



## **Post Meeting Wrap-Up**

### **1/8/2019**

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#### **Amendments**

The Board approved Amendment No. 1 to the Black & Veatch Agreement for SCADA System Integration Services for Project MP-16010, Ozone Generation Facilities and authorized the General Manager to execute the Amendment. The estimated cost to perform these additional services is \$486,000 and the total combined billing limit would be increased by this amount.

#### **Award of Contracts**

The Board awarded the contract for Project MP-19133, Facility 2 Analyzer Structures to Garney Companies, Inc., the lowest, qualified, responsible, and responsive bidder, in the amount of \$1,098,000 and authorized the General Manager to execute the contract.

#### **Banking Agreement Extension**

The Board approved a waiver of the WaterOne Purchasing Policy for the extension proposal from Commerce Bank to extend WaterOne's current Principal Banking Agreement ("Agreement"), for the period September 1, 2019 through August 31, 2020, under the same terms and pricing structure as the original Agreement dated September 1, 2014 and authorized the General Manager to execute the extension proposal.

#### **Customer Satisfaction Survey Results**

Chris Tatham with ETC Institute presented WaterOne's Customer Satisfaction Survey results for the third quarter of 2018. WaterOne's overall satisfaction rate is 95% and its composite index is 86.1, which exceeds our target goal of 80.0 and is among the highest scores that WaterOne has received. It is the highest satisfaction rating in the Kansas/Missouri region and 16% higher than the regional average. WaterOne continues to be ranked the most reliable utility among electric, cellular, telephone, and internet providers.

#### **Eminent Domain**

The Board adopted a Resolution authorizing acquisition of an easement by eminent domain for Project MP-21500, 20-inch transmission main, Woodland Drive to Johnson Drive Elevated Tank.

#### **System Development Funds**

The Board directed staff to designate \$1,500,000 in System Development Funds for Master Plan Phase V projects, effective December 31, 2018.

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Next Board Meeting 2/12/2019