



Town of Clayton
Town Council Work Session Minutes
Monday, November 4, 2024 at 3:00 PM
Rotary Room, Town Hall
111 E. Second Street

Council Present:

Mayor Jody McLeod
Council Member Andria Archer
Mayor Pro Tem Michael Sims
Council Member Porter Casey
Council Member Ruth Anderson
Council Member Gretchen Williams

Staff Present:

Jim Cauley, Town Attorney
Heidi Holland, Town Clerk
Dolores Gill, Deputy Town Manager
Lee Barbee, Deputy Town Manager
Courtney Tanner, Deputy Town Manager
Robert McKie, Finance Director
Steven Langston, Clayton Center Director
Mel Poole, Library Manager
Ann Game, Rev. & Utility Customer Service Director
Sam Johnson-Phillips, Deputy Town Clerk
Brandon Carroll, Utilities Compliance Supervisor
Joshua Baird, Water Resources Director
Chris Rowland, Construction Project Administrator

Council Absent:

None

1 CALL TO ORDER

- a) Mayor McLeod called the meeting to order at 3:03 p.m.

2 ADJUSTMENT OF THE AGENDA

- a) **Approve or Adjust the Agenda**

RESULT:	CARRIED 5-0
MOVER:	Ruth Anderson
SECONDER:	Michael Sims
YES:	Andria Archer, Michael Sims, Porter Casey, Ruth Anderson, and Gretchen Williams
NO:	None

3 STAFF INTRODUCTIONS AND RECOGNITIONS

- a) 3:00 - 3:15 p.m.

- Steven Langston, Cultural Arts Director
Presenter: Dolores Gill, Deputy Town Manager

- Mel Poole, Library Manager
Presenter: Steven Langston, Cultural Arts Director

- Jason Newman, Maintenance Superintendent, Water Resources

Presenter: James Blalock, Asst. Director, Water Resources

Wastewater Treatment Plant Operators at the Little Creek

- Benjamin Pack
- Tanikka Thomas
- Justin Avery

Presenter: David White, Water Reclamation Superintendent

- Sam Johnson-Phillips, Deputy Town Clerk

Presenter: Heidi Holland, Town Clerk

Ms. Gill introduced Steven Langston, Cultural Arts Director, who has been here since 2003. There has been an organizational change and Mr. Langston would be assuming the library under his duties. Mr. Langston introduced Mel Poole as the new Library Manager. She has been with the Town for about two years and has served as the Interim Library Director since Joy Garretson's departure. James Blalock introduced Jason Newman as the new Maintenance Supervisor, he comes from the Town of Fuquay. David White introduced the three new Wastewater Treatment Plant Operators: Benjamin Pack, Tanikka Thomas, and Justin Avery. Ms. Holland recognized Sam Johnson-Phillips for graduating from Clerk Certification School from the School of Government.

4 ITEMS FOR DISCUSSION

- a) 3:15 - 3:35 p.m.
Bill Audit Review

Presenter: Sherri Callery, Senior Utility Systems Analyst with ElectriCities

Ms. Game stated several years ago ElectriCities came to the Town to discuss retail billing audit. She recognized Ann Kramer, Kerrie Greening, and Sheri Smith for their hard work in managing the billing process. She then introduced Sherri Callery with ElectriCities. Ms. Callery shared the objectives of the billing assessment: to identify and quantify billing errors (to exclude residential), ensure accounts are assigned to correct rates, and make process improvement or investment recommendations as needed to improve billing accuracy and efficiency.

She stated New World does not have the ability to pull an easy report, so approximately 17,000 records were manually cleaned up.

There was discussion on certain findings throughout this assessment with all errors being corrected. Out of 84,256 records evaluated, only three inconsistencies with billed charge calculations were identified. The Town has a 99.98% accuracy rate, which is the highest ElectriCities has seen since the program was launched in 2017; she stated it is important for our customers to know that.

Shared was a summary of the assessment which included recommendations to include replacing New World with a more modern, flexible customer solution and redesigning LGS and TOU rates and update rate documentation. This could improve operational efficiency, billing accuracy and flexibility, customer reporting and analytical capabilities, and customer satisfaction.

Mayor McLeod stated this information needs to get to our citizens, it's important for them to hear this operation is being run to the best we can. It would help our citizens understand what is done and for them to know their rates and bills are being checked. Ms. Game stated there is a customer survey from Electricities that goes out every couple of years. This is the third time the Town has participated; the survey had huge participation. She would provide those survey results to Council.

5 BREAK

- a) 3:35 - 3:45 pm.

6 ITEMS FOR DISCUSSION

- a) 3:45 - 4:15 pm.

Lead and Copper Rule Revision Update

Presenters: Brandon Carroll, Utility Compliance Supervisor and Joshua Baird, Water Resources Director

Mr. Baird stated this project has hit a milestone recently and he wanted to provide an update. Brandon Carroll stated the last time this was discussed was September 2023. He stated they did not find any lead service line in the Town lines and right now there are not any galvanized lines in the Town. In September 2023, a map was shared of unknown services lines; shared was a current map of the services lines today which shows over 5,000 successfully located.

There was discussion on galvanized service lines. He stated a lot of lines today are not GRR (galvanized requiring replacement), but we are not able to prove what was there before so they must be classified as GRR. He discussed a survey designed to gather information for creating a materials inventory. Once the data is collected, a map will be created to help citizens identify the type of service line at their property.

Shared was Service Line Inventory:

- Work Orders Complete: 2,805
- Unknown Services Lines: 0
- Galvanized Town Side: 78
- Galvanized Customer Side: 157
- Lead: 0

Next steps are to send notification letters to properties who have galvanized lines and have all Town side galvanized lines replaced by 2027. If a property owner does not replace their line, they would be notified every year. An active website with this information is currently in development, with the goal of launching it by next week.

The goals from the September 2023 presentation were reviewed: five of the six goals have been completed, with the final goal scheduled for completion in spring 2025.

Mr. Baird stated this is a huge project. He spoke highly of the staff that have participated and been involved in this project. He stated the Town's goal is to keep this moving and by the first quarter of next year, all GRR lines would be replaced. He stated on the residential side, staff would provide as much information as possible, but it is up to the property owner if they want to replace the lines. He spoke about the groundwork done by previous employee Byron Poelman. He asked all staff present to step up and be recognized.

Council Member Casey asked if any downtown business owners would be affected, Mr. Carroll stated yes, there are several on Main Street that would need to have lines replaced and they would be notified. Staff would contact business owners and try to have them all agree on a closing date to replace these lines. On average, the repair time would be hours, not days.

b) 4:15 - 4:30 p.m.

Manual of Standards, Specifications and Design (MSSD) Manual Overview
Presenter: Chris Rowland, Engineering

Mr. Rowland stated MSSD is a comprehensive guide, and uniform standards detail the Town's best specification and design practices for its infrastructure, public and private. The importance of this document is to have consistency, quality assurance, adhere to safety standards and practices, and for cost efficiency. This was a collaborative effort across many departments within the Town as well as external experts. It incorporates the latest technologies and best practices for the Town.

There was discussion on specifications and what is included within the manual, such as design (standards, sizing of assets, general layout of infrastructure), specifications (specific materials/parts, testing procedures, and methods for payment – public), and details (pictorial, specific layouts, transferred to plans).

He stated this is a living document that should be revised at a minimum annually or bi-annually, to remain current with industry standards and development improvements. This revision has been compiled from leading industry practices used throughout the State, meeting or exceeding sustainability, functionality, and the dependability of the Town's infrastructure.

Council Member Archer stated she would like to advocate for keeping this document current.

The next steps are to have this adopted at the November 18, 2024 meeting.

7 ADJOURNMENT

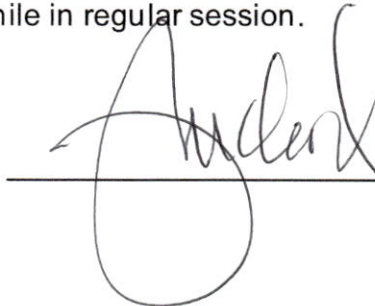
a) Adjourn

With nothing further, the meeting was adjourned at 4:39 p.m.

Motion To Adjourn

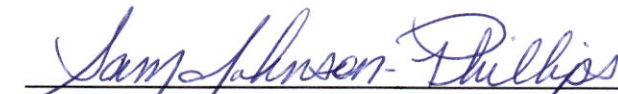
RESULT:	CARRIED 5-0
MOVER:	Gretchen Williams
SECONDER:	Michael Sims
YES:	Andria Archer, Michael Sims, Porter Casey, Ruth Anderson, and Gretchen Williams
NO:	None

Duly adopted this 18th day of November 2024, while in regular session.



Jody L. McLeod
Mayor

ATTEST:



Sam Johnson-Phillips
Deputy Town Clerk

