

Village District of Eidelweiss
Water Committee – Asset Management Program
“Level of Service” Public Hearing
Madison Town Hall – 05-07-2022, 9:00am

Motion to Call the Hearing to Order at 9:00am by Larry L., 2nd by Jay B. Approved 4-0

Attendees – All In-person:

Water Committee:	Jay Buckley, Larry Leonard, Larry Sodano, Doug Prescott
Horizons Engineering:	Cathy Conway
NH-DES:	Luis Adorno
VDOE Commissioners:	Ralph Lutjen, Michael Smith
Public:	Seven individuals (see Sign-In Sheet)

- Introduction to the Hearing - Larry L.
 - System Diagrams

- “What is Asset Management (AM)” presentation by Cathy C.
 - System value in current dollars to build from scratch is about \$23 million
 - The Asset Management Plan is focused on the long-term sustainability of the system

- Description of the current NH-DES Asset Management Matching Grant - Luis A.
 - AM needs to be pro-active, NOT reactive
 - There is a LOT of money available over the next several years, including much with no “Match”

- Overview of the Eidelweiss System - Larry L.

- “Cost of doing business” – Luis A, Jay B.
 - Nationwide a lot of systems are in failure mode and kick the can down the road
 - Need to plan carefully & spread the cost over a number of years
 - Grants are available for:
 - Planning, construction, leak detection, energy audit & energy implementation
 - Water audit to evaluate losses
 - Tank cleaning & inspection
 - Having an AMP in place improves the chance of getting future Grants

- Availability of Water Consumer Confidence Reports (CCR) – Jay B.

- Water User Fees – Jay B.
 - At \$450, VDOE is well below the state average of about \$575
 - Includes \$50 which can be applied to Capital Reserve for future projects

- The Five Steps of an Asset Management Program – Cathy C.
 - Inventory the system, including from records and from field work
 - Build system map with AutoCAD, GIS and paper versions
 - Build a Hydraulic Model
 - Establish Level of Service Goals
 - Financial Plan, including Capital Improvement Plan and funding sources
 - Develop the Asset Management Plan

- GIS System:
 - Map data will be GIS-ready for when VDOE has the GIS capability
 - There may be Grants available for acquiring a GIS System with good accuracy
 - Short-term, with no GIS capability in VDOE, use the “paper” system
 - Spreadsheets can support data-driven decisions

- Level of Service Goals – the primary focus of this Hearing
- Luis A -- These have a cost-benefit trade-off: higher level goal = higher cost to achieve

- Paula Doyle -- Perhaps an online survey could reach seasonal non-residents in addition to residents
- Wants AM to be an ongoing project/process
- Changes to AMP today vs. several years ago?

- Luis A. -- Changes include:
 - Emerging contaminants
 - It is less expensive to be proactive than reactive
 - Technology is changing and becoming less expensive
- Need to run this like a business

- Kath Koziell -- Feels that the Level of Service is excellent
- Communication is good re: flushing, etc.
- Bleeders are a waste of water, but realizes these are difficult to fix
- Concerned what impact adding a new home has on the system

- Ralph L. -- Water fee of \$450 is understated because Reinach tank was funded with taxes
- System improvements have been made - ex: pump stations have been updated
- Some residents cannot afford to pay their water bill
- AMP report does not consider growth in the District

- Luis A. -- \$450/year = \$37.50/mon; something like \$0.006/gal. avg.
- Compare this to cost of a cell phone? TV service?
- The difference is affordability vs. willingness to pay?

- Cathy C. -- The Hydraulic Model can model adding a house

- Paula Doyle -- Feels the Level of Service has been excellent during her 12 years here
- Feels there have been knee-jerk reactions by some: “won’t work” or “already tried that”

- Luis A. -- Need data-driven Agenda and decisions

- Mike S. -- There are meters at the pump stations
- The cost per gallon was calculated years ago
- The AM draft Report did not provide backup to the Capital Investment Plan numbers
- The cost of adding meters would be millions, and there would ongoing be meter-reading costs

- Luis A. -- Meter data can now be collected electronically to feed right into the water bills
- If not careful managing the system and have to drill a new well,
 - meters will be mandatory at that time; there will be no choice in the matter
- Cost per gallon: there could be a request to the Water Committee to monitor this regularly
(Jay B & Larry L: we have the data and can calculate)
- Will take the blame for the Capital Improvement Plan being included in the early draft of the
AMP – he asked for transparency and an early release of this

- Larry L. -- The Water Committee requested a skeleton of the AMP to see what the format would be

- Cathy C. -- Was reluctant to release the AMP – it was too early in the process of developing the report
- The Capital Improvement Plan was just to start the conversation
 - Ex: perhaps the 5-year plan should be a 10-, 15- or 20-year plan
- Cost projections: this year is seeing a 20-30% cost increase
- Other systems are getting 50% funding from ARPA Grants for these Capital projects
- The District has been proactive, but more work needs to be done

- Dinah Reiss -- Level of Service: there has been a leak on Little Shore Rd for weeks
 -- The Reinach Tank project was not managed well
- Luis A. -- The Reinach project was a need, not a want
 -- Re: the leak, should have had better communications
 Cost-benefit of having the Water Operator attend Water Committee meetings:
 The benefit is huge
- Mike S. -- A study concluded that it was cheaper to run a bleeder than to rebuild the line
 Can get into unexpected costs for blasting ledge
- Luis A. -- Short-term: running a bleeder may be cheaper
 -- Long-term: may be more cost-effective to replace the line
 Ex: if there are drought conditions, lower water volume is better
 Reduced wear & tear on wells, pumps, etc.
- Mike S. -- Will need to replace the lines at some point: can fix the condition then & eliminate the bleeder
 -- Will Horizons make the 5/31 deadline?
- Cathy C. -- Yes – final invoices will be done
- Luis A. -- Will need to see the invoices, but they do not need to be paid for the submission
 Can hold payment to Horizons until June
- Cathy C. -- Horizons will finish in June and the invoices can be paid then
- Luis A. -- Table 3.1 – Level of Service:
 -- Categories:
 -- Placing Health & Safety at the top is good!
 -- Other possible categories include: Environmental and Social Goals
 -- Possible additional columns to make it easier to monitor the goals:
 -- Method of tracking (GIS, word of mouth, etc.)
 -- Benchmark (ex: last year’s level?)
 -- Corrective Measure & Comments
 -- Attainment (why we met or did not meet the goal)
 -- SMART-E-R:
 -- Added E: Evaluate
 -- Added R: Review
 -- At Annual (or other) Meetings: discuss both successes & failures
- Mark Avella -- Level of Service has been great
 -- Has learned a lot at this meeting
 -- The Grant money available is a surprise and is great
 -- Using the least amount of technology is probably best
 Technology needs maintenance, upgrading, replacement, etc.
- Jay B. -- We are applying for additional Grants
 -- Technology – needs to be scaled to fit the people involved
- Luis A. -- There is a cost trade-off – technology vs. people

Motion to adjourn by Jay B., 2nd by Larry L. Approved 4-0

Meeting adjourned at 11:55am

Respectfully submitted,
 Douglas T. Prescott

**Village District of Eidelweiss
Water Committee
Asset Management Plan – “Level of Service” Hearing
Madison Town Hall – 05-07-2022, 9:00am**

Agenda

- 1. Call to Order – Larry Leonard, Water Committee Chairman**
- 2. Introductions:**
 - VDOE Commissioners
 - VDOE Water Committee
 - NH-DES
 - Horizons Engineering
- 3. What is “Asset Management”?**
- 4. The current NH-DES Asset Management Matching Grant**
- 5. Overview of the Eidelweiss Water System**
 - System Diagram
 - Water Consumer Confidence Reports (CCR)
 - Concept of “Cost of Doing Business” – Operating; Capital
 - Water User Fee: VDOE; State Average
- 6. The Five Steps of an Asset Management Program**
- 7. Where we are in the Matching Grant work**
- 8. Level of Service - *the primary focus of this Hearing:***
 - Concepts, including Cost-Benefit Tradeoffs
 - Request for guidance from water system customers re: goals & expectations
- 9. Final Remarks – NH-DES**
- 10. Motion to adjourn**

Village District of Eidelweiss ~ Water Committee
 Asset Management Plan ~ "Level of Service" Public Hearing
 Madison Town Hall - May 7, 2022, 9:00am

Public Hearing Sign in Sheet

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