

APPROVED

10/1/24

TOWN OF WALLINGFORD  
PUBLIC UTILITIES COMMISSION  
WALLINGFORD ELECTRIC DIVISION  
100 JOHN STREET

WALLINGFORD, CT 06492

Tuesday, September 17, 2024

6:00 P.M.

MINUTES

**PRESENT:** Chairman Robert Beaumont; Commissioners Dr. Joel Rinebold and Laurence Zabrowski; Director Richard Hendershot; Electric Division General Manager Jake Arborio; Electric Division Business Office Manager Marianne Dill; Water and Sewer Divisions General Manager Neil Amwake, Water and Sewer Divisions Business Manager Donald Langenauer and Acting Recording Secretary Michelle Bracale

*Absent – None*

*Members of the Public – Linda Mone*

Mr. Beaumont called the Meeting to order at 6:00 P.M., and the pledge of Allegiance was recited.

**1. Pledge of Allegiance**

**2. Consent Agenda**

- a. Consider and Approve Meeting Minutes of September 4, 2024

**Motion to Approve the Consent Agenda**

**Made by: Mr. Zabrowski**

**Seconded by: Dr. Rinebold**

**Votes: 3 ayes**

**3. Items Removed from Consent Agenda**

RECEIVED FOR RECORD

AT 4:10 PM AND RECEIVED BY

Kristen Romo (CS) TOWN CLERK

None

**4. Discussion and Action: Approval of the Director's Report for the Month of August 2024**

Mr. Zabrowski noted that the work has begun at the Gaylord Hospital Sanitary Sewer Lateral which included clearing the site and questioned if there were any problems?

Mr. Amwake stated no.

**Motion to Approve the Director's Report for the Month of August 2024**

**Made by: Dr. Rinebold**

**Seconded by: Mr. Zabrowski**

**Votes: 3 ayes**

**5. Discussion and Possible Action: Customer Appeal – 113 Brentwood Drive – High Consumption**

Mrs. Mone stated that she is a landlord and has lived in town for forty years. Mrs. Mone has concerns in regards to a high bill related to 113 Brentwood Drive. Mrs. Mone was notified by the tenant's son that the toilet was leaking. Mrs. Mone could not identify when the leak started. At the time Mrs. Mone was notified she was in Florida and could not address the issue. Mrs. Mone asked the tenant if they can handle the issue while she was out of state. The tenant then informed Mrs. Mone that she was in Florida as well. The tenant informed Mrs. Mone sometime in March that the water and sewer bill was \$2,000.00. Once Mrs. Mone heard about the large bill she immediately reached out to the Water and Sewer Divisions. Mrs. Mone spoke with a customer service representative and questioned why she was not notified about the large bill and discovered that the Business Office had the wrong telephone number for Mrs. Mone. The Division had switched the name and number to the tenant's son's contact information per in March, 2020. Mrs. Mone hired a contractor to go out to the property to fix the flapper on the toilet. Mrs. Mone is frustrated and does not understand how the water and sewer consumption is so high and why the contact information was changed without her authorization.

Mr. Amwake stated that the PUC has the chronology of events to review. On March 20, 2024 the Water and Sewer Division Business Office proactively reached out to the phone number listed. This was two days after the toilet was fixed. The Water and Sewer Division readily admits that they do not know why, how or when the contact information was changed on the account. The customer service system does not track when changes are made or updated. After the toilet was repaired the Water Division did do several reads of the water meter and it showed the water consumption had returned to normal. Mr. Amwake agreed that the high amount of water consumption was caused by the flapper being open. The water meter was not removed and

88 tested because once the flapper on the toilet was repaired the water consumption turned back to  
89 normal. Per the Connecticut General Statutes and both the Water Division and the Sewer  
90 Division Rules and Regulations the bill goes to the property owner. Behind the property owner  
91 the Water and Sewer Division is not responsible for how that bill gets divided or if it gets passed  
92 along to a tenant. This is very different from how the Wallingford Electric Division bills their  
93 customers. The Wallingford Electric Division can invoice tenants.

94  
95 Mrs. Mone noted that the last bill before the high consumption bill was around \$300.00. This  
96 bill still seemed very high.

97  
98 Mr. Beaumont questioned when did the tenants move in?

99  
100 Mrs. Mone stated the tenants have lived there a good five to six years. The customer service  
101 representative at the WWSD stated that the information was updated when the tenants received a  
102 notice that the Water Division was coming to change the meter. The tenant's son wanted the  
103 Division to contact him so that he could be at the property to let the Division in to replace the  
104 water meter.

105  
106 Mr. Beaumont stated this makes sense.

107  
108 Dr. Rinebold referenced Item # 5-1 and questioned how does the state law differ from the town  
109 regulations that require the owner to be billed?

110  
111 Mr. Amwake stated there is no overlap. The Water and Sewer Division have an algorithm with  
112 the billing software. If the customer is more than 100% greater or 100% less than the same  
113 quarter of the prior year, one of the Division's customer service representatives will reach out to  
114 the account owner.

115  
116 Dr. Rinebold questioned is this part of the regulations?

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118 Mr. Amwake stated that this is not part of the regulations and it is something the Division does  
119 as a courtesy to the customer. Beyond this the Division does offer re-reads or dye tablets. The  
120 Division is very proactive and customer focused. One of the meter technicians spends two to  
121 three hours per day working with high consumption customers.

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123 **No Action Taken**

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127 **Public Question and Answer Period**

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129 None - No Members Present

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131 **Public Question and Answer Period Closed**

**6. Discussion and Possible Action: Budget Amendment – Water Division – FY 2024/2025 – Maintenance of Treatment Equipment – General (Account #43100652)**

Mr. Amwake stated that the Water Division was having a pump repaired and anticipated the work to be completed and invoiced by June 30, 2024. Since these funds were budgeted in the prior FY 2023-2024 Operating Budget they have now expired and have been returned (swept) to WWD Retained Earnings. As such, a budget amendment is requested to return these operating funds to FY 2024-2025 in order to cover the cost of this work. The rebuild and overhaul of Backwash Pump No. 2 remains unchanged at the quoted price of \$52,210.00. The reason for the delay was due to the supply chain issues.

**Motion to Approve the Budget Amendment – FY 2024/2025 to Increase Account #43100652 – Maintenance of Treatment Equipment – General by \$52,210.00 as stated in the supporting memorandum**

**Made by: Dr. Rinebold**

**Seconded by: Mr. Zabrowski**

**Votes: 3 ayes**

**7. Discussion and Possible Action: Bid Waiver Modification – Frontier Communications – FY 2024/2025 – Electric Division**

Mr. Arborio stated that in response to recent storms, the WED communication infrastructure has been evaluated. It was found that significant communication bottlenecks exist within the WED, most notably, its internet speed and telephone systems. In order to mitigate these internet latency issues, it is necessary to install current hardware in conjunction with a hosted internet provider. Several internet providers were solicited to provide proposals for these services and Frontier Communications was the sole provider offering a comprehensive hosted package capable of providing the necessary bandwidth for all WED equipment. In addition, Frontier Communications was the sole vendor capable of providing the security protocols necessary to meet the current regulatory requirements. The total FY 2024-25 cost is estimated to be \$125,000.00. This bid waiver amendment and the budget appropriation immediately following this action go hand in hand. The WED will need to do two appropriations. One to move the dollars originally placed in the capital funds for the design engineering of the fiber loop into Retained Earnings and then out of Retained Earnings into the necessary O&M accounts.

Mr. Beaumont pointed out that the funds cannot go directly from capital to O&M.

Mr. Arborio stated that this is the second step in the three step process to improve the work order system. The last step will be to improve the remote equipment.

**Motion to Approve the Bid Waiver Modification for Frontier Communications – FY 2024/2025 for Communication, SCADA, Camera and Security Services**

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181 **Made by: Dr. Rinebold**  
182 **Seconded by: Mr. Zabrowski**  
183 **Votes: 3 ayes**  
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187 **8. Discussion and Possible Action: Budget Appropriation – FY 2024/2025 –**  
188 **Communication Infrastructure – Electric Division**  
189

190 Mr. Beaumont noted that this action is related to Action Item No. 7 and is needed to move funds  
191 to accomplish Action Item No. 7 above.  
192

193 **Motion to Approve the Budget Appropriation – FY 2024/ 2025 in the amount of**  
194 **\$124,000.00 to Various Accounts as stated in memo**  
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196 **Made by: Mr. Zabrowski**  
197 **Seconded by: Dr. Rinebold**  
198 **Votes: 3 ayes**  
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202 **9. Discussion and Possible Action: Budget Appropriation – FY 2024/2025 –**  
203 **Distribution Miscellaneous Expenses (Account #588)**  
204

205 Mr. Arborio stated that during the last two outage events it came to light that there were  
206 communications issues created by the limited amount of incoming lines (12) available for outage  
207 reporting. The WED has reviewed solutions provided by Forerunner Technologies (WED's  
208 telecommunications equipment provider) and Milsoft Utility Solutions (WED's Interactive  
209 Voice Response [IVR] provider). The Forerunner Technologies Solution provided for 500  
210 additional lines with an estimated one-time (up-front) cost of \$22,228.00 and a monthly charge  
211 of approximately \$2,800.00 per month for five (5) years. The Milsoft Utilities Solution provided  
212 600 additional lines, no up-front costs and a monthly charge of \$3,000.00 per month for five (5)  
213 years. This appropriation will provide funding for the monthly charges related to the hosted IVR  
214 monthly subscription. This subscription, provided by Milsoft Utility Solutions will allow WED  
215 an adequate number of telephone lines during outage events.  
216

217 **Motion to Approve the Budget Appropriation – FY 2024/2025 – Distribution Miscellaneous**  
218 **Expenses and implement Item 9-3 on PUC Agenda 9/17/24 as stated in memo**  
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220 **Made by: Mr. Zabrowski**  
221 **Seconded by: Dr. Rinebold**  
222 **Votes: 3 ayes**  
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224 **Motion to Revise and Approve Item 9-2 on PUC Agenda 9/17/24 stating \$36,000.00 be**  
225 **moved from Retained Earnings to Station Equipment – Distribution (Account 588)**

226  
227 **Made by: Mr. Zabrowski**  
228 **Seconded by: Dr. Rinebold**  
229 **Votes: 3 ayes**  
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233 **10. Executive Session pursuant to Connecticut General Statutes § 1-200(6)(E) and**  
234 **§ 1-210(b)(5)(B) and § 7-232a to discuss Public Power Supply Agreement**  
235

236 **Motion was made to move into Executive Session at 6:54 p.m. pursuant to Connecticut**  
237 **General Statutes § 1-200(6)(E) and § 1-210(b)(5)(B) and § 7-232a to discuss Public Power**  
238 **Supply Agreement**  
239

240 **Made by: Mr. Zabrowski**  
241 **Seconded by: Dr. Rinebold**  
242 **Votes: 3 ayes**  
243

244 **Attendance at Executive Session: Chairman Robert Beaumont, Commissioners Dr. Joel**  
245 **Rinebold and Laurence Zabrowski and Director Richard Hendershot**  
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247 **Time of Executive Session: 6:54 p.m. to 7:32 p.m.**  
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251 **Committee Reports/Correspondence**  
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255 **ADJOURNMENT**  
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257 **Motion to Adjourn**  
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259 **Made by: Mr. Zabrowski**  
260 **Seconded by: Dr. Rinebold**  
261 **Votes: 3 ayes**  
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263 **The meeting was adjourned at approximately 7:33 p.m.**  
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266 **Respectfully submitted,**  
267

268 *Michelle Bracale*  
269

270 **Michelle Bracale**  
271 **Acting Recording Secretary**

**Respectfully submitted,**

*Laurence Zabrowski/mb*

**Laurence J. Zabrowski**  
**Secretary**