

BOARD OF WATER COMMISSIONERS
MEETING MINUTES

Date: February 18, 2021 Time: 4:30 PM Location: Norwell Water Department
345 Main Street, Norwell

Attendance: Fred St. Ours, Steve Ivas and Jack McInnis

Minutes Prepared by: Donna Snow

1. All parties were present via Zoom, Peter Dillon was absent from tonight's meeting.
2. Fred St. Ours motioned to approve meeting minutes from 2/4/21; Steve Ivas seconded; all in favor at 4:41pm.
3. PFAS initial test results were discussed – both Well 7 and Well 1 exceeded levels, Jack McInnis had a discussion with Peter Dillon on how to proceed. Currently Well 6 is pumping at 300 gallons per minutes and Well 1 is pumping at 100 gallons per minute and some adjustments have been made with treatment to compensate. Jack McInnis noted that Well 7 is now totally offline and is low yield well anyhow. Next Thursday resampling is required, Fred St. Ours offered to check in with Peter Dillon to review the sampling protocols and determine if he will be available to assist. The daily pumping rate reported by Jack McInnis is at 700-800,000 per day.
4. A recent attack on a Water Treatment plant was in the news, the incident occurred in Tampa Florida. An attempt was made to dial into the control system and alter the chemical levels at the facility, thankfully an operator noticed the changes and was able to prevent it. The Board discussed cyber security measures for South Street Treatment Plant –Jack McInnis explained in the Florida incident they had no protection in place at all. Jack McInnis has updated security measures on the PC with Norton anti-virus and the windows login screen is also password protected. The South Street Treatment plant has remote PC software which is protected as well with a unique email and password. Jack McInnis thinks we are in good shape and the systems integrator is coming next week and he can further protect the SCADA software. Fred St. Ours asked how much potassium hydroxide is running, Jack McInnis advised the level is 50 gallons per day.
5. A request was made by Barbara Childs for an upgrade to the Meter Reader position. Barbara Childs has not met with Personnel Board yet but Dan Gage did provide a list of projects and Jack McInnis will share that in an effort to upgrade this position. The change would move the position from Grade 5 to Grade 6, the change to the budget was shared with the Board. This position has seen frequent turn over, and the hope is to improve retention with this upgrade. Barbara Childs is working to upgrade two other positions at the same time. Fred St. Ours moved to upgrade the Meter Reader/Clerk job position from Grade 5 to Grade 6, Steve Ivas then seconded, all in favor at 4:59pm. Jack McInnis will share with the budget changes with both Accounting and Peter Morin since everyone is in agreement.

6. TFM Position-Jack McInnis has followed up with Barbara Childs relevant to this vacant position. Steve Ivas asked if Jack McInnis is aware of anyone in a surrounding town that would be a good candidate. Ideally Jack McInnis is seeking someone who would be hands on and good with the computer. Steve Ivas suggested to look at Mass Maritime graduates.
7. The North and South River Watershed contacted Jack McInnis for a brief video about the Water Department, the production will include other department heads within the Town.
8. Jack McInnis indicated that the Water Restrictions may need to take effect sooner than normal after PFAS results and an explanation would need to be provided to the community as a result.
9. The Annual Report is due, Jack McInnis will share a draft with Fred St. Ours next week for review with all the statistics and briefly discuss the impact of Covid this year.
10. Bulk Payments-when payments are processed in Accounting often times they are issuing a larger check which combines payments from other departments. Fred St. Ours explained when bulk payments not applied correctly it causes some accounts to have payments applied that belong to another department (or) a payment doesn't post that should have. When the Office spends time to rectify these situations it is done at the cost of not being able to respond to the newest commitment and address resident questions and concerns pertaining to usage and billing concerns. Fred St Ours agreed bills being misapplied is the work of the accounting office and maybe in fact it is time to request no bulk payments are used moving forward because of reoccurring payment problems.
11. Verizon payments- Jack McInnis explained that recently a signed voucher was modified by Accounting at their discretion. These accounts are past due from checks that were lost (and not reissued) and from the December charges that were removed off a voucher and now these past due amounts have compounded. Steve Ivas noted that the reconciliation needs to happen at the Accounting level, Fred St. Ours agreed and explained it is not possible to reconcile without the checkbook details. A memo from the Board will be prepared requesting that the full Verizon payments be made as was indicated on the recent voucher. Jack McInnis explained he has received notices that they will shut off land lines, it is a real concern since these lines are for the treatment plant and distribution building; one line is a backup for SCADA system so this is important to resolve. Non-payment will result in an interruption to critical functioning at the plant.
- 12.9 Homestead Farm-resident wants the October estimated bill abated stating he moved off town water supply in May 2020. The concern the office had was the private well is not on record with BOH (only an irrigation well is on file). The reading obtained in July was an actual reading, however in October an estimated bill was provided as the meter did not read. In December the old meter was removed and a new meter was installed, the meter that was removed reflected the reading from July. However, because 1) the resident does not have a drinking well permit and 2) the homeowner completed a permit in July with the Building Department and indicated a "town water supply" (not a private well) the office was hesitant to abate the October usage. In some instances, when a meter breaks that last actual reading remains stuck and new usage is not recorded; this may explain why usage in December showed the July reading. Jack McInnis was however confident that despite these concerns the reading from July was on the meter because no town water had been used and the resident has been on a private drinking well. The Board agreed with

Jack McInnis's assessment and agreed to abate the October/estimated billing. The resident also wants to maintain both his private well and the town supply and pay a meter fee only. Jack McInnis explained other residents have both private drinking wells and town hook ups. Donna Snow asked was it okay to abate the usage without verification from BOH and the Board confirmed the October usage could be abated without further ado.

13. Discounts on Water Accounts- this discussion requires some thought and the Board would like to hold it over to next meeting. The wording in the rules and regulations were sent to Peter Dillon for review. Fred St. Ours stated this discussion requires some consideration because there could be a lot of different situations, rentals and people who are deceased where determining a qualifying discount could be tricky. Removing the discounts could cause a ripple effect if removed incorrectly and result in an abatement if not given some real thought. In some instances, the owner of the property may be age qualifying but the person named on the water account may not be, clearly stated rules for applying the discounts must be reviewed.
14. Steve Ivas motioned to adjourn; Fred St. Ours seconded; all in favor at 5:56pm.

Accepted: Steve Ivas Date: 18 MAR 21