



**Brunswick-Glynn County Joint Water & Sewer Commission  
700 Gloucester Street  
Third Floor Conference Room  
Thursday, December 20, 2012 at 3:00 p.m.**

**AGENDA**

**PUBLIC COMMENT PERIOD**

*Public Comments will be limited to 3 minutes per speaker. Comments are to be limited to relevant information regarding your position and should avoid being repetitious. Individuals should sign in stating your name, address and the subject matter on which you wish to speak. Your cooperation in this process will be greatly appreciated.*

**DISCUSSION**

- 1. Customer Service Update – L. Schwalm**
- 2. Financial Update – J. Donaghy**

**APPROVAL**

- 1. On-Line Bill Payment Agreement – J. Donaghy**
- 2. Bill Printing and Mailing Agreement – J. Donaghy**
- 3. Workers' Compensation Insurance – J. Donaghy**
- 4. Fifty Percent Reduction of Capital/Connection Tap Fees – K. Morgan**
- 5. Minutes of December 6, 2012 Regular Meeting**

**EXECUTIVE SESSION**

**AGENDA ITEMS FOR NEXT MEETING**

**All citizens are invited to attend. There is a possibility of a quorum of City or County Commissioners being present**



**Brunswick-Glynn County Joint Water & Sewer Commission  
700 Gloucester Street  
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Thursday, December 20, 2012 at 3:00 p.m.**

**MINUTES**

**PRESENT:** Clyde Taylor, Chairman  
James Brooks, City Commissioner  
Cornell Harvey, City Commissioner  
Tony Sammons, Commissioner

**ABSENT:** Bob Coleman, County Commissioner

**ALSO PRESENT:** Keith P. Morgan, Executive Director  
John D. Donaghy, Chief Financial Officer  
Desiree E. Watson, JWSC Attorney  
Barbara Rogers, JWSC

Chairman Taylor called the meeting to order and Commissioner Sammons provided the invocation.

**PUBLIC COMMENT PERIOD**

Chairman Taylor recognized the following individuals to address the Commission.

1. Jeff Kilgore, Brunswick. Mr. Kilgore stated he would like to see the JWSC remain in downtown Brunswick in lieu of new construction. Mr. Kilgore requested that the JWSC consider what is best for the City of Brunswick.
2. Brady Turner, Brunswick. Mr. Turner stated that the JWSC needs to be looking at returning jobs to downtown Brunswick. He stated that he is willing to do whatever is necessary to accommodate the JWSC. Mr. Turner stated he felt this would be beneficial in bringing jobs back to downtown.

3. Bernie Fulton, Brunswick. Mr. Fulton stated he is very interested in the economic development of downtown Brunswick. He stated the first thing is to make sure there are jobs downtown. Mr. Fulton requested that the current Board of Commissioners make a recommendation to the new Board of Commissioners to consider downtown Brunswick for their Administrative Office.

There being no additional citizens who wished to address the Commission, Chairman Taylor closed the Public Comment Period.

Chairman Taylor stated that the order of the agenda would be reversed and the Approval Items would be considered first.

## **APPROVAL**

### **1. On-Line Bill Payment Agreement – J. Donaghy**

Mr. Donaghy stated that in December 2007 the JWSC entered into an agreement with Electronic Data Systems (EDS) for the processing of on-line customer payments. The agreement was for one initial year with four (4) one year options to renew. The final option year is 2013.

Commissioner Harvey made a motion seconded by Commissioner Sammons to approve exercising the fourth option year renewal of the Agreement with Electronic Data Systems for the year ending December 31, 2013 and to authorize the Chairman, Executive Director and Chief Financial Officer to execute the necessary documents. Motion carried 4-0-0.

### **2. Bill Printing and Mailing Agreement – J. Donaghy**

Mr. Donaghy stated the JWSC issued a request for proposal for bill printing, inserting and mailing services on November 16, 2010. Pinnacle Data Systems, LLC was selected to provide those services based on the lowest cost to the JWSC. The JWSC has enjoyed a successful and cooperative working relationship with Pinnacle Data Systems, LLC since 2008.

Commissioner Sammons made a motion seconded by Commissioner Harvey to approve the second option year renewal with Pinnacle Data Systems, LLC for printing, inserting and mailing of bills, and to authorize the Chairman, Executive Director and Chief Financial Officer to execute the necessary documents subject to approval by legal counsel. Motion carried 4-0-0.

### **3. Workers' Compensation Insurance – J. Donaghy**

Mr. Donaghy stated that the JWSC is fully insured for Workers' Compensation Insurance. Each year Teamwork Services, Inc. obtains competitive quotes for coverage from numerous insurance companies. Quotes were requested from fifteen insurers. Thirteen of those companies declined to quote. Of the two quotes received, Zenith Insurance Company provided the lower quote.

Chairman Taylor made a recommendation to Teamwork Services that they make a Workers' Compensation and Safety presentation to the 2013 Board of Commissioners.

Commissioner Harvey made a motion seconded by Commissioner Brooks that the JWSC approve the renewal of Workers' Compensation Insurance with Zenith Insurance Company for the year ending December 31, 2013 at an estimated cost of \$184,919. Motion carried 4-0-0.

### **4. Fifty Percent Reduction of Capital/Connection Tap Fees – K. Morgan**

Mr. Morgan reviewed the chronological history of the 50% reduction of Connection/Capital Tap Fees. The current reduction will expire on December 31, 2012. Commissioners held a short discussion on the benefits of continuing the reduction for another twelve months during this economic downturn.

Commissioner Sammons made a motion seconded by Commissioner Harvey to approve the extension of the 50% reduction of Connection/Capital Tap Fees for an additional twelve (12) months or until December 31, 2013 pursuant to the terms and conditions of the adopted Resolution. Motion carried 4-0-0.

### **5. Minutes of December 6, 2012 Regular Meeting**

Commissioner Brooks made a motion seconded by Commissioner Harvey to approve the minutes of the December 6, 2012 regular meeting. Motion carried 4-0-0.

## **DISCUSSION**

### **1. Customer Service Update – L. Schwalm**

Mr. Schwalm reviewed the customer service statistics for the months of October and November. In October customer service personnel handled a total of 2150 incoming calls, and in November 1600 incoming calls. On average, each

Customer Service Representative had 83 customer contacts per day in November and 77 per day in October.

Commissioners suggested that a Customer Satisfaction Survey be developed to provide feedback on how we are doing in these areas.

## **2. Financial Update – J. Donaghy**

Mr. Donaghy reviewed the October 31, 2012 Comparative Balance Sheet, Revenue and Expenditure Budget Report, Accounts Receivable Summary and the Revenue and Expenditures by Line Item Report. Commissioners asked questions as they reviewed each of the reports.

### **EXECUTIVE SESSION**

The JWSC members did not have any items to discuss in an Executive Session.

### **AGENDA ITEMS FOR NEXT MEETING**

The JWSC members did not have any items at this time for the next agenda.

Meeting Adjourned.

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Chairman

Attest:

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Barbara Rogers