

**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**

**BOARD OF DIRECTORS**

**WATER QUALITY AND WATER SERVICES COMMITTEE**

**MEETING MINUTES**

**THURSDAY, MAY 21, 2015**

**Present Board Members Present D.C. Water Staff**

Rachna Butani, Chair George Hawkins, General Manager

Howard Gibbs Randy Hayman, General Counsel

Robert Mallett Charles Kiely, Assistant General Manager,

Alan Roth Customer Care and Operations

Brenda Richardson Linda Manley, Board Secretary

Matthew Brown

**I. Call to Order**

Ms. Butani called the meeting to order at approximately 11:45 a.m.

**II. Water Quality Monitoring**

**A. Total Coliform Rule (TCR) Testing**

Charles Kiely, Assistant General Manager for Customer Care and Operations, reported that for coliform testing, D.C. Water had zero positive samples for April and to date in May. He indicated that this was expected because they have done their spring cleaning which ended two and a half weeks ago. They are now back to their normal treatment. Mr. Kiely stated that they believe they have obtained optimum control with respect to treatment which is helping them on the distribution system.

**B. Lead and Copper Rule Monitoring**

For the first time in five years they have 100 samples before June. Mr. Kiely said that they are always chasing people at the end to meet the compliance requirement. They have not all been analyzed, but they have 78 test results in and 22 are currently being analyzed. He reported that they were at an all-time low and hopefully it will stay that way. They were at 2.7 parts per billion in terms of lead, which is outstanding. Mr. Kiely said that unless something unusual happens in the next two weeks, they will have a very nice report to submit to EPA in July.

**III. Fire Hydrant Update**

Mr. Kiely reported that there were 71 fire hydrants out of service of the total of approximately 9,400. In the inaccessible category there were 53. They are at .75 percent. The issue at D.C. General still has not be resolved. It is not a fire protection issue per se because they have coordinated all of that with the Fire Department. He stated that a lot of the issue has to do with controlling the water on the campus and at the jail.

Ms. Butani said that they had all seen the lead news about the children at D.C. General and wanted to know if this had become more of a priority in terms of trying to get that campus working. Mr. Kiely replied that they have coordinated with the Fire Department. Fire protection at the campus is not a major issue because they have water inside the distribution in the public section anyway. Part of it is just coordinating activities within the campus itself. They have to shut off parts of the campus to support that. It is a coordination effort. In terms of fire protection within the campus, there is adequate water in that area for the Fire Department to deploy and they know everything that is in service and out of service around that general area. They have not indicated that it is a problem for D.C. Water and if they did, Mr. Kiely said that he would force the issue on better coordination. Those discussions are still taking place. There are similar issues in other areas, too, when you are dealing with some of the agencies they have to deal with on an ongoing basis. Ms. Butani stated that she knows there are other issues but when a particular part of the city is under a lot of scrutiny, as much as coordination issues can be pushed, they should. Mr. Kiely stated that he will emphasize that with Mr. Wall.

Mr. Mallett asked about obstructed fire hydrants. Mr. Kiely stated that there are two categories. There are obstructed hydrants, especially if you go over to parts of Southeast where all the major construction is going on. There are sometimes construction fences set up. These are coordinated with the District’s Consumer and Regulatory Affairs (DCRA) to work with the permitees because they are not technically allowed to put up their fencing around the hydrants. On occasion they do this and it is coordinated with DCRA and DCRA enforces the issue. Others are due to construction activity. Parts of the system are out because there is a lot of construction going on in the general area. In a couple of places there are mains going into those hydrants not in service because they are actually doing work there. Mr. Kiely indicated that the access issues are not dealt with until construction is actually completed. In every case they check to make sure there is adequate fire flow. If there is not, they take it on immediately and go deal with it. As long as they confirm that there is adequate fire flow and confirm that with the Fire Department, they deal with it afterwards. Ms. Butani stated that she thought Mr. Mallett was asking about the three obstructed hydrants shown on the report and Mr. Kiely agreed to discuss it with Mr. Wall who will report on the reasons for them at next month’s meeting.

**IV. Update on Assessing the Customer Information Services System (CIS)**

Lauren Preston, Director of Customer Care, stated that staff decided in 2012 that they needed to make changes. During that time they evaluated 2,800 different features and functionalities that a contractor assisted with. The vendors had to take those features and give themselves a score of whether or not those features existed out of the box of whether D.C. Water would have to pay for them. There were very specifically defined needs. Ten potential vendors responded and they ended up with three. Because of it being such a busy time, along with the Procurement Department they decided to cancel the request. In January 2015 the present contractor, Vertex, informed them that they had a modular base of SAP and they proposed that D.C. Water migrate to it. A formal proof of concept was entered into with them and they gave D.C. Water a presentation last month that showed it was at least possible to move to the new system. Under proof of concept, there is no contract or obligation to buy behind it. They also had discussions with Oracle for a similar approach for Customer Care and Billing. Ms. Preston reported that they are now evaluating Oracle’s system. In the end it is something that contractors will have to compete for.

Ms. Preston stated that the next steps are reengaging with the first consultant that they used to bring back up that list of requirements and start again. Mr. Kiely said that there are two validation points—technology validation and the financial validation. It is not a complete start over with changed requirements. Ms. Butani asked about the costs the first time and the anticipated costs for this contract. Ms. Preston said that she thinks it will be $150,000 if they use them all the way though the contract negotiations and the scope of work.

Ms. Preston indicated that the main reasons they want to change the system is that the system they have will be 16 years old by the time it is changed out. The technology platform is out of date and the vendor told them that they are no longer going to sell it to anyone else. Everyone will be affected by the changes, the customers, D.C. Water employees, and vendors. It is just so big and affects so many other areas of D.C. Water. She provided a list of the vendors who responded and they were impressed that Oracle and SAP came in because normally they pursue utilities that are ten times D.C. Water’s size in terms of customers.

Committee members asked many questions about the options listed in the presentation materials and the costs. The presentation materials contain some of the answers and can be accessed online.

Ms. Preston stated that this is a major undertaking that will probably take 24 months to implement. They do not know how long the current vendor will continue to support the current system. She explained the timeline, including the training period and implementation period. All customer data will be cleaned up which is critical. Mr. Kiely stated that this is the single largest application in the utility and it is a significant amount of money. He wanted to start informing the Committee and then keep updating. This is an enterprise solution because it touches just about every system D.C. Water has. It requires people outside of the customer services box to participate to make it a successful project downstream.

Mr. Kiely summarized contracts that they are seeking Board approval of. Ms. Butani asked the Committee members for additional comments and after clarifications, the Committee agreed to recommend the contracts for Board approval.

There being no other business, Ms. Butani adjourned the meeting.