

Independent Assessment of the Martin County Water District

Outside Evaluator, Judith A. Hansen

Prepared under

Memorandum of Agreement between the Commonwealth of Kentucky Environmental and Public Protection
Cabinet, Department of Environmental Protection, Kentucky Division of Water and Eastern Kentucky
University, Martin County Project MOA # M-05255003,

Submission Date: March 1, 2006



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Judith Hansen, Evaluator

**Front Matter and Conclusions:
Stephanie McSpirit, Ph.D. Project Director, MOA**

BACKGROUND

Under our current Memorandum of Agreement (MOA #M-05255003) with the KY Cabinet of Environmental and Public Protection, we have agreed -as part of our performance standards- to conduct an independent evaluation of the Martin County Water District. It was our view that by assisting the water district in identifying its strengths and opportunities for improvement, we could potentially assist the water utility and county in furthering community recovery since the massive sludge spill of 2000. In keeping with our goals, in June 2005, Judith Hansen, the water district superintendent of the Kingston Water Department, New York, was recruited to conduct this independent evaluation of the Martin County Water District. The results of her assessment are reported in the pages ahead.

ASSESSMENT METHODS

Judy Hansen was specifically recruited to provide an outside, independent assessment of the Martin County Water District. She came to our team well-qualified given her 25 years of experience in water utility operations and her management experience as the Superintendent of the Kingston Water Department for the past eighteen years. Outside of her years of experience in daily operations and management, Hansen is also an active member of her professional organization, the *American Water Works Association* (AWWA). In the past, she has worked as an evaluator/ peer-reviewer on assessments of other water utilities through the AWWA QualServe program.¹ Her professional involvement, combined with her management and operations experience, made her uniquely qualified to serve as an independent, outside evaluator of the MCWD.

- For several months prior to her visit, Hansen reviewed the plant history, monthly operations reports, and regulatory record of the MCWD. Hansen requested the consumer confidence reports and history of plant violations and our project team submitted an open records request for these materials via the KY Division of Water, Drinking Water Branch. Upon receipt, these materials were then forwarded to Hansen for her review. Hansen also reviewed the video tapes of the Public Service Commission Hearings that were conducted on the Martin County Water District in April and July of 2002. In addition, Hansen also participated in any number of teleconference calls and electronic conversations between our project team and our citizen advisory

¹ See, for example, American Water Works Association QualServe Program, available online: <http://www.awwa.org/science/qualserve/>

committee to gain a better sense and understanding of the context and history prior to visiting the water utility in November 2005.

- During the days from Monday, November 7, through Wednesday, November 9, Hansen was provided unrestricted access to staff, plant operations, and facilities at the Martin County Water District. Her presence was well received by water plant staff as well the Water Board and especially, General Manager, Joe Hammond. For much of the time, over the three-day period, Hansen shadowed Hammond and other district personnel period as they went about their duties. Hansen also accompanied Joe Hammond as he met with several customers to try and resolve specific complaints. She also met with the MCWD's consulting engineer on the proposed plant improvements as well as Greg Scott, the District's Water Board Chairman. In the evenings, she met with citizen members of the SAVE organization. In all cases, Hansen was well received across the county with much information and feedback shared and received between Hansen, the water district staff, the Martin County Water Board and area citizens.
- In conducting her assessment, Hansen used a standard grid of questions / assessments that were based on accepted best management practices for the water utility industry. These were modified and developed based on her experience as a peer-reviewer of other facilities through the *QualServe* Program and on her research and understanding of the context and possible problems facing the water district. Her principal areas fell under 4 assessment categories:
 1. Utility Management (Leadership and Organization, Human Resources, Continuous Improvement Health and Safety, Emergency Response Planning).
 2. Business Operations (Capital Improvement and Planning, Financial and Fiscal Management, Plant/Property Management, Purchasing, Information Systems Management, Engineering).
 3. Customer Relations Customer Service/Strategy/Satisfaction, Government/Business/Community/Relations
 4. Operations (Water Resources, Water Treatment Operations, Water Distribution System Operations, Water Quality Management).

GENERAL SUMMARY:

According to Hansen, from an operations perspective, the single biggest issue currently facing the Martin County Water District (MCWD) is high, unaccounted for water. It is contributing to increased costs, makes regulatory compliance more challenging, and prevents the staff from optimizing treatment operations. Based on Hansen's assessment, MCWD Superintendent Joe Hammond is keenly aware of this issue and has exhausted all avenues at his disposal. According to Hansen, Hammond and the MCWD need outside assistance to conduct a formal and comprehensive water audit.

- Based on Hansen's other observations, it also seems that many of the issues that have plagued the water utility and triggered enforcement action by the Kentucky Public Service Commission are in the past. According to Hansen, hiring Joe Hammond was probably the most significant part of that recovery process. For a variety of reasons, he is uniquely qualified, but needs to be able to provide incentives for the staff so that they can develop and grow with the MCWD. Joe Hammond also needs an operations manager so that he can take a step back from daily operations and begin planning and prioritizing. In addition, the MCWD Board needs to begin succession planning for Joe's eventual retirement.
- According to Hansen, public outreach and education also needs immediate attention. According to Hansen's observations, perception is reality in the water business and the sad fact is that, regardless of the actual quality, the water supply is not trusted by the people it serves.

ON-SITE ASSESSMENT:

I. UTILITY MANAGEMENT

Leadership and Organization

- In addition to the environmental consequences brought about by the catastrophic failure of a coal impoundment in 2000, MCWD has just emerged from a failed attempt at privatized management. The latter followed on the heels of public hearings and enforcement action by the Kentucky Public Service Commission to correct operational and managerial deficiencies at the utility. These events have combined to shake the publics' confidence in the MCWD
- Joe Hammond was recently hired as General Manager of the MCWD
 - He has the life experience and temperament to meet the challenges inherent in running the MCWD and has the requisite operational and technical expertise. In addition, he appears to use a common sense approach to problem solving and has the managerial and business skills needed to be effective. He appears to be uniquely qualified to steward the utility at this juncture in its development.
 - He seems to care deeply about the community and the utility and is well aware of the problems and challenges he faces. Among his frustrations is seeing so many areas that need attention that he does not know what to tackle next.
 - Joe understands the need to re-instill confidence in the customers of the MCWD and he has made it his mission to handle customer issues and complaints personally. As a life-long member of the community, he understands his customers and is able to gain their trust and resolve outstanding issues without compromising the position of the MCWD.
 - Joe seems to have the attention and respect of his Board.

Human Resources

- Across its disciplines, the majority of the staff of the MCWD is dedicated, capable, and exhibits a keen sense of responsibility.
 - The Plant staff is well trained and maintains the proper level of certification. There is a qualified operator on duty at all times.
 - With some notable exceptions, the staff of the MCWD is young. Joe Hammond is aware of the individual strengths and weaknesses of his employees and is willing to work with each to develop their skills and potential. He seems naturally suited to mentor and coach the staff. However, to be effective he needs the proper incentives:
 - A salary structure that is commensurate with level of responsibility and competitive within region.

- Cross-training incentives to bring both depth and versatility to the staff. This could have broad implications for scheduling.
 - Educational opportunities that foster career development. To meet the challenges ahead, the drinking water industry will require its employees to have increasingly complex technical skills and knowledge. If afforded the opportunity, the staff of the MCWD could rise to meet that challenge.
- MCWD needs to begin planning for Joe's eventual successor.
 - Like most small water utilities, most of the knowledge within the organization is institutional. To assist in the succession process, SOP's should be developed for all aspects of the District's operations.
 - Since he is intimately involved in daily operations, Joe is pulled in many directions and has little time to devote to planning and administrative tasks. An operations manager that can handle routine treatment and distribution chores would enable Joe to concentrate his efforts on more long-term goals for the MCWD and begin prioritizing those issues.
 - Management has attempted to instill pride of "ownership" by purchasing new vehicles and improving conditions. However, the facilities for the business office and the distribution crew are especially inadequate. Plans for improvements in these areas are included in the Plant expansion.
 - Scheduling changes, reassignments, and management of OT have made better use of staff and improved efficiencies

Emergency Response Planning

- Security throughout the Utility should be improved and hardened. Given the remote nature of some of the facilities, this may be easier said than done.
- The MCWD has conducted a vulnerability assessment and has an emergency response plan. The later should be routinely revised and updated and formal training on its provisions should be conducted.

II. BUSINESS OPERATIONS

Capital Improvement and Planning

- Improvements to the Plant are currently being planned which will, among other things, expand capacity by adding another up-flow clarifier and provide a more efficient and productive work environment for the employees. Based on discussions with management and the project engineer, the funding for this project is expected to be in place.
- Expansion of the distribution system to include more rural customers is ongoing and is funded through grants.

Financial and Fiscal Management

- Rates seem to accurately reflect the costs of service
- District-wide policies appear to be well understood and equitably enforced by all MCWD employees
- Given the limits of this review, the MCWD seems to have control over its revenue stream and the proper audit procedures appear to be in place.

Information Systems Management

- Joe and his staff seem both willing and able to take advantage of current technology. Continued training in this regard will only enhance this capability.
- The new SCADA system at the Plant is effective and allows the operator on duty to monitor and control the entire system from the Plant. This certainly has improved efficiencies and has had significant water quality implications.
- The use of radio-read meter reading technology is being evaluated. If this proves to be a cost effective alternative, it will speed the reading process and improve records management capabilities.
- Joe and his business office staff seemed to be dissatisfied with the current billing software. They were seeking solutions to the problems that they were encountering

Engineering

- MCWD has a long standing relationship with the same consulting engineering firm. The project engineer seemed to have an integrated approach to designing the Plant improvements and was onsite soliciting staff input during my visit.

III. CUSTOMER RELATIONS

Customer Service/Strategy/Satisfaction

- Through Joe Hammond's leadership, customer service has been endorsed and is becoming an essential part of MCWD operations.
 - Training for all employees must continue if customer service is to become part of the culture at MCWD.
 - The small, but dedicated office staff coordinates the work order system and follows-up when necessary with other members of the staff. Both show promise and, with the proper guidance and development, could expand their role at the MCWD.

- Currently, the MCWD does not employ any metrics to gauge customer satisfaction. As it moves forward, some consideration should be given to the use of surveys or other feed back mechanisms to determine the level of customer satisfaction with the services rendered by the District.
- A formal system to track and categorize complaints should be instituted. Joe and his office staff are well aware of the nature and relative amounts of these calls on an anecdotal basis and respond to all inquiries promptly. However, tracking these calls in a database would allow more detailed analysis of these issues to be performed.

Government/Business/Community Relations

- MCWD should consider participating in a community education program. This could take many forms. The possibilities include but are not limited to:
 - School or community tours/open house to educate public about water treatment and water supply issues.
 - Internship or operator training program to show local students the possibilities of a career in water supply.
 - Speaking to civic groups and organizations to update them on issues with their water supply and treatment.
- Open a formal and ongoing dialogue with SAVE and other civic groups. This will provide all parties an opportunity to share concerns and solutions and work together for the betterment of the water supply and the community. All too often in the water industry, we are busy providing people what we think they need instead of what they want. This could be a refreshing departure and an example for the rest of us.

IV. OPERATIONS

Water Resources

- Martin County Water District has little control over its watershed and, although it has a small impoundment reservoir, high system demand dictates that most water comes directly from the river with little residence time in the reservoir.
 - Presently, water loses in the system (“unaccounted-for water”) is probably the single biggest threat to the system and is largely responsible for the TOC violations that periodically occur.
- A regional approach to watershed management is ideal, but the degree of development and environmental degradation may make that impractical. The development of an alternate source does not appear feasible.
 - MCWD is at the mercy of its upstream neighbors and must suffer the consequences of their actions.

- Some means of early warning or detection to allow for intake shut down during periods of poor raw water quality need to be explored. However, Crum reservoir has a capacity of only about 3 million gallons and daily demand in the distribution system averages 1.8 MGD. Therefore, there is little residence time in the reservoir and the Tug river water is the effective source for MCWD. If the demand could be reduced, then some type of early warning system would make sense so that during times of poor river water quality, the intake could be closed and the system could float off of Crum Reservoir.
 - Expansion of the existing reservoir or construction of additional storage should be explored.
- Security at the Reservoir and Intake (that is, the area that is under the control of the MCWD) should be hardened and patrols increased.

Water Treatment Operations

- The Plant staff appeared to be capable and resourceful. Certifications are maintained and continuing education opportunities are provided.
 - The Chief Operator is cross trained and competent in both treatment and distribution system operations and maintenance.
- In the past, it appears as if maintenance at the Plant had been lacking. However, there was evidence of recent improvements and a major expansion and renovation that would add a third filter to the treatment train is under design. In addition, new office and work space is needed, but is being addressed in the renovations.
- The high water losses in the system have increased the loading on the Plant, contributed to the recurring TOC treatment techniques violations, and increased operating costs by increasing the District's variable cost of water.²

² There is a history of total organic carbon (TOC) violations at the MCWD. These violations have no specific health significance but suggest problems with removal efficiencies during the treatment process. Everything is made of carbon, so by itself TOC in the water supply is not necessarily a problem. However, because chlorine is a very strong oxidizer it will combine with the carbon compounds in the water during the disinfection process and form compounds called trihalomethanes (THM's) that are known carcinogens. The MCWD does not have THM violations. But as late as 2003 had TOC precursor violations and based on comments from both Joe and Tom Alley (his chief plant operator) it is an issue that continues to frustrate them. To calculate TOC's, paired samples are collected from both raw and treated water and the percent removal must be 1 or greater under the EPA regulations. The real problem is the demand. The Plant is designed to treat 2 MGD and routinely must treat 1.8 MGD. It is near capacity so operators have little opportunity to optimize operations since the water is literally "blowing" through the place. If the demand is reduced (-for example, water loss minimized), Joe and his staff will be able to do a better and more reliable job of TOC removal. Coupled with the planned plant improvements, TOC's should be easily controlled moving forward.

- The staff of the MCWD has systematically tried to find the source of these loses but, given their limited resources, has not been successful.
 - This high demand has limited the ability of the staff to optimize treatment operations.
 - Combined with the plant improvements currently under discussion, eliminating the unaccounted for water could vastly improve water quality at the MCWD.
 - There is a history of regulatory compliance issues at the MCWD. However, apart from the TOC issue, these problems seem to be in the past. Nonetheless, the MCWD needs to develop a more comprehensive and proactive means of communicating these compliance issues to their customers. This is especially important if the utility is to regain the public trust.
- The SCADA system has improved the efficiency of the operation and its record keeping.

Water Distribution System Operations

- Several main extension programs are ongoing
- Water quality within the system is monitored in compliance with applicable regulations and there is a cross connection control program to prevent contamination within the distribution system.
- As resources allow, more attention should be focused on preventative maintenance items such as routine flushing and valve maintenance
- Meter replacement appears to be an ongoing process. This can only help in the search for MCWD's unaccounted water.

Water Quality Management

- In the water business, perception is reality. MCWD needs to proactively take steps to regain the public's trust in the quality of the water. Open and honest communication coupled with a public education program is the key

NEXT STEPS: IMPLEMENTING RECOMMENDATIONS FROM ASSESSMENT

Based on the above assessment, our project team has already begun work with the Martin County Water District and the Big Sandy Area Development District (BSADD) in prioritizing the needs and priorities of the water utility. Already our team has met with the MCWD and BSADD across two working sessions (see Appendix A and Appendix B) and we have agreed to work together to identify potential funding sources to address some of the water district's principal needs. During our working sessions, it has become clear that addressing water loss and water escape through the distribution system is the principal priority. This priority is reinforced by the above independent assessment.

In the months remaining, our project team -in partnership with the MCWD and BSADD- will work together to address and mitigate the water loss problem. In finding funding sources, we already have an exploratory question before the KY Environmental Protection Cabinet (EPPC) on whether additional monies from the natural resource damage settlement claim could potentially be released directly to the MCWD (with the BSADD to administer) to address water escape and to improve water efficiencies throughout the distribution system.³ Our question to the EPPC has already been forwarded to the EPPC legal division and an opinion on the use of NRD monies for such matters has already been rendered and we are now (as of March 1, 2006) awaiting the release of that opinion.

Outside of these damage settlement monies as a potential funding source to mitigate water loss, we are also compelled under this Memorandum of Agreement to write 3 additional capital improvement grants for the MCWD. Based on our working meetings with BSADD and MCWD, the division of labor on these capital grants will be such that BSADD will take the lead role in grants writing and project development and our project team will provide logistical support (maps, report summaries, identifying funding sources etc). In the months ahead, we look forward to working with BSADD and the MCWD in writing (and securing) capital improvement grants for the MCWD. In fact, at the end of our MOA (June 2006), we look forward to submitting a small status report of our project team's success in meeting our performance standard (with BSADD) of writing and applying for 3 additional water utility grants for the Martin County Water District.

³ For additional information on this question, see our Month 7 and 8 Status Report. Available online: http://www.anthropology.evu.edu/martincounty/PDF/Month7_8_mcwtp.pdf Appendix C and Appendix D, pages 20-24.

Appendix A

Meeting Minutes: February 8, 2006

Present: Joe Hammond (Martin County Water District), Libby Ratcliff (Projects Administrator – Big Sandy Area Development District/BSADD), Regina Hall (Project Developer –BSADD), Steph McSpirit (Project Director –MOA Martin County Project).

11:10: Meeting Start Time:

Item 1) McSpirit provided BSADD reps with overview and explanation of the current MOA, between MOA project team, Martin County Water District, Citizen Advisory Committee and the Cabinet of Environmental and Public Protection: McSpirit provided an overview of the water study, sediments study and independent outside water plant evaluation under current MOA. BSADD is very interested in findings and reports soon to be issued, -especially plant evaluation.

- Ratcliff comments that the outside independent evaluation will be interesting to compare with the plant evaluations / assessments conducted through BSADD engineers. This outside assessment might be helpful in assisting the district in applying for and securing additional outside funds. (Hammond noted that the PSC hearings could also be helpful in justifying and securing outside funds).
- With respect to the independent assessment, McSpirit noted that the draft assessment will be released by independent evaluator J.Hansen –on or around Monday -February 13.

Item 2) Ratcliff/ Hall provided McSpirit with an overview of BSADD and explained the block development program and that grants were already committed to the MCWD for upgrades and improvements. Though there might be other additional lines available through other sources.

Item 3) Hammond then provided Ratcliff, Hall and McSpirit with a solid overview of the Martin County Water District's principal needs and priorities:

- **According to Hammond, the overriding need is to address efficiency / “water loss”** Hammond provided an example: in 2004 669 million gallons produced -with some pipe replaced to address leaks in one area of the county -in 2005 642 million produced = 27 million gallons in saving @ \$3.00 per 1000 gallons = an approximate efficiency savings of \$ 81,000 to district.
- **Addressing Water Loss is the Principal Priority for the MC Water District**
- Hammond would like to see a leak detection study conducted for the entire district. Several years ago the Rural Water Association assisted in a leak detection study of approximately 10 miles of the distribution system and according to Hammond, such a study is easily warranted for other parts of the distribution system.
- Hammond identified two major problem areas for the county: 1. Warfield Area and 2. *Southern part of county outside Inez. According to Hammond, these areas are in need of a leak detection study and funds to replace broken and aging lines.
- Hammond identified broken lines from construction breaks as a major source of water loss. He explained the “Call Before You Dig Program” of utilities are joining together to enforce this protocol. But to be a full member of this consortium (based in Louisville)–water district lines and household / businesses addresses need to be 911 mapped. Hammond spoke of the need for GPS / 911 (household) mapping of the county / water district to be prioritized and completed.
- Hammond spoke of the need for an integrated GPS / GIS computer system for the water district and also staff training in the use of the GIS technologies and software.
- Hammond spoke of the high demand for staff in distribution to handle leaks, water loss, pipeline breaks –but this takes them away from other field responsibilities. Hammond expressed also need for staff in accounts receivable
- Hammond also spoke of plant renovation and plant upgrades in clarifiers/ all liquid chemicals/ dewatering as well as a new clear well for storage of finished water
- Hammond spoke of sharing and partnership between other districts (Kermit and Mountain Water District) when system goes down: Last summer down for ¾ of a day -received backup support from other districts.
- But Hammond summarized the principal priority / need for the Water District is to address water loss: Through a leak detection study, replacement of old lines, replacement of meters, replacement of valves and through 911 / GPS county water distribution system to assist the operators in distribution / field management.

Action Item: Having identified the needs and priorities of the MCWD, the MCWD (Joe), BSADD (Libby and Regina) and MOA/ Martin County Project (Steph) have agreed to move ahead together and work together to write additional grants to address the above principal needs of the district.

Some discussion on the MOA –and its role –based on prompts from BSADD reps: McSpirit explained that one set of performance standards under this MOA is to write for capital improvement project grants for the water district before the close of the MOA in June 2006.

Action Item: Libby and Regina agreed to assist the MOA team in meeting that goal and that BSADD would take the lead role in writing those project/ capital grants with the MOA team to provide logistical support – draft writing of sections, maps, data summaries, summaries of project reports etc.

The additional release of NRD settlement monies (that are funding this current MOA) was also discussed and it was discussed how additional monies might be injected directly to the MCWD. Ratcliff explained that BSADD is certified to administer state and federal project monies.

Action Item: McSpirit to pursue the prospect of additional NRD monies being tagged to the MCWD via the BSADD for a leak detection study, possible line replacement etc. –to start to address water loss/ water system inefficiencies.

Action Item: Working group to meet at 2:30 BSADD in Prestonsburg (February 15, 2006) to develop next steps and action plan to implement:

Action Item: Formal Partnership has been initiated based on further email exchanges between McSpirit and BSADD (via Project Manager/ Team Leader –Denise Thomas). Thomas will be at Feb 15 meeting with working group.

Sjm/ sjm

Cc: Ron Price, DOW
Cc: Tim Miller, DOW
Cc: Denise Thomas, BSADD

Appendix B

Meeting Minutes: February 15, 2006

Present: Joe Hammond (Martin County Water District), Denise Thomas (Projects Director- BSADD) Libby Ratcliff (Projects Administrator – Big Sandy Area Development District/BSADD), Regina Hall (Project Developer –BSADD), Steph McSpirit (Project Director –MOA Martin County Project).

2:30: Meeting Start Time:

Item 1) McSpirit provided Denise Thomas – Project Director of BSADD with overview and explanation of the current MOA and current focus to establish a partnership between BSADD, MCWD and MOA project team to initiate a grants writing initiative on behalf of MCWD

Item 2) McSpirit circulates a draft copy (outline) of the independent evaluation of the MCWD conducted by J. Hansen under current MOA.

- BSADD staff comment that this outside evaluation will help reinforce and justify possible monies for water plant improvements
 - Hammond comments that the evaluation “nailed it” with regard to prioritizing water loss as the major issue facing the water district. Much of the remaining meeting dealt with further discussing issues of water loss and how the BSADD, Project Team and MCWD could initiate a capital improvements campaign to address water loss.
 - Hammond reinforced the importance of going beyond a “leak detection study” to identifying and earmarking funds to replace lines valves and master meters at the start of each line. Hammond noted that many distribution lines in Martin County -four to five miles of line – there is only one valve and therefore, it is difficult to isolate sections to the line to monitor and identify a line leak/ line break. A master meter at the top of each distribution line and a series of valves to shut off and turn off various sections of the line would allow the field person/ persons to begin to trouble-shoot and identify where in the distribution system the break was.
 - Grants team then discussed possible costs for valves and master meters
 - **Action Item:** To begin to assess capitol costs for valves / valve replacement and master meter system. **Note:** Still to delegate among grants team, -this might be something that our MOA team could provide. I could send project assistant up to MCWD to get some inventory / estimates on these kinds of costs.
 - Water loss via water theft was also a topic that was broached during this second session. Hammond commented that the use of “Radio Read” meters would address this issue and meter tampering would be picked up through radio communication.
 - The transition to radio read meters would save the MCWD in manpower costs and allocation. Currently, according to Hammond, it takes two to three working days for two staff members to complete monthly meter readings. Other districts that use radio reading are able to complete meter reads in one working day.
 - **Actions Item:** To begin to assess capitol costs for a radio meter system and replacement of meters for the MCWD. **Note:** Still to delegate among grants team, -this might be something that our MOA team could provide. I could send project assistant up to MCWD to get some inventory / estimates on these kinds of costs.
 - There is also some discussion among the grants writing team regarding J. Hansen’s recommendation of an “operations manager” that would allow Hammond to spend time on capital projections, financing and planning for MCWD needs etc. It was agreed that such a position would happen naturally with the growth, expansion and efficiency of the MCWD and it was agreed that water loss was the principal problem facing the water district that prevented growth and efficiency and money-making in operations. The grants team agreed again to help MCWD address water loss through:
 1. A leak detection study
 2. GPS / GIS / 911 mapping of the county
 3. Replacement of old line
 4. Master Meter system
 5. Valve replacement and installation
 6. Radio read system
- There was also some discussion among the assembled grants-writing team of J. Hansen’s comment that the water district needs to expand its public relations campaign.

- Hammond seemed more than willing to talk and do outreach in the elementary and middle schools and to local civic organizations. He mentioned that it would be nice to have a power point projection unit and laptop to assist him in making public presentations and presentations to the Water Board and Fiscal Court.

Action Item: To begin to assess capitol costs for a laptop and power point projector for the MCWD. **Note:** Still to delegate among grants team, -this might be something that our MOA could provide with escrow funds. **Action Item:** McSpirit to look into.

Action Item: Regina mentioned that there are water education grants through EPA and elsewhere and she would look into that as a possible funding source to assist the MCWD in outreach and public education.

Meeting close/ wrap-up: Some final discussion on who we should be updating on our efforts and work within the DOW. It was suggested to place Donna.Marlin, Head of Drinking Water Branch, on this working list to keep her updated on our exchanges. **Action Item:** McSpirit to write a note of introduction to Marlin and also provide her with copy of minutes and draft water plant evaluation for her review and comment.

Action Item update: Last week (February 8) –McSpirit was tagged to pursue the prospects of additional NRD monies being earmarked to the MCWD (and administered through BSADD) for leak detection study, and that query was circulated to Commissioner Cress which was then routed to the Legal Division of EPPC. Mary Stevens Esq. called to discuss and gain further understanding and she will be writing her opinion on this matter next week, -McSpirit received telephone call and had conversation – February 16, 2006 to clarify request and question before the EPPC.

Sjm/ sjm
Cc: Donna Marlin, DOW/ DWB
Cc: Ron Price, DOW
Cc: Tim Miller, DOW
Cc: Nina McCoy, CAC –MOA
Cc: Judy Hansen – Evaluator