

CLAYTON COUNTY WATER AUTHORITY

1600 Battle Creek Road
Morrow, Georgia 30260

The regularly scheduled April 2008 Board Meeting of the Clayton County Water Authority was held at The Lodge Conference Center at Callaway Gardens, located at 17800 U. S. Highway 27 South, Pine Mountain, Georgia 31822, beginning at 1:30 p.m., on Thursday, April 3, 2008. This meeting was held in two sessions, with the second session starting on Friday, April 4, 2008 at 9:00 a.m. at the same location.

Chairman, Pete McQueen, called the Thursday, April 3, 2008, meeting to order at 1:30 p.m.

Present at the meeting were: Chairman, Pete McQueen, Vice Chairman, Lloyd Joiner, Secretary/Treasurer, Marie Barber, and Board Members, John Westervelt, John Chafin and Doug Bonner. General Manager, P. Michael Thomas, Deputy Manager, Mike Bennett, Department Managers, Guy Pihera, Herbert Etheridge, Teresa Adams, Jim Poff and Terry Moy, Project Engineer, Mike Buffington, Finance Director, Emory McHugh, Network Engineer, Chris Sims, Stormwater Program Manager, Kevin Osbey, Risk Manager, Karen Riser, Interim Customer Accounts Director, Morris Kelly, Human Resources Director, Ed Durham, Public Information Officer, Suzanne Brown, and Executive Secretary, Janet Matthews. Also present were: Steve Fincher of Fincher, Denmark & Williams, Jay Kirk from CH2M Hill, and the following employees: Terry Hicks, Renee Dumas, and Connie Bowen. Board member, Wes Greene, was not present.

Chairman McQueen called on Ed Durham, Human Resources Director, to give the invocation.

Approval of Minutes: Chairman McQueen called for any omissions or additions to the Regular and Executive Session Board Meeting minutes of Thursday, March 6, 2008. Hearing none, the minutes were approved as presented.

Financial and Statistical Report: Chairman McQueen called on Emory McHugh, Finance Director, to give our financial report. Mr. McHugh reviewed the financial information that was given to the Board for the ten-month period ending February 29, 2008.

Annual Products Bid Recommendation: Chairman McQueen called on Herbert Etheridge, Manager of Maintenance & Construction, who presented the Annual Products Bid Recommendations for Concrete Products Picked Up/Delivered, Plant Mix Asphalt, Pre-Cast Manhole Products, Quarry Products-Delivered, and Quarry Products-Picked Up.

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Clayton County Water Authority
 Concrete Products Picked Up/Delivered
 April 2008

Vendor	Bid Amount
Walker Construction Products 9344 S. Main St. Jonesboro, GA 30235	\$17,296.50
C&J Carriers 2509 Lovejoy Rd. Lovejoy, GA. 30350	Incomplete Bid
Evans Sand & Gravel, Inc. 114 Quarry Road Stockbridge, GA 30281	No Bid
GMS Select Products 1940 Highway 42, South McDonough, GA 30253	No Bid
Concrete Supply Company P.O. Box 113 Fayetteville, GA 30214	No Bid

Staff recommends award to Walker Construction Products for the purchase of these products. We estimate a low quantity required during the course of the year.

UPON Motion by John Chafin and seconded by John Westervelt it was unanimously

RESOLVED: to approve the purchase of Concrete Products at the quoted unit price from Walker Construction Products, contingent upon approval of bonds and insurance as required by the specifications.

Clayton County Water Authority
 Plant Mix Asphalt
 April 2008

Vendor	Bid Amount
Baldwin Paving Company 1014 Kenmill Drive Marietta, GA 30060	\$12,522.50
E.R. Snell Contracting, Inc 2092 Scenic Hwy. Snellville, GA 30078	\$12,738.75

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Metro Materials, Inc. 1318 Henrico Road Conley, GA 30288	No Bid
CW Matthews 360 Corporate Center Ct. Stockbridge, GA 30281	No Bid
Couch Construction, L.P. P.O. Box 2129 Peachtree City, GA 30269	No Bid

Staff recommends authorization to purchase from all vendors that submitted bids. We will always attempt to use the lowest bidder and will use other vendors only in the event that the low bidder cannot meet our schedule/needs.

UPON Motion by John Chafin and seconded by Lloyd Joiner it was unanimously

RESOLVED: to approve authorization to purchase from all vendors that submitted bids for the Plant Mix Asphalt at the quoted unit prices. Staff will always attempt to use the lowest bidder and will use other vendors only in the event that the low bidder cannot meet our schedule/needs.

Clayton County Water Authority
 Pre-cast Manhole Products
 April 2008

Vendor	Bid Amount
Foley Products 5526 Schatuga Road P.O. BOX 7877 Columbus, GA 31908	No Bid
Cole Concrete Products P.O. Box 666 Forest Park GA 30051	\$9,975.00

Staff recommends authorization to purchase these products from Cole Concrete Products.

UPON Motion by John Chafin and seconded by Marie Barber it was unanimously

RESOLVED: to approve authorization to purchase Pre-cast Manhole Products from Cole Concrete Products at the quoted unit prices.

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Clayton County Water Authority
 Quarry Products - Delivered
 April 2008

Vendor	Bid Amount
C&J Carriers, LLC P.O. Box 490 Lovejoy, GA 30350	\$149,995.00
Concrete Supply P.O. Box 113 Fayetteville, GA 30214	\$160,850.00
Greg Holland Enterprises 100 Howell Ave. Fairburn, GA 30213	\$161,910.00
Walker Brothers Trucking 610 Bohannon Rd. Fairburn, GA. 30213	\$168,855.00
Walker Construction Products 9344 S. Main St. Jonesboro, GA 30235	\$173,489.00
MAR Trucking 1944A Rogers Lake Rd. Lithonia, GA 30058	No Bid
Evans Sand & Gravel, Inc. 114 Quarry Road Stockbridge, GA 30281	No Bid

Staff recommends authorization to purchase from the lowest three vendors that submitted bids. We will always attempt to use the lowest bidder and will use other vendors only in the event that the low bidder cannot meet our schedule/needs.

UPON Motion by John Chafin and seconded by John Westervelt it was unanimously

RESOLVED: to approve authorization to purchase Quarry Products-Delivered at the quoted unit prices from the lowest three vendors that submitted bids: C&J Carriers, LLC, Concrete Supply, and Greg Holland Enterprises. Staff will always attempt to use the lowest bidder and will use other vendors only in the event that the low bidder cannot meet our schedule/needs.

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Clayton County Water Authority
 Quarry Products – Picked Up
 April 2008

Vendor	Bid Amount
Vulcan Materials Company S.E. Division P.O. Box 80730 Atlanta, GA 30366-0730	\$112,600.00
LaFarge Aggregates 5455 W. Lees Mill Rd College Park, GA 30349	\$118,459.00
Walker Construction Products 9344 S Main St Jonesboro, GA 30236	\$186,224.00
Florida Rock Industries 225 Lees Mill Road Forest Park, GA 30050	No Bid

Staff recommends authorization to purchase from the two lowest vendors that submitted bids. We will always attempt to use the lowest bidder and will use other vendors only in the event that the low bidder cannot meet our schedule/needs.

UPON Motion by John Westervelt and seconded by Marie Barber it was unanimously

RESOLVED: to approve authorization to purchase Quarry Products-Picked Up at the quoted unit prices from the two lowest vendors that submitted bids: Vulcan Materials Company and LaFarge Aggregates. Staff will always attempt to use the lowest bidder and will use other vendors only in the event that the low bidder cannot meet our schedule/needs.

Lovejoy Tank Painting Bid Recommendation: Chairman McQueen called on Guy Pihera, Manager of Water Production, who presented the bids for the Lovejoy Elevated Tank Interior Painting.

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Clayton County Water Authority
 Lovejoy Elevated Tank Interior Painting
 March 19, 2008
 Bid Tabulation

BIDDER	TOTAL BID AMOUNT
Utility Service	\$59,000
Eastern Tank & Utilities	\$75,000
Tank Pro, Inc.	\$72,650
DAF Concrete	Not accepted due to incomplete documents
Municipal Tank Coating & Sandblasting	\$80,300
Caldwell Tanks, Inc.	\$110,500
Superior Tank	No Bid

Funding: FY 2007 Operating Budget

Budgeted: \$60,000

Staff recommends rejecting bid from DAF Concrete due to incomplete bid documents.

Staff recommends awarding bid to Utility Service.

UPON Motion by Marie Barber and seconded by John Westervelt it was unanimously

RESOLVED: to reject the bid from DAF Concrete and award the Lovejoy Elevated Tank Interior Painting contract to Utility Service in the amount of fifty-nine thousand dollars (\$59,000), contingent upon approval of bonds and insurance as required by the specifications and to authorize the General Manager to sign the contract documents.

Storage Tank Canopy Proposals Recommendation: Mr. Pihera continued with the Storage Tank Canopy Proposals.

CCWA has identified the need to provide enclosures for existing sodium hypochlorite storage tanks at two of its water production plants. The enclosures will extend the product life of the chemicals and will need to be consistent with the existing architecture at the plants. The major work items of this project include providing and installing

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complete pre-engineered, fabricated metal enclosures for storage tanks at the Smith and Hicks Water Production Plants. The work also includes an architectural block masonry wall screen at the Hicks Plant.

This work was advertised as a qualifications-based selection using the following criteria for ranking each proposal.

Item	Criteria	Points
1	Qualifications and experience of the Project Team on projects of similar type and magnitude and availability to perform the work.	20
2	References	20
3	Costs	60
4	Total Possible Points	100

We received and reviewed 2 proposals. CCWA staff completed reference and qualification checks which have resulted in the following point rankings.

Vendor	Total Proposal Amount	Points
ABUCK, Inc. Mableton, GA	\$81,609	89.3
Jimco Construction Co., Inc. Fayetteville, GA	\$112,258	73.7
RENDRAG Construction, Inc. Madison, GA	No Proposal	NA
Whitworth Construction Co., Inc. Griffin, GA	No Proposal	NA

The project is included in the current budget for a total of \$41,000. Proposal pricing is significantly higher due to increases in steel pricing and changes in the design scope to include supplemental architectural work.

Staff recommends award to ABUCK, Inc. contingent on successful negotiations and value engineering that result in a mutually acceptable alternative not to exceed \$70,000. Staff also recommends funding the remaining \$29,000 from the Contingency Fund.

UPON Motion by Doug Bonner and seconded by Marie Barber it was

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RESOLVED: to award the Hicks-Smith Tank Canopies Project to ABUCK, Inc. contingent on successful negotiations and value engineering that result in a mutually acceptable alternative not to exceed seventy thousand dollars (\$70,000) and to fund the budget shortfall from the Contingency Fund.

Board member, John Chafin, opposed the motion.

Overhead Chain Link Fencing for W. J. Hooper WPP Bid Recommendation:

Clayton County Water Authority
 Chain Link Fencing – W.J. Hooper WPP
 March 18, 2008
 Bid Tabulation

BIDDER	TOTAL BID AMOUNT
McIntyre Fence Griffin, GA	\$18,458.25
A&T Fence Lavonia, GA	\$18,870.50
C&C Fence Lovejoy, GA	\$19,797.50
Celebrity Fence Ellenwood, GA	\$21,500.00
Chapman Fence Co. Jefferson, GA	\$21,500.80
Hatmaker Fence Co. Hapeville, GA	\$22,850.00
Martin-Robbins Fence Snellville, GA	\$24,377.00

Funding: FY 2007 Operating Budget

Budgeted: \$20,000

Staff recommends awarding bid to McIntyre Fence.

UPON Motion by Marie Barber and seconded by Doug Bonner it was unanimously

RESOLVED: to award the Chain Link Fencing contract for the W.J. Hooper Water Production Plant (WPP) to McIntyre Fence in the amount of eighteen thousand
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four hundred fifty-eight dollars and twenty-five cents (\$18,458.25), contingent upon approval of bonds and insurance as required by the specifications and to authorize the General Manager to sign the contract documents.

Amnesty Day Contractor Proposals Recommendation: Chairman McQueen called on Kevin Osbey, Stormwater Program Manager, to present the Amnesty Day Contractor Proposals.

This is a one day event to be held on Saturday, April 26, 2008. The purpose of this event is to provide a safe and effective means for the residents of Clayton County to properly dispose of household hazardous waste rather than disposing of it in the sanitary or storm sewer. These household items include, but are not limited to, Paint, Cleaners, Pesticides, Strippers, Motor Oils, Antifreeze, Gas & Fuels, Fertilizers, etc.

CCWA prepared a Request for Proposal (RFP) based on providing services of collecting, classifying, packing, removing and disposing of items delivered to the Clayton County T&D Pipe Yard on Government Circle. Services also include setting up the site to properly receive items and cleaning the site at the conclusion of the event. Four contractors provide RFP packages for review. After reviewing all qualified contractors, it was determined that CARE Environmental had the highest ranking.

Clayton County T&D will provide staffing assistance at a minimum, and hopefully some financial support as well.

Staff recommends the award of this project to CARE Environmental.

Criteria	Points Value	<i>Clean Harbors</i>	<i>Veolia</i>	<i>CARE Environmental</i>	<i>MXI Environmental</i>
Qualifications and experience	25	21.3	15.0	19.0	18.7
References	20	15.3	14.3	14.7	16.3
Site Safety Plan	5	4.7	3.3	5.0	3.0
Costs	50	25.0	25.0	50.0	42.0
Total Possible Points	100	66.3	57.6	88.7	80.0
Comparable Contract Value		\$28,900	\$30,000	\$10,200	\$16,200

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UPON Motion by John Chafin and seconded by Lloyd Joiner it was unanimously

RESOLVED: to award the Amnesty Day contract to CARE Environmental in the amount of ten thousand two hundred dollars (\$10,200), contingent upon approval of bonds and insurance as required by the specifications and to authorize the General Manager to sign the contract documents.

FY 2008 Budget Review and Adoption: Chairman McQueen called on Emory McHugh, Finance Director, to discuss the 2008 Fiscal Year Budget (May 1, 2008/April 30, 2009).

Mr. McHugh stated that each year the Finance Department strives to make the budget document better than the year before. The Finance staff had four (4) objectives they wanted to meet in preparing this document: schedules for Stormwater were added, improvement in the consistency of data presentation, added some interest for the casual reader and enhanced the image of the document by utilizing a new binding method.

Mr. McHugh gave a brief overview of the proposed budget and added that this budget has conservative budget revenue projections. The total amount for the Fiscal Year Budget 2008 is ninety-four million fifty-one thousand four hundred dollars (\$94,051,400).

Mr. Thomas commended Mr. McHugh, Assistant Finance Director, Renee Dumas, and Budget Officer, Connie Bowen, and all the finance staff for their hard work in preparing this budget document.

Mr. Thomas led a discussion of budget highlights including:

- The consolidated FY08 budget request is \$282,100 less than the FY07 budget. This is the first annual budget decrease in recent history.

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- The FY08 water and sewer budget request is \$1,618,100 less than the FY07 budget. Although operating costs are increasing, capital costs have significantly decreased due to CCWA's pay-as-you-go financing plan.
- The budget contains a significant focus on asset management and infrastructure renewal including \$2 million for the automated meter reading and meter replacement project.
- The budget includes no new positions for water and sewer but a net reduction of 1.5 FTE's.
- The stormwater utility budget increased by \$1,336,000 due to better revenue projections and improved understanding of operation and maintenance needs.

UPON Motion by Lloyd Joiner and seconded by Marie Barber it was unanimously

RESOLVED: to approve the proposed budget document, as presented by management, for the fiscal year beginning May 1, 2008 and ending April 30, 2009, in the amount of ninety-four million fifty-one thousand four hundred dollars (\$94,051,400).

Chairman McQueen called a recess to the meeting at 4:50 p.m.

Chairman McQueen called the second session of the Regular Board Meeting to order at 9:00 a.m. on Friday, April 4, 2008.

Present at the meeting were: Chairman, Pete McQueen, Vice Chairman, Lloyd Joiner, Secretary/Treasurer, Marie Barber, and Board Members, John Westervelt, John Chafin and Doug Bonner, General Manager, P. Michael Thomas, Deputy Manager, Mike Bennett, Interim Customer Accounts Director, Morris Kelly, Human Resources Director, Ed Durham, Public Information Officer, Suzanne Brown, Executive Secretary, Janet Matthews, Steve Fincher of Fincher, Denmark & Williams, and Policy/Procurement Specialist, Terry Hicks. Board member, Wes Greene, was not present.

Chairman McQueen called on Terry Hicks to give the invocation.

Discussion and Action on Policy Manual: Mr. Hicks reviewed highlights of the proposed final version of the Policy Manual and there was some discussion from the Board.

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RESOLUTION FOR ADOPTION OF POLICY MANUAL
RESOLUTION NO. 2008-01

A Resolution Providing for the Adoption and Enactment of a Board Policy Manual for Clayton County Water Authority, Georgia; to Provide for the Repeal of Certain Policies Not Included Therein; to Provide for the Manner of Amending the Policy; to Provide for an Effective Date of this Board Policy Manual; and for Other Purposes.

Be It Resolved by the Board of Directors of Clayton County Water Authority and It Is Hereby Resolved:

A) The Board of Directors hereby adopts the "Board Policy Manual of Clayton County Water Authority, Georgia" consisting of Chapters 1 through 10, each inclusive.

B) All policies of a general and permanent nature enacted on or before April 3, 2008, and not included in the Policy Manual or recognized and continued in force by reference therein, are hereby specifically repealed.

C) The repeal provided for in Section B hereof shall not be construed to revive any policy, or part thereof, that has been repealed by a subsequent policy.

D) Additions or amendments to the Board Policy Manual when passed in the form as to indicate the intention of the Board of Directors to make the same a part of the Policy Manual shall be deemed to be incorporated in the Policy Manual, so that reference to the Policy Manual includes the additions and amendments.

E) Policies adopted after April 4, 2008, that amend or refer to policies that have been codified in the Policy Manual shall be construed as if they amend or refer to like provisions of the Policy Manual.

F) All policies, or parts thereof, which conflict with the provisions of this Policy Manual, are hereby repealed.

G) If any part of this Policy Manual shall be declared unconstitutional by the valid judgment or decree of any court of competent jurisdiction, such unconstitutionality shall not affect the remainder of this enactment, and such remainder shall remain in full force and effect.

H) This Board Policy Manual shall be effective on the date of its approval by the Board of Directors.

So Resolved, this 4th day of April, 2008. (Resolution No. 2008-01)

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Upon Motion by Marie Barber and seconded by John Westervelt it was unanimously

RESOLVED: to adopt the Policy Manual as presented with the understanding that there are certain preferred policy procedure manuals that are not yet complete.

The Board also asked for the following changes to be made to the Policy Manual and brought back to them at a later date, at which time they would again make a motion to adopt the manual with the changes.

- Add a section under the chapter Board and Board Members titled Direction and Management of Authority Employees and Operations.
- Delete section five titled Board Member Equipment under the chapter Board and Board Members.
- Add a statement called Purchasing Card Audits to section four titled Purchasing Cards under the chapter Purchasing and Disposal.
- Add language to the existing Clayton County Theft of Water Services ordinance to strengthen consequences for customers who tamper with water meter.

Other Matters from the General Manager: Mr. Thomas called on Mike Bennett, Deputy Manager, to update the Board on the Meter Services Department, which now reports directly to Mr. Bennett.

Mr. Bennett stated that the Automated Meter Reading (AMR) program will improve customer service, utilize technology and resources to increase efficiency and then develop an enthusiastic, professional and diverse work family. The new General Foreman is Larry Edge who is staying on with the Authority a couple more years to help us with this transition.

Mr. Bennett showed the Board an existing organization chart of the department. During the last couple of months, Mr. Bennett has been working on what this organization needs to be like in three (3) or four (4) years from now, when fully automated. A staff of twenty-nine (29) will decrease to eighteen (18). One feature that we are going to implement is cross training of three (3) Account Service Reps and seven (7) Field Service Reps and then implement combined duties effective May 1, 2008.

Mr. Thomas added that the combining of the Account Service Reps and the Field Service Reps will be a big help to us. The first of the month is a busy time for the opening of new accounts and we can now have this group focus on new accounts. When we have heavy disconnect days, those who were doing new accounts can now work with field service reps which will give us a lot more flexibility to even out the work load.

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Mr. Bennett stated that this automation would require an increase in pay grade from a six (6) to seven (7) for the seven (7) Field Service Reps who are currently a grade six (6). This would bring them in line with the three (3) Account Service Reps who are currently a pay grade seven (7). Keep in mind that in three (3) or four (4) years the Authority will not have this type of position, we will have service techs.

Mr. Bennett stated that with the AMR Installation Plan we will create three (3) new installation tech positions, interviewing and hiring from the existing staff. The funds are budgeted in Budget Unit 131-Meter Services. Salaries will be charged to the AMR conversion project account. Annual salary costs will be at eighty-eight thousand twenty-three dollars (\$88,023), but we know that these positions will be filled with existing staff, so the net increase will only be fourteen thousand dollars (\$14,000).

We are looking at installing thirteen thousand (13,000) AMR units per year at a cost of less than seven (\$7) dollars per unit. We have seventeen (17) billing cycles each month and each cycle can have ten to twelve (10 to 12) routes. Each tech is given a route.

Our AMR Installation Plan involves creating three (3) temporary meter reader positions, without benefits, at a cost of seventy-five thousand dollars (\$75,000), convert a minimum of seventeen (17) routes to AMR every six (6) months, eliminate one (1) temporary meter reading position every six (6) months or add additional tech to the installation team.

The Meter Services section currently has twenty (29) staff with a total annual compensation of one million three hundred forty-six thousand dollars (\$1,346,000). After the planned "reorganization" in three or four (3 or 4) years, the compensation would be one million fifty-nine thousand dollars (\$1,059,000). This would be an annual cost savings of two hundred eighty-six thousand dollars (\$286,000). The additional 2008 salary cost would be ninety-eight thousand dollars (\$98,000).

Mr. Bennett stated that what we are proposing today is approval of seventy-five thousand dollars (\$75,000) that is already budgeted, for the temporary meter reading positions and the increases in pay for the employees who will be on the installation team and combining the seven (7) collection Field Service Reps with the three (3) Account Service Reps.

Mr. Thomas stated that these positions were not itemized in the budget because we were still working through this plan up until last week.

Upon Motion by John Chafin and seconded by Lloyd Joiner it was unanimously

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RESOLVED: to approve seventy-five thousand dollars (\$75,000) that is already budgeted, for the temporary meter reading positions and the increases in pay for the employees who will be on the installation team and combining the seven (7) collection Field Service Reps with the three (3) Account Service Reps.

Mr. Thomas stated that he would like to talk to the Board about improving Customer Service. The Authority is best in class when it comes to industry, operations and innovations, but we know that we are not there when it comes to Customer Service. Our goal is to be known as a great customer service organization. We talk a lot about our Call Center operations and we have invested a lot of effort to improving it, but we were down to about 60% of calls answered at one time, now we are at about 85% of the calls. Some calls are being transferred, but the issue is not being resolved when the customer calls in. We receive about four thousand (4,000) calls per month.

The Authority is looking at an IVR (Integrated Voice Response) implementation system which is a computerized phone system to answer a lot of the simple questions. It can give a customer their account balance, directions to the Water Authority, hours of operations, the customer can review their billing history, amount of their last bill or their last payment, what amount is past due, the total amount due, and can be transferred to Bill Matrix to make a payment. The customer will also have the option to talk to a customer service rep if they choose to do so.

ECARE implementation is an Internet based program that will give customers access to their account on the internet and will have a lot of options. The customer will be able to see their bill, view their bill history, view their usage, and other options will be made available on a gradual basis. All of this will give the customers more "self-help" which a lot of people are looking for. EBILL, which is part of the ECARE program, will eventually be available which will give the customer the option to receive the paper bill and an e-mail that tells the customer that they can go to the site and print off the bill or they can instruct the program to send them just the EBILL and not the paper bill. The savings in postage should be significant.

Mr. Thomas wanted to also mention that the Authority has recently changed the format of our customer's bills because of the conservation pricing and the tiers that were created and also, because of some of the confusion about "past due" amounts, which were subject to disconnection. We have tried to make the bills as clear as we can. Mr. Thomas handed out an example of the new bill format.

Mr. Thomas stated that the front counter at headquarters sometimes gets backed up, as well, and it is a real challenge because of the variability in the customer traffic.

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The first of the month is always very heavy. The first of March found traffic backed up in the driveway, all parking spaces were taken, and the lobby was packed with customers. We need to look at some staffing methods to deal with the variability of that traffic. There are customers that want to come into the building to pay their water bill in person. Our lobby is just not designed for the flow of traffic that we deal with each month. Drive thru traffic is another concern.

Another issue is the rental property program which automatically puts the property back into the owner's name when the tenant moves out and the owner ends up with water bills that they do not want to pay. Temporary service for cleanup of a property is another concern. We are looking at maybe a seventy-five dollars charge (\$75) to turn the service on for a short period of time and then turn the service off again. The deposit on our new accounts is another concern. It currently is set at one hundred sixty dollars (\$160), and for our community this is too high. We receive a lot of request to pay the deposit with our assistance program. That program does not allow for help with the deposit. It is very difficult for somebody with low income to get set up in an account. We are looking at some web interfaces that will help with the deposit, which would rate people's credit and base the deposit on their rating. Mr. Thomas stated that we have a vendor that we think can integrate with our CIS system to make this rating a smooth process. This may take us a few months to set up. If this does not work, then Mr. Thomas may come back to the Board and ask for a reduction in the deposit amount requirement.

Mr. Kelly, Interim Customer Service Director, stated that our deposit amount was based on nine (9) thousand gallons a month of average use. We know that our per capita usage has dropped to six (6) thousand gallons. The policy is to get two months bill.

Mr. Thomas commented that our minimum bill of three (3) thousand gallons is another issue customers are concerned about. Over time, every time we adjusted the rates, we adjusted the minimum bill and the deposit in equal amount. Our minimum bill and our deposit have doubled in the last seven or eight (7 or 8) years. Especially senior citizens have concerns with the minimum bill. Mr. Thomas added that he will have Mr. McHugh do a rate analysis. Mr. Thomas stated that we have discontinued disconnects on Fridays. In order to get reconnected on the same day, we give the customer up to 3 p.m. to pay their bill.

Staff requests that we get some outside help to do an outside analysis to develop an improvement plan. CH2M Hill may be part of this, but we would like to use a Customer Relations management firm and maybe a survey or PR firm to help us to obtain feedback from the customers.

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Mr. Thomas stated that we need to take a look at where the customers are coming from. We may be better with another satellite location. We need to do something to alleviate the traffic problems that we are now experiencing. As part of this process, we will try to figure if the best spot would be on the corner near headquarters or at another satellite location in Lovejoy. We dare not close the satellite office in Forest Park. They process a lot of payments through that office.

The Board agreed that Mr. Thomas should look into the lot that is available near headquarters and other locations that might be suitable for a satellite office.

Mr. Thomas stated that the contract with Clayton County and the auditors, KPMG, has expired, and the County had not taken any action to do anything about this. Finally, their Finance Director renewed with KPMG. The Authority does not really have time to do anything but to contract with KPMG again. KPMG has sent the Authority a letter to sign to do an audit, but we do not really have a contract with them. Mr. Thomas stated that to work with KPMG again seems to be the best option.

Upon Motion by Marie Barber and seconded by John Chafin it was unanimously

RESOLVED: to adjourn the regular session board meeting.

There being no further business to come before the open meeting, the meeting was adjourned.

Pete McQueen, Chairman

Walter Marie Barber, Secretary/Treasurer