. Hernandez reminded the Board that Change Orders under $100,000 can be approved in-house, and anything over will be brought to the Board for approval. Mr. Hernandez then showed the Board a chart for completed construction project types evaluated FY2014-2018. The chart showed that 42% was for Stormwater, Pipelines was 28% Treatment Facility was 17%, Storage Facility was 5%, Reclaimed Water was 1%, Pumping System was 2%, Other Major Facility was 3%, and Wells was at 1%. He went on to discuss the five-year EPWater Average All Projects Change Order percentage with a goal of less than 5%. Staff noticed an upward trend starting in FY14-15 of 8.01%, with a spike in FY16-17 to 11.86%, and now a steady increase with FY18-19 coming in at 3.14%. Mr. Hernandez then shared the breakdown of classification for each fiscal year. In FY14-15 the main reason for change orders was contributed to owner ordered; in FY15-16 it was due to unforeseen circumstances; in FY16-17 it was due to owner ordered, and errors and omissions; in FY17-18 it was due to unforeseen circumstances; and lastly in FY18-19 was owner ordered. Mr.
Hernandez then showed a chart of the same information, but in percentages with adjust final quantities at -6%, unforeseen subsurf/other at 43%, owner ordered at 52%, Repay owners, -1%, Errors & Omissions at 5%, and lastly other at 6%. Mr. Hernandez addressed questions from the Board. Mr. Balliew made additional comments regarding this item. Mr. Gilbert Trejo, Chief Technical Officer, also addressed questions from the Board.

- Update on the Status of Pavement Repairs: Mr. Alan Shubert, Vice President, began his presentation by reminding the Board that this topic came up in a prior PSB meeting regarding item of Repair of City, County and Texas Department of Transportation’s Highways, Streets and Rights-of-way, Bid Number 19-19. This bid was awarded to Hawk Construction May 8, 2019, and the contract began June 1, 2019. The current contract included patch paving, concrete repair, street resurfacing and new items such as ADA ramps, concrete streets, stamped colored concrete, etc. On day one of the contract, EPWater had a backlog of 80 requests. At that time, Hawk Construction had only two full crews of one demolition and one asphalt. There was a learning curve of the process and workload, which caused delay on work, in addition to permitting taking up to three weeks to be issued from the City. On Aug. 20, 2019, EPWater sent a letter to Hawk Construction asking what their plan was to tackle. By this time, the 400 requests were behind. Since then, they have six full crews with a seventh being established, which now also includes a 1 concrete and 1 steel plates. They have hired additional staff for permits and scheduling, developed a City region map, and incorporated a new project management software. Mr. Shubert shared the region map with the Board, which shows different parts of the city color-coded. This helps to work on projects by area. In August 2019, only 17% of requests were completed. As of December 2019, 57% have been completed. Mr. Shubert shared the Paving Request Prioritization Plan; complete the oldest request, complete major arterials intersections, near schools and high traffic areas. In early November, Saturday repairs began, grouping site within each region and 4-sack installation in place of steel plates. Mr. Shubert addressed questions from the Board regarding this item.


Staff requested to have this item deleted from the agenda.

On a motion made by Mr. Morris seconded by Ms. Garcia and unanimously carried, the Board approved to delete this item from the agenda.

24. CONSIDERED AND AWARDED COMPETITIVE SEALED PROPOSAL BID NUMBER 37-19, NORTH 2 (11.8 MGD) PUMP STATION, TO THE HIGHEST RANKED OFFEROR,
SMITHCO CONSTRUCTION, INC., IN THE NEGOCIATED AMOUNT OF $4,648,000 AND AUTHORIZED THE USE OF COMMERCIAL PAPER.

Mr. Hernandez provided a presentation to the Board regarding this item (copy on file in Central Files). The North 2 Pump Station will provide water to the newly constructed North 2 and Franklin East elevated storage tanks along US54 in northeast El Paso. EPWater received three Competitive Sealed Proposals (CSP) for the above-referenced project. The offerors were R.M. Wright Construction Company, Smithco Construction, Inc., and RMCI, Inc. of Texas. The CSP Selection Committee met October 9, 2019, to review and rank the proposals received. The committee consisted of Ivonne Santiago, Kristina Mena, Bryan Morris, Marcela Navarrete, R. Alan Shubert, Paul Rivas and Gilbert Trejo. Proposals were scored in the areas of financial capacity, past experience with a public entity, past experience with pump station projects, project team, estimated life cycle cost of the pumps and total proposal price. The CSP Selection Committee selected Smithco Construction, Inc. as the highest ranked offeror with total project amount of $4,648,000 which is 8.5% below the engineer’s estimate of $5,080,100. Mr. Hernandez addressed questions from the Board, while Mr. Balliew made additional comments.

On a motion made by Dr. Santiago, seconded by Dr. Mena and unanimously carried, the Board awarded Competitive Sealed Proposal Bid Number 37-19, North 2 (11.8 MGD) Pump Station, to the highest ranked offeror, Smithco Construction, Inc., in the amount of $4,648,000 and authorized the use of commercial paper.

25. PRESENTATION ON CITY OF EL PASO FRANCHISE FEE. - Mr. Sam Rodriguez, City Engineer for the City of El Paso, began his presentation by informing the Board that the Title 15 Proposed Amendment (Franchise Fee) is the same presentation done at the City work session with City Council. The purpose is to formalize it and request an increase to help with the street maintenance of the community. Mr. Rodriguez showed a slide regarding street-related funding starting in 2012 Street CIP at $218 million, in 2017 Capital Plan was $13.3 million, 2018 Capital Plan was $45.961 million, and for the 2019 Capital Plan it was $64.258 million, for a total approved to date of $341,520,206. In regard to the pay-as-you-go category, $7 million was applied to residential street resurfacing beginning in 2019. Mr. Rodriguez informed the Board that street maintenance is a high priority for our community. The inventory for roads in the City shows 2,500 centerline miles. $44 million is the estimated annual investment in order to keep the Street Pavement Condition of 70 (out of 100). In July 2019, City Council directed to staff to continue to look for funding opportunities for street maintenance, and to put a program together for a vote and/or options for additional revenue for street maintenance. The direction was reinforced November 25, 2019. Mr. Rodriguez also said that using annual operating funding for resurfacing is a best practice. Mr. Rodriguez went on to discuss PCI (Paving Condition Index). This is data used to assess the general condition of pavement and is then used as a tool for initial prioritization. It requires regular evaluation to updating conditions, and provides forecasting which can assist and plan future improvements. Mayor Margo added that this tool was used on every street in El Paso. Mr. Rodriguez then explained the results of the PCI rate, a rate of 86-100 was consider good, and that was 26.75% of El Paso, a rate of 71-85 was satisfactory that came out to 22.72%, a rate of 56-70 was fair and that was 17.06%, a rate of 41-55 was poor that was 17.59%, a rate of 26-40 was considered very poor, that was 10.46%, a rate of 11-25 was serious, that was 5%, and a rate of 0-10 was very serious, which was .42%. Conclusion of the study was that 49.5% of the street inventory was satisfactory or higher, and 50.5% of the network is fair or worse. Some best practices that were listed were: useful life of a road is 25 years, touch at least 4% of your structure on a yearly basis, average PCI at 70 or above should be the goal, spend a portion of the budget to keep good pavement in good condition, bring poor roads to fair conditions or above, and find cost-effective treatments at designated times to provide desired level of service. The last study was done in 2008, and the average of the PCI was 75.54. In 2018, the
PCI average was 65.42 reducing by 10 points. Mr. Rodriguez then shared a chart splitting the PCI by district. District 1 was at 72.09, district 2 at 62.92, district 3 at 56.63, district 4 at 62.81, district 5 at 83.97, district 6 at 62.72, district 7 at 56.87 and district 8 at 59.67. Mr. Rodriguez then showed a graph with scenarios with 2% inflation from 2018-2038. If we keep with the current $7 million, street deterioration will continue at a faster rate. If the annual amount grows to $44 million, we can address more projects. Mr. Rodriguez then discussed the PSB Infrastructure and Franchise Fee. There are two actions proposed to Council – the first is formalizing the franchise fee under the Title 15 amendment, and the other is increasing the fee. The franchise fee is fee imposed by the City of El Paso on EPWater to compensate for wear and tear on streets by the Utility’s vehicles and the use of streets and rights-of-way for utility pipelines. Currently, the City is collecting $3.55 million through the budget resolution. The current funding is allocated to the general fund for street maintenance operations, an engineering analysis completed, evaluating the various users of the street so that users contribute their fair share for street maintenance. PSB is one of the users of the street rights-of-way and the operations of water and wastewater cause a big impact on the pavement condition, such as pavement cuts and heavy equipment operating on pavement. An additional $2.9 million is being proposed to be dedicated to street resurfacing, which would bring the total franchise fee to 2.75% of the PSB annual revenue for water and wastewater. The modified fee would take effect March 1, 2020, as part of the new PSB budget. Streets to be resurfaced with the additional funds would be approved by Council following a recommendation by staff based on the PCI study. The proposed funds would bring the total annual funding to an approximate $9.96 million dedicated to street maintenance dollars. The franchise fee charges are based on meter size, most residential customers have a ¾ meter, and the average water use is 11 CCF. Typical residential bill is assessed a monthly charge of $.77. The recommended change would increase by $.60 a month. The approved Title 15 amendment would increase the franchise fee on EPWater to 2.75% and dedicate $2.96 million for street resurfacing. The introduction of the franchise fee was made December 10, 2019, with a public hearing December 17, 2019. Streets to be resurfaced by the new funds will be presented to City Council under a separate future agenda item. Mr. Balliew shared a slide of payments to the City starting in FY2009-10 from $20 million to the current $28.5 million. Ms. Marcela Navarrete, Vice President, explained the 2.75% fee will be based on customers’ water and wastewater bills. She showed a chart of what a current bill for residential with a ¾ meter size and a current bill of $57.47 will look like with an increase of $.79 to be $58.26. She showed the same for commercial ¼ meter and commercial 6” meter. In addition, Ms. Navarrete shared a chart of an average residential customer bill including Environmental Services (1 trash bin). About 65% of customer’s water bill is for actual water services. The rest is billed from Environmental Services for trash collections and trash bins. For those customers who have two trash bins, the portion that is paid for water services is even less, around 55%. Ms. Navarrete then shared a slide for the franchise fee in 2018 for El Paso Electric. In 2018, gross revenues were $349,550,900, of that, 5% of the franchise fee went to the City, and estimated property tax of 5.5% totaled $19,427,000. In the same year, EPWater’s gross was $279,713,774, 10% of water sales with the current, plus the franchise fee, and additional proposed fee comes out to $21,130,638, which is 7.5% of gross revenues. Mr. Rodriguez addressed questions from the Board regarding this item, as Mayor Margo and Mr. Balliew made additional comments.

26. PUBLIC COMMENT: THE PSB WILL PERMIT PUBLIC COMMENT ON ANY ITEM NOT ON THE AGENDA. THE CHAIR MAY IMPOSE REASONABLE TIME LIMITS FOR EACH SPEAKER.

Comments were heard by Mr. Richard Dayoub and Mr. Raul Ramirez.
EXECUTIVE SESSION

On a motion made by Mr. Morris, seconded by Mr. Gallardo, and unanimously carried, the Board retired into Executive Session at 10:15 a.m., December 11, 2019, pursuant to Section 3.5A of the El Paso City Charter and the Texas Government Code, Section 551.071 through 551.076 to discuss the following:

- Section 551.071 Consultation with Attorney
- Section 551.072 Deliberation Regarding Real Property
- Section 551.074 Personnel Matters

a. **Section 551.072 Deliberation regarding Real Property**
   The Board will deliberate regarding whether the following property can be declared inexpedient to the water system:
   - Laura E Mundy Survey 232, (approximately 629.18 acres)
   - Laura E Mundy Survey 232, (approximately 10.0 acres)
   - Laura E. Mundy Survey 234, Abstract 1007, Tract 1 (approximately 7.785 acres)
   - Clara A. Mundy Survey 250, (approximately 640 acres)
   - Laura E Mundy Survey 235, (approximately 293 acres)
   - T & P Survey, Township 1, Block 82, Section 5, (approximately 640 acres)
   - Nellie D Mundy Survey 245, Abstract 10038, Tract 3, (approximately 559.53 acres)
   - T & P Survey, Township 1, Block 82, Section 10, (approximately 638.32 acres)
   - T & P Survey, Township 1, Block 82, Section 9, (approximately 640 acres)

b. **Section 551.072 Deliberation regarding Real Property; Section 551.071 Consultation with Attorney**
   The Board will deliberate regarding El Paso Water’s Headquarters and RFP 91-19, El Paso Water Utilities Headquarters Relocation Evaluation, Re-Bid.

c. **Section 551.071 Consultation with Attorney**
   The Board will consult with its attorneys concerning the City of El Paso Franchise Fee.

On a motion made by Mr. Morris, seconded by Ms. Garcia and unanimously carried, the Board reconvened in open session at 11:07 a.m., December 11, 2019.

**DELIBERATED REGARDING WHETHER THE FOLLOWING PROPERTY CAN BE DECLARED INEXPEDIENT TO THE WATER SYSTEM:**
Motion made by Dr. Santiago, seconded by Dr. Mena and carried that the described land be declared inexpedient to the water system, subject to certain land reservations needed for future water, wastewater and stormwater facilities and infrastructure as determined by EPWater staff. Included was that the President and CEO be authorized to proceed in the manner approved by the Board and in accordance with the terms and conditions specified by the Board, and thereafter to forward to City Council a recommendation to sell the
property through a sealed bidding process and to obtain an appraisal for the property and set the minimum bid price at the appraised value. Also, to sign any and all documents necessary to complete the sale of the property.

**DELIBERATED REGARDING REAL PROPERTY; SECTION 551.071 CONSULTATION WITH ATTORNEY**

Motion made by Dr. Santiago, seconded by Dr. Mena and carried that the El Paso Water Utilities-Public Service Board hereby rejects all proposals received in connection with RFP 91-19 El Paso Water Utilities Headquarters Relocation Evaluation, Re-bid, and authorizes the President/CEO to proceed in the manner as directed by the Board.

**CONSULTED WITH ATTORNEY**

Motion made by: Dr. Santiago and seconded by: Dr. Mena and carried that the PSB has deliberated and taken the position that the franchise fee be capped at a total amount of $6.55 million; that the amount of $3 million be allocated to a specific, segregated Street Resurfacing Fund; and the Mayor and City of El Paso take the lead on communicating and educating the public as to the basis and implementation of said fee through the EPWater utility bill, which also includes the Environmental Services Department and other non-water fees/charges imposed by the City of El Paso.

**ADJOURNMENT**

On a motion made by Ms. Garcia seconded by Dr. Mena and unanimously carried, the meeting adjourned at 11:11 a.m., December 11, 2019.

______________________________
ATTEST: Christopher Antcliff-Chair

______________________________
Secretary-Treasurer
The regular meeting of the Public Service Board was held Wednesday, January 8, 2020, at the El Paso Water Utilities Public Service Board Meeting Room, 1154 Hawkins Blvd., El Paso, Texas.

PSB MEMBERS PRESENT
Christopher A. Antcliff, Chair
Terri Garcia, Member
Dr. Kristina D. Mena, Vice-Chair
Bryan Morris, Member
Henry Gallardo, Member
Dee Margo, Ex-Officio Member

PSB MEMBERS ABSENT
Dr. Ivonne Santiago, Secretary-Treasurer

PSB EMPLOYEES PRESENT
John E. Balliew, P.E., President and Chief Executive Officer
Lee Ann Koehler, General Counsel

EPWATER EMPLOYEES PRESENT
Marcela Navarrete, Vice President
Juan S. Gonzalez, Assistant General Counsel
Art Duran, Chief Financial Officer
Gretchen Byram, Computer Media Specialist
Lisa Rosendorf, Chief Communications and Government Affairs Officer
Jillian Shipp, Executive Assistant
Rose Guevara, Senior Purchasing Agent
Christina Montoya, Marketing and Communications Manager
Carlos Briano, Lead Public Affairs Coordinator
Jeanette Cordero, Assistant Chief Financial Officer
Jeff Tepsick, Assistant Chief Financial Officer
Ivan Hernandez, Engineering Division Manager
Geoffrey Espineli, Engineering Division Manager
Gilbert Trejo, Chief Technical Officer
Felipe Lopez, Utility Chief Operating Officer
Israel Chavez, Network Administrator
Alfredo Solano, Chief Information Officer
Lidia Carranco, Fiscal Operations Manager
Charles Lino, Utility Treasury & Property Control Manager
Ana Padilla, Budget & Management Analyst
The Public Service Board meeting was called to order by Mr. Antcliff at 8:05 a.m. A quorum of its members was present. After a moment of silence, those in attendance joined Ms. Lisa Rosendorf, in reciting the Pledge of Allegiance.

CONSENT AGENDA

On a motion made by Ms. Garcia, seconded by Mr. Morris and unanimously carried, the Board took action on the following agenda items:

   The Board approved the minutes of the regularly scheduled meeting held December 2, 2019.

2. CONSIDERED AND APPROVED THE RENEWAL OF ORACLE TECHNICAL SUPPORT SERVICES WITH BUY BOARD PRICING THROUGH TEXAS DIR CONTRACT NUMBER DIR-TSO-4158 IN THE AMOUNT OF $364,861.50.
   The Board approved the renewal of Oracle Technical Support Services with buy board pricing through Texas DIR Contract Number DIR-TSO-4158 in the amount of $364,861.50.

   The Board approved the purchase of hardware and data migration from Mainline Information System, Inc. through Texas DIR Contract No. DIR-TSO-4160 in the amount of $169,535.04.

   The Board approved a contract for the purchase and installation of the digester alarm systems for the Roberto R. Bustamante Wastewater Treatment Plant and Haskell R. Street Wastewater Treatment Plant, to AB Powers,
LLC through the ESC Region 19 Allied States Cooperative, Contract Number 19-7321 in the amount of $70,988.29.

5. CONSIDERED AND APPROVED A 60-MONTH LEASE WITH XEROX BUSINESS SOLUTIONS SOUTHWEST THROUGH PACE CONTRACT P00161 IN THE ESTIMATED ANNUAL AMOUNT OF $64,770.84 PLUS OVERAGE FEES.

The Board approved a 60-month lease with Xerox Business Solutions Southwest through PACE Contract P00161 in the estimated annual amount of $64,770.84 plus overage fees.

REGULAR AGENDA

6. CONSIDERED AND TOOK ACTION ON THE STORMWATER BUDGET TO INCLUDE BUT NOT LIMITED TO, THE FOLLOWING ACTIONS:
   a. Adoption of the Annual Stormwater Budget in the amount of $43.882 million for Fiscal Year 2020-2021.

Mr. John Balliew, President & CEO, provided a presentation to the Board regarding this item (copy on file in Central Files). Mr. Balliew began with a summary of the Stormwater Budget. FY2019-20 total budget amount was $48.8 million with $6.9m going to Operating, $31m going towards Capital, and $10.3m going towards Debt Service. For FY2020-21, total budget has done down to $43.8 million, with $7.4m towards Operating, $26m towards Capital, and $10.2m toward Debt Service. He then went on to discuss the Stormwater Operating Budget, for FY2019-20 the total amount was $6.9 million, with $1.5m going towards Indirect Cost Allocation, $1.3m towards Personnel Services, $3.3m toward maintenance, and $0.8m to miscellaneous. Compared to the FY2020-21 for a total budget amount of $7.4 million, with all areas remaining the same with the exception of maintenance going up to $3.5 m, and miscellaneous to $1.1m. Mr. Balliew then discussed projects to be completed in FY2020-21; Sam Snead Conduits (from Pico Norte Pond to Lee Trevino Dr.) will be $6.3 million. Clardy Fox Neighborhood Drainage Improvements Phase 1, will be $5.3m, Mesa Park Erosion Repair will be $1.2m, and other projects at $1.2m. Some of the stormwater projects that are set to bid in FY2020-21 are the Arroyo 1A Dam Purchase, that has an estimated cost of $6 million, SAC #1 Land Acquisition is estimated at $1.5million, Will Ruth Pond-Demolition & Remediation is estimated at $1.3 million, San Lorenzo Ave. Corrugated Metal Pipe Replacement is estimated at $1 million and other projects are estimated at $3.1 million. Mr. Balliew then showed a chart to the Board where El Paso lands compared to other Texas cities for stormwater fees, which is on the lower end of the chart, forth from the cheapest at $4.25 a month. Mr. Balliew addressed questions from the Board regarding this item.

On a motion made by Mr. Gallardo, seconded by Dr. Mena and unanimously carried, the Board considered and took action on the Stormwater Budget to include, but not limited to, the following action:
   a. Adoption of the Annual Stormwater Budget in the amount of $43.882 million for Fiscal Year 2020-2021.

7. CONSIDERED AND TOOK ACTION ON THE WATER, WASTEWATER AND RECLAIMED WATER BUDGET TO INCLUDE BUT NOT LIMITED TO THE FOLLOWING ACTIONS:
   a. Adoption of the Annual Water, Wastewater and Reclaimed Water Budget in the amount of $448.938 million for Fiscal Year 2020-2021.
   b. Adoption of a Resolution amending Public Service Board Rules and Regulations No.1 Furnishing and Control of Water and/or Sewer Service Within the Corporate Limits of the City of El Paso, to amend the language concerning water meter location.
   c. Adoption of a Resolution amending Public Service Board Rules and Regulations No. 5, Rates for Water Service, to amend the Rates.
   d. Adoption of a Resolution amending Public Service Board Rules and Regulations No. 6, Rates for Sewer service, to amend the Rates.
   e. Adoption of a Resolution amending Public Service Board Rules and Regulations No. 7, Various
Deposits and Charges, to amend definitions, charges for meters, yard meters, remote frequency meters, fire lines and standpipe services, fire hydrant meter water loss, and other miscellaneous changes.

f. Adoption a Resolution amending Public Service Board Rules and Regulations No. 11, Furnishing and Control of Water and/or Sewer Service Outside the Corporate Limits of the City of El Paso, to amend the language concerning water meter location.

Mr. Balliew provided a presentation to the Board regarding this item (copy on file in Central Files). Mr. Balliew began his presentation by a summary to the Water & Wastewater. Total water, wastewater and reclaimed water budget is $448.9 million, capital budget is $237.6 million with a new funding request of $179.6 million. The debt service expense decreased by $3.6 million over previous year, and the $111.8 million operating budget increased by $9.3 million over previous year. The reason for the increase is due to personnel going up 4%, materials & supplies going up by 62%, maintenance going up by 10%, while utilities went down by 11%. Mr. Balliew then went on to show the areas that was spent beginning with FY2019-20, total amount was $387.7 million, of that $102.4m was on operating, $185.5m went towards capital, $75.8m towards debt service and $23.9 for other. As far as the budget for FY2020-21, total amount budgeted was $448.9 million, of that, $111.8m for operating, $237.6m towards capital, $72.2m for debt service and $27.3m for other, the biggest increase going towards capital which is for materials and supplies for the upcoming water purchase. Mr. Balliew informed the Board of water projects that are to be completed in FY2020-21. Franklin East 1A Elevated Storage Tank at $6.4 million, Vista del Este Tank at $6.1 million, North 2 Pump Station at $4.8 million, Ranchos Real Tank at $4.2 million are all growth projects in the Northeast, West and Eastside. The Vinton Tank project estimated at $2.9 million is in conjunction with the Vinton village. Mr. Balliew also pointed out that the Granular Activated Carbon Replacement project at $1.5 million, is something that will be phased out slowly due to the amount of carbon which is about $12 million, so it will be approximately $2 million a year. Mr. Balliew showed pictures of a few of the projects; the first being at the Canal plant with the replacement of raw water intake screens. He then showed the RO membrane element replacement at the Kay Bailey Hutchison plant. He went to on discuss projects that are to be bid in FY2020-21, Field Operations and Customer Service Building, estimated amount at $22 million which will be built at our Pan American complex. Our Customer Information System $20.7 million, and Dyer Pipeline Replacement at $3.2 million. The replacement lines will be ongoing projects for the next few years. Mr. Balliew pointed out that the Pellicano Drive Water line estimated at $2.6 million is to accommodate growth. Mr. Balliew went on to discuss Wastewater projects to be completed in FY2020-21, one being an ongoing project of the modernization at the Haskell street plant. He showed pictures of the Haskell Wastewater Treatment Plant effluent piping and wet well & cleanout. Other projects to be completed in regard to field are the Lift Station Rehabilitation: Montoya II, Carolina, Navarrette for a total cost of $1.9 million, Air Relief Valve Rehabilitation Phase 1 for a total cost of $1.9 million. Some of the bid projects that are coming up to be bid in FY2020-21 are the Bustamante Plant Rehabilitation & Upgrade (CMAR) est. cost is $12 million, in addition to the Bustamante Headworks, Grit & Screens Improvements (CMAR) for an est. cost of $10 million. He then went on to discuss some of the smaller projects to be bid, the Haskell Belt Filter Press Rehabilitation at $1.2 million. This will be done at all the treatment plants to ensure all solids removal are sufficient. In addition we will be replacing main at Sunset Heights, estimated cost is $1 million. The summary for FY2020-21 Water and Wastewater is recommendation for a 5% rate increase, typical monthly bill increase for the average residential customer will be $2.81, after the increase the average monthly residential bill is 1.63% of the local median household income, well below EPA’s affordability threshold of 2%. Mr. Balliew showed a chart of the average residential bill, with the current charge of $7.45 for minimum water charge would go up to $7.82, the current charge of $11.04 for water supply replacement charge of 4 ccfs or more would to up to $11.59, and the minimum wastewater charge at a current rate of $16.35 would go up to $17.17. Looking at your bill, currently residents pay $56.70 (minus the charge for trash bins from the environmental service), this would go up to $59.61 and for commercial, current rate is $86.80, this would go up to $91.08. Mr. Balliew showed a chart of how a typical water bill is broken up. A typical bill for water service only is $60.95, with an extra charge of $32.75 from environmental services, making the water bill show as $93.70, with the proposed rate increase, this would show as $96.96. Even with the rate increase, El Paso is still on the bottom of the list for the average residential water/wastewater bill among the ten largest Texas cities. Mr. Balliew went on to show a chart of cost comparison between El Paso,
San Antonio, Dallas and Fort Worth in regards to operating expense per customer connections. EPWater spends $310 per customer connection, were as San Antonio spends $331, Dallas spends $498, and Fort Worth spends $513. In regards to the operating expenses per million gallons, EPWater spends $2,149, San Antonio spends $2,460, Dallas $1,567 and Fort Worth at $2,342. Mr. Balliew also shared a chart showing depreciation and debt for water and wastewater per customer connection among all four cities, with EPWater coming in at the lowest at $2,163 and Dallas the highest at $4,459. For FY2020-21 the proposed changes for rules and regulations are for No. 1; Water and/or Sewer Services, No. 5; Water Service Rates, No.6; Sew Service Rates, No.7; Deposits and Charges, and No. 11; Water and/or Sewer Service Outside the Corporate Limits. Mr. Balliew addressed questions from the Board regarding this item. Chairman Antcliff opened the floor for public comment on this item, no comment was made.

On a motion made by Mayor Margo, seconded by Ms. Garcia and unanimously carried, the Board considered and took action on the Water, Wastewater and Reclaimed Water Budget to include but not limited to the following actions:

a. Adoption of the Annual Water, Wastewater and Reclaimed Water Budget in the amount of $448.938 million for Fiscal Year 2020-2021.
b. Adoption of a Resolution amending Public Service Board Rules and Regulations No.1 Furnishing and Control of Water and/or Sewer Service Within the Corporate Limits of the City of El Paso, to amend the language concerning water meter location.
c. Adoption of a Resolution amending Public Service Board Rules and Regulations No. 5, Rates for Water Service, to amend the Rates.
d. Adoption of a Resolution amending Public Service Board Rules and Regulations No. 6, Rates for Sewer service, to amend the Rates.
e. Adoption of a Resolution amending Public Service Board Rules and Regulations No. 7, Various Deposits and Charges, to amend definitions, charges for meters, yard meters, remote frequency meters, fire lines and standpipe services, fire hydrant meter water loss, and other miscellaneous changes.
f. Adoption a Resolution amending Public Service Board Rules and Regulations No. 11, Furnishing and Control of Water and/or Sewer Service Outside the Corporate Limits of the City of El Paso, to amend the language concerning water meter location.

8. CONSIDERED AND AWARDED PROFESSIONAL SERVICES CONTRACTS FOR ON-CALL CONSTRUCTION MANAGEMENT SERVICES FOR VARIOUS WATER, WASTEWATER, RECLAIMED WATER, AND STORMWATER CONSTRUCTION PROJECTS, EACH IN AN AMOUNT NOT TO EXCEED $1,000,000 OVER A TERM OF THREE YEARS, TO ARCADIS U.S., INC.; BROCK AND BUSTILLOS, INC.; BROWN AND CALDWELL INC.; CDM SMITH, INC.; CEA ENGINEERING GROUP INC.; CONSOR ENGINEERS, LLC; ECM INTERNATIONAL, INC.; H2O TERRA, LLC; HUITT-ZOLLARS, INC.; MORENO CARDENAS, INC.; AND PARKHILL, SMITH AND COOPER, INC. AND AUTHORIZED THE USE OF COMMERCIAL PAPER.

Mr. Ivan Hernandez, Engineering Division Manager, provided a presentation to the Board regarding this item (copy on file in Central Files). EPWater has completed or is in the process of completing designs for major rehabilitation work at various water, wastewater, reclaimed water, and/or stormwater construction projects located throughout El Paso. Existing contracts were for study and design phase services only. These projects are scheduled to bid and start construction within the next three years and will require construction management services. The Architectural/Engineering Selection Advisory Committee met on December 11, 2019, to review and recommend selection of engineering firms for these services. The committee consisted of Ivonne Santiago, Kristina Mena, Bryan Morris, Marcela Navarrete, R. Alan Shubert, Paul Rivas, and Gilbert Trejo. Proposals were scored in the areas of technical competence, project approach, team organization and availability, and project management and quality control. Arcadis U.S., Inc.; Brock and Bustillos, Inc.; Brown and Caldwell Inc.; CDM Smith, Inc.; CEA Engineering Group Inc.; CONSOR Engineers, LLC; ECM International, Inc.; H2O Terra, LLC; Huitt-Zollars, Inc.; Moreno Cardenas, Inc.; and Parkhill, Smith and Cooper, Inc. were selected as
the firms that best meet the needs of the Utility for these important services and demonstrated excellent abilities in all the evaluated categories. Each consultant will be issued a professional services contract for a maximum amount of $1,000,000, and each contract will be limited to a term of three years. Mr. Balliew made additional comments, while Mr. Hernandez addressed questions from the Board.

On a motion made by Ms. Garcia, seconded by Mr. Morris and unanimously carried, the Board awarded Professional Services Contracts for On-Call Construction Management Services for Various Water, Wastewater, Reclaimed Water, and Stormwater Construction Projects, each in an amount not to exceed $1,000,000 over a term of three years, to Arcadis U.S., Inc.; Brock and Bustillos, Inc.; Brown and Caldwell Inc; CDM Smith, Inc.; CEA Engineering Group Inc.; CONSOR Engineers, LLC; ECM International, Inc.; H2O Terra, LLC; Huitt-Zollars, Inc.; Moreno Cardenas, Inc.; and Parkhill, Smith and Cooper, Inc. and authorized the use of commercial paper.

9. CONSIDERED AND APPROVED A CONTRACT FOR THE REHABILITATION OF CORRUGATED METAL PIPE UNDER SCENIC DRIVE AT LEBANON AVENUE WITH FUQUAY, INC. THROUGH BUYBOARD COOPERATIVE PURCHASING CONTRACT NUMBER 555-18 IN THE AMOUNT OF $92,150.

Ms. Gisela Dagnino, Engineering Division Manager, provided a presentation to the Board regarding this item (copy on file in Central Files). The CMP that crosses Scenic Drive at Lebanon Avenue has surpassed its useful life and needs to be repaired. Staff considered replacing the pipe through open cut but after considering the high traffic impact determined that rehabilitation through trenchless technology would be a better option for this location. This project will include debris removal, rehabilitation through Cured In Place Pipe (CIPP) liner and the installation of a grate at an upstream end of the pipe to prevent future blockage. Staff considered different suppliers that offer rehabilitation products for different pipe materials and determined that an application that focused on the rehabilitation of existing pipes was desired. EPWater worked with Fuquay, Inc. (Fuquay) to provide an assessment and rehabilitation plan for the existing CMP. Fuquay recommended rehabilitation of the CMP using a CIPP liner. Ms. Dagnino addressed questions from the Board regarding this item.

On a motion made by Mr. Gallardo, seconded by Ms. Garcia and unanimously carried, the Board approved a contract for the rehabilitation of corrugated metal pipe under Scenic Drive at Lebanon Avenue with Fuquay, Inc. through BuyBoard Cooperative Purchasing Contract Number 555-18 in the amount of $92,150.

10. CONSIDERED AND REJECTED ALL BIDS RECEIVED FOR BID NUMBER 45-19 ON-CALL CONSTRUCTION BORING SERVICES AND AUTHORIZED STAFF TO RE-BID.

Ms. Rose Guevara, Senior Purchasing Agent, provided information to the Board regarding this item. The scope of work for this contract consists of boring with steel casing, HDPE casing or HDPE pipe for the construction of water and wastewater utilities using jack and bore, auger boring, horizontal directional drilling or as per contractor preference. Three bids were received from Globe Builders, LLC; Smithco Construction, Inc.; and Danny Sander Construction Inc. The bids ranged from $2,933,969.50 to $9,948,000 or 15% to 290% over the engineers estimate. Staff recommends rejecting all bids and authorization to re-bid. Ms. Guevara addressed questions from the Board regarding this item.

On a motion made by Mr. Gallardo, seconded by Ms. Garcia and unanimously carried, the Board rejected all bids received for Bid Number 45-19 On-Call Construction Boring Services and authorized staff to re-bid.

11. CONSIDERED AND AWARDED BID NUMBER 124-19, BARRICADES AND TRAFFIC CONTROL SERVICES, TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDER, LEEDSMANN CONSTRUCTION INC. DBA TRAFFIC CONTROL SPECIALISTS, IN THE ESTIMATED ANNUAL AMOUNT OF $693,445.75 WITH THE OPTION FOR TWO, ONE-YEAR
EXTENSIONS.
Ms. Guevara, provided information to the Board regarding this item. Traffic control services are used by field repair and construction crews to provide shoulder, lane and street closures to ensure safe work zones for work crews and vehicular traffic. The previous bid was awarded on 2/09/19. Line item quantities were increased in the new bid, and the new bid increased by 49%. Three bids were received. Staff evaluated the apparent low bidder Leedsmann Construction Inc. dba Traffic Control Specialists and determined that they met all specifications as defined within the bid proposal. Staff recommends award to Leedsmann Construction Inc. dba Traffic Control Specialists in the estimated annual amount of $693,445.75. Ms. Guevara addressed questions from the Board regarding this item.

On a motion made by Ms. Garcia, seconded by Mr. Morris and unanimously carried, the Board awarded Bid Number 124-19, Barricades and Traffic Control Services, to the lowest responsive, responsible bidder, Leedsmann Construction Inc. dba Traffic Control Specialists, in the estimated annual amount of $693,445.75 with the option for two, one-year extensions.

Mr. Charles Lino, Utility Treasury & Property Control Manager, provided a presentation to the Board regarding this item (copy on file in Central Files). Mr. Lino began his presentation with the US Fed Fund Rate, showing a decrease from 2.50% Dec 2015-June 2019, until December 2019 where it stopped at 1.75%. Mr. Lino then went on to discuss the Portfolio Comparison as of November 30, 2019 with a value of $249,359,110. Of that $91m or 37% went into securities, $48m, or 19% went into CD banks, $2m, or 1% went into Money Market, $40m or 16% went into TexStar, $3m or 1% went into Texpool, and lastly $65m or 26% went into Texpool Prime. Next, Mr. Lino discussed the maturities of investments snapshot. Our cash equivalents are $110 million, at 3 months it was $61 million, 6 month it was $20 million, 12 months it was $21 million and at 24 months it was $37 million. Mr. Lino then explained the 3rd quarter Portfolio Comparison, the value was $249,359,110 for FY2020 where as FY2019 was $266,875,463. In regards to purchases the FY2020 was $71.3 million, for FY2019 was $26.9 million, weighted average maturity was 127 days for FY2020 and FY2021 66 days and the weighted yield was 1.87 % for FY2020, in FY2019 it was 2.41%. Mr. Lino then went on to discuss the 3rd Quarter Yield Comparison from FY2018-2019 to FY2019-2020, which FY2019-2020 coming in lower in all categories; Texpool Prime, Texpool, TexStar, Advantage Fund, Fidelity Fund, Certificate of Deposit, Federal Agency disc, Federal Agency Coupon, and Municipal Bonds. From the Benchmark Analysis side, the 3 month t-bill was at 1.54%, the 6 month t-bill was at 1.58%, the 1-year t-bill was 1.56%, 2-year t-bill was 1.63% and average for EPWater was 1.87% return. As far as the interest earned, we have increased from FY2017, we are currently at a little over $4 million. The Board praised Mr. Lino and his staff for their hard work.

On a motion made by Mr. Gallardo, seconded by Ms. Garcia and unanimously carried, the Board accepted EPWater’s Third Quarter Investment Report for the period ending November 30, 2019.

Ms. Lidia Carranco, Fiscal Operations Manager, provided a presentation to the Board regarding this item (copy on file in Central Files). Ms. Carranco began her presentation with the comparison of water billed from FY 2018-19 to 2019-2020. Over the past year, there has been a reduction in demand in water. Next, Ms. Carranco discussed Water and Wastewater Operating Revenues. The budgeted amount was $266,074 million and the actual
spent for FY2019-20 was $206,714 million compared to the $197,911 million at the same time for FY2018-19. Ms. Carranco went on to discuss Water and Wastewater Utility Operating Expenses, the budgeted amount was $107,041 million, the actual coming in at $74,736 million for FY2019-20 compared to the $74,276 at same time last fiscal year. Water and Wastewater Capital Projects Expenditures were discussed next, the budgeted amount was $185,517 million, and the actual was $95,947 million for FY19-20 compared to $132,331m for FY18-19. Ms. Carranco next discussed Water and Wastewater Debt Service Coverage, the bond ordinance being a minimum at 1.50, with a projected of 2.26, and the actual coming in at 2.55. Next, was the Stormwater Utility Operating Revenues. The budgeted amount for FY2019-20 was $24,098 million with the actual coming in at $18,352 million, where as in FY2018-19 the actual was $17,952 million. Stormwater Operating Expenses were budgeted at $6,923 million with the actual coming in at $4,890 million, compared to last fiscal year at $4,547 million. Ms. Carranco also discussed Stormwater Capital Expenditures, which were budgeted at $31,009 million for FY2019-20 and the actual being $14,537 million for FY2019-20 compared to the $14,484 million in FY2018-19. The Stormwater Debt Service Coverage had a minimum bond ordinance of 1.25 with the budgeted of 1.90 and the actual coming in at 2.00 for FY2019-20. Ms. Carranco ended her presentation by informing the Board that the Utility is working operating very efficiently and expected to meet all targets set for the Utility. Ms. Carranco addressed questions from the Board regarding this item.

On a motion made by Mr. Gallardo seconded by Ms. Garcia and unanimously carried, the Board accept El Paso Water’s Third Quarter Financial and Performance Measures Report for the period ending November 30, 2019.

14. CONSIDERED AND AUTHORIZED THE PRESIDENT/CEO TO PURSUE OPTIONS TO PROVIDE SUFFICIENT SPACE AND PARKING FOR ANTICIPATED FUTURE NEEDS ON THE EXISTING EPWATER HEADQUARTERS SITE LOCATED AT 1154 HAWKINS.

Mr. Alan Shubert, Vice-President, provided information to the Board regarding this item. EPWater staff has issued two Requests for Proposals (RFP) for a new headquarter location in the past two years. The PSB rejected all of the proposals on both RFP’s. Staff has worked to develop alternate options to stay at the existing site, including remodeling the existing headquarters building, revising the site layout, and constructing a new building. Staff recommends pursuing options to continue occupying the existing headquarters site. Mr. Shubert addressed questions from the Board regarding this item.

On a motion made by Ms. Garcia seconded by Mr. Morris and unanimously carried, the Board authorized the President/CEO to pursue options to provide sufficient space and parking for anticipated future needs on the existing EPWater Headquarters site located at 1154 Hawkins.

15. Management Report

- Update on the 2019 Customer Survey Results-Ms. Lisa Rosendorf, Chief Government Affairs Officer began her presentation by informing the Board in November, EPWater conducted our annual survey, and 500 customers were reached allowing us to have a margin of error from 3-4%. When asked about satisfaction & confidence indicators 91% said they were satisfied, up from 85% in 2018. When asked about the confidence in El Paso Water’s ability to provide water for our City, 94% said they were satisfied, up from the 90% in 2018. Several questions were asked with an end answer of excellent and good, Ms. Rosendorf said those were combined into one slide for the purpose of the presentation. The questions were the reliability of water service, reliable drainage of W/W from home, planning for the future, maintaining pipes, and taste of drinking water. Ms. Rosendorf went on to discuss the perceptions of cost, the cost of water in El Paso is reasonable, a slight decrease from last year’s 62%, it went down to 57% in regards to those who agree. Is the stormwater fee reasonable, there was increase to 82% from last year’s 78%. When we asked customers what the highest investment priorities are, highest answer was water supplied for future, replacing 50+ year old pipes, with new flood control
structures coming in third and reducing order at wastewater plants coming in last at 72%. In terms of water quality, we asked if our drinking water is safe and of good quality, it remained at 72%, same as last year. We also asked what the primary source of drinking water in your home with bottled water being first chose, filtered water coming in second, and unfiltered water in third. When asked top reason (unaided responses) quality concerns went up 5% from 35%. Ms. Rosendorf commented that the reason for the increase is due to some aggressive marketing that is going on from individuals going door to door selling their filtration system and using scare tactics about our water quality. Next, Ms. Rosendorf touched on customer service, El Paso Water really cares about its customers, there was a slight increase to 75%, and next question was satisfaction with service from customer service rep, a good increase from 2018 to 2019 of 85%. Conservation was discussed, 64% are familiar with days/times of watering, a 15% decrease from last year. 70% said they could reduce home water use by another 10%, in 11% increase from last year. 25% are familiar with the TecH20 learning center, and 40% awareness of EPWater water conservation workshops and events. Customer were asked how they access the internet, 72% said through a computer, and 84% access through a mobile device, up 5% from last year, and up 15% over two years. Lastly, Ms. Rosendorf went over how our customers are receiving their information versus how they would like to receive their information. 58% are currently receiving their information via mail inserts, and 72% would like to continue to receive information with bill inserts. Ms. Rosendorf addressed questions from the Board regarding this item.

16. PUBLIC COMMENT: THE PSB WILL PERMIT PUBLIC COMMENT ON ANY ITEM NOT ON THE AGENDA. THE CHAIR MAY IMPOSE REASONABLE TIME LIMITS FOR EACH SPEAKER.
No comments were made.

ADJOURNMENT
On a motion made by Ms. Garcia seconded by Mr. Morris and unanimously carried, the meeting adjourned at 9:30 a.m., January 8, 2020.

ATTEST: Christopher Antcliff-Chair