



# Public Meeting Minutes of the Plumsted Municipal Utilities Authority

FOR THE PUBLIC MEETING HELD ON  
TUESDAY, DECEMBER 19, 2023 AT 6:30PM

An advertised Public Meeting of the Plumsted Municipal Utilities Authority was called to order by Chairman Brian Kubiel in the Plumsted Township Public Meeting Room, 121 Evergreen Road, New Egypt, New Jersey at 6:30p.m. The meeting was held in-person at the Plumsted Township Municipal Hall. Following the Pledge of Allegiance, an opening statement regarding the "Open Public Meeting Act" pursuant to the Laws of 1975 was recited.

Chairman Kubiel requested a roll call. Those present included Cynthia MacReynolds, Recording Secretary, PMUA; Thomas E. Monahan, Esq., DMM Law Firm; Benjamin Weller, PE, CME, ERI; Alexandra Noriega, Veolia; Robert Burnett, Veolia; Brian J. Brach, PE, QPA, MRRSA and the following Commissioners as per the roll call:

## ROLL CALL

PRESENT: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel  
ABSENT: None

## **APPROVAL OF NOVEMBER 21, 2023 2024 SOLID WASTE & RECYCLING PUBLIC RATE HEARING TRANSCRIPT**

Moved by Mr. Ruppel, seconded by Mr. Grosso.

DISCUSSION: None

## ROLL CALL

AYES: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel  
NAYS: None  
ABSTAIN: None  
DISQUALIFY: None  
ABSENT: None

## **APPROVAL OF NOVEMBER 21, 2023 EXECUTIVE SESSION MINUTES**

Moved by Mr. Grosso, seconded by Mrs. Kimmick.

DISCUSSION: None

## ROLL CALL

AYES: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel  
NAYS: None  
ABSTAIN: None  
DISQUALIFY: None  
ABSENT: None



## **APPROVAL OF NOVEMBER 21, 2023 PUBLIC MEETING MINUTES**

Moved by Mr. Grosso, seconded by Mrs. Kimmick.

DISCUSSION: None

### ROLL CALL

AYES: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel  
NAYS: None  
ABSTAIN: None  
DISQUALIFY: None  
ABSENT: None

## **Reports**

### **T&M ASSOCIATES PROJECT UPDATE**

No T&M Associates update.

### **ERI UPDATE**

ERI's monthly report has been attached for the record. Mr. Weller had no additional updates. There were no questions from the Board.

### **VEOLIA REPORT**

Veolia's monthly report has been attached for the record. Ms. Noriega began by introducing Robert Burnett of Veolia, Assistant Project Manager, who would be joining operations, as well as informing the Board that Veolia operator, Keenan Morin, would be returning to duty (following his August 2023 off-duty accident) on January 3, 2024. Ms. Noriega summarized Veolia's written report.

Mr. Grosso inquired if Veolia had a checklist of spare parts provided by Tomar. Ms. Noriega did not have a list available. Chairman Kubiel suggested that Veolia reach out to Mr. Brach if they were having issues reconciling the spare parts list. Mr. Brach clarified with Mr. Grosso that the spare parts to be provided were detailed within the construction contract specifications.

Mr. Grosso inquired if Veolia understood where the issues were with ammonia compliance. Mr. Noriega responded that it was believed that insufficient air to the post-anoxic tank was creating the issue and detailed activities that had been completed the prior week to repair aeration pipes. Mr. Grosso questioned if this was a maintenance issue and/or normal build-up? Ms. Noriega indicated that Veolia was attempting to identify the root cause of the aeration pipe failure. Mr. Brach added that Veolia did collaborate and share photos during the post-anoxic aeration tank activities and advised that this matter, as well as the November permeate pump failure issue, which resulted in significant hauling costs, were to be addressed with Veolila. Mr. Brach noted that the Authority needed to understand the cause of each and what maintenance and/or spare parts were necessary to avoid such failures in the future. Mr. Brach also corroborated that Train 1 had been up and running and the post-anoxic tank (operating properly) was visually different from the Train 2 post-anoxic tank (malfunctioning aeration). Mr. Brach noted that the Board would be advised as to the root cause of the issues once they were determined.

Ms. Noriega informed the Board that Train 2 was down for membrane maintenance and that it was envisioned to go back online next week. Ms. Noriega invited Mr. Brach to stop by the WWTF to observe operation of both fully functioning trains. Mr. Brach inquired if Train 1 had the biology (after being “seeded” by Train 2) to sufficiently treat wastewater. Ms. Noriega suggested that bench testing run earlier in the day suggested that Train 1 was in compliance with treatment requirements but that further data was required to make this determination. Mr. Brach commented that it would then seem that the post-aeration mixing could be the root cause for the ammonia issue to which Ms. Noriega agreed.

Ms. Noriega noted that Veolia had been contacting local vendors for winter preparation (ie: snow plowing) with limited responses. Mr. Brach highlighted the Board the general issue that snow plowing was not Veolia’s responsibility as per the Operations Contract; however, Mr. Brach had suggested that Veolia contract with a vendor in an effort to prioritize clearing of the WWTF parking lot and driveway, and the Authority would reimburse Veolia for snow removal activities outside of the contract.

Chairman Kubiak asked if there were any questions from the Board to which Mr. Ruppel inquired if Veolia had a return to duty policy? Ms. Noriega stated she did not have direct experience with this type of situation but advised that she had been collaborating with Veolia’s HR Department for Mr. Morin’s return. Ms. Noriega noted that Veolia had received a note from Mr. Morin’s physician stating that he was fit to return with no restrictions. Mr. Ruppel noted that Mr. Morin’s return was good to hear but generally questioned Veolia’s return to duty policy to ensure that Mr. Morin’s return was not an undue liability. Mr. Ruppel generally detailed his past experience in the public sector in addressing such return to duty situations and noted that personal physicians do not always fully understand workplace conditions and that the Authority did not want to assume liability for a return that wasn’t fully vetted. Ms. Noriega noted that she would further explore with Veolia’s HR Department. Mr. Brach recommended that the Ocean Joint Insurance Fund (Ocean JIF) be contacted for further guidance and return to work requirements (if any).

Mr. Ruppel questioned Veolia’s report of approximately 2,534,000-gallons of wastewater flow recorded at the WWTF for an average of 87,000-gallons per day. Mr. Ruppel detailed that the calculated average daily flow should include all days within the month, not just those days in which flow was discharged. Mr. Ruppel suggested that not including all days within the month was skewing the average daily flow calculations. Ms. Noriega indicated she would further investigate the calculation.

Mr. Ruppel further added and explained that no flow days need to be investigated, as they could affect permit and contractual matters. Ms. Noriega acknowledged Mr. Ruppel’s statement.

There were no further questions or comments from the Board.

#### **WASTE MANAGEMENT METRICS REPORT**

No Waste Management update.

#### **FINANCE REPORT**

No Finance update.

## **EXECUTIVE DIRECTOR'S REPORT**

The Executive Director Report has been attached for the record. Mr. Brach added that assuming the Board authorizes the shared services agreement with the Borough of Lakehurst, it was envisioned that a Finance Report would eventually be submitted in an appropriate format in either January 2024 or February 2024.

Mr. Brach highlighted the meeting that the Authority had with Waste Management; simple suggestions were made and it was the hope of the PMUA that Waste Management would heed these recommendations. Mr. Brach noted that the Waste Management metrics report was inaccurate due to residents calling the PMUA directly and not Waste Management (ie: most, if not all, traffic was going through the PMUA).

Mr. Grosso commented that the Authority has indicated residents are to call the PMUA with Waste Management issues. Mr. Brach responded that technically, Waste Management complaints should be going directly to Waste Management's customer service team. However, residents receive a better response contacting the PMUA. The Authority is looking into a tool to better track Waste Management complaints in an effort to assist with improving the program. Mr. Grosso and Mr. Brach discussed call routing and it was determined that, practically speaking, residents should call the PMUA for more time resolution of matters.

Mr. Ruppel requested an update on that status of the Notice of Violations (NOVs) provided by Plumsted Township for failure to connect to the sanitary sewer system. Mr. Brach noted there were approximately (73)-NOVs issued and approximately (5) properties have been connected and detailed various reasons for the lackluster response. Mr. Brach further noted that this matter would need to be resolved in January 2024.

## **Finance Matters**

### **APPROVAL OF THE PAYMENT OF THE DECEMBER 2023 BILL LIST IN THE AMOUNT OF \$164,478.26**

DISCUSSION: Mr. Ruppel noted that the Finance Committee had met and vetted the bill list and that it was his recommendation that the bill list be approved.

Moved by Mr. Ruppel, seconded by Mr. Grosso.

### ROLL CALL

AYES: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel  
NAYS: None  
ABSTAIN: None  
DISQUALIFY: None  
ABSENT: None

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## **General Matters**

**RESOLUTION NO. 2023-24 DENYING REQUEST FOR CREDIT TO THE SEWER BILL FOR BLOCK 29; LOT 19 AND REAFFIRMING AUTHORITY PRACTICE OF GENERATING SEWER BILLS PRORATED AS PER THE FINAL PLUMBING DATE PROVIDED BY THE PLUMSTED TOWNSHIP CONSTRUCTION DEPARTMENT**

Moved by Mr. Ruppel, seconded by Mr. Grosso.

DISCUSSION: None.

### ROLL CALL

AYES: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel

NAYS: None

ABSTAIN: None

DISQUALIFY: None

ABSENT: None

**RESOLUTION NO. 2023-25 AUTHORIZING SUBMISSION OF NEW JERSEY AMERICAN WATER "2023 MUNICIPAL WATER USAGE DATA SHEET" AND SUPPORTING APPLICATION DOCUMENTS FOR NON-RESIDENTIAL ACCOUNTS**

Moved by Mr. Ruppel, seconded by Mr. Grosso.

DISCUSSION: None.

### ROLL CALL

AYES: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel

NAYS: None

ABSTAIN: None

DISQUALIFY: None

ABSENT: None

## **Personnel Matters**

No Personnel Matters.

## **Old Business**

No Old Business Matters.

## **New Business**

No New Business Matters.

## **Members Comments**

Mr. Ruppel acknowledged all the hard work and effort to get the Authority into the position that it's in today. Mr. Ruppel noted that the Authority still has a ways to go; however, the PMUA was in much better position than a year ago and thanked everyone for their efforts.

Mr. Kubiel reaffirmed Mr. Ruppel's comments and wished everyone a safe and happy New Year.

## **Public Comments**

Plumsted Township Committeeman and PMUA Liaison, Herbert Marinari, addressed the Board.

Mr. Marinari noted that it's been a long year but the Authority is in a better position and thanked the PMUA Board members for all their hard work and effort. Mr. Marinari further commented on his satisfaction with the professional content and format of the PMUA's meeting agenda and agenda packages.

### **MOTION TO CLOSE THE PUBLIC COMMENT PORTION OF PUBLIC MEETING**

Moved by Mr. Grosso, seconded by Mrs. Kimmick.

DISCUSSION: None.

### **ROLL CALL**

AYES: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel  
NAYS: None  
ABSTAIN: None  
DISQUALIFY: None  
ABSENT: None

## **Executive Session Matters**

### **RESOLUTION NO. 2023-26 AUTHORIZING EXECUTIVE SESSION**

Moved by Mr. Ruppel, seconded by Mrs. Kimmick.

DISCUSSION: Chairman Kubiel noted that there should be action taken. Mr. Brach noted that the Executive Session started at approximately 6:54pm.

### **ROLL CALL**

AYES: Mr. Grosso, Ms. Kimmick, Mr. Ruppel, Chairman Kubiel  
NAYS: None  
ABSTAIN: None  
DISQUALIFY: None  
ABSENT: None

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**MOTION TO ENTER INTO REGULAR SESSION**

Moved by Mr. Ruppel, seconded by Mr. Grosso.

DISCUSSION: Mr. Brach noted that the Executive Session has been closed and the Public Session opened at approximately 7:18pm.

ROLL CALL

AYES: Mr. Grosso, Ms. Kimmick, Mr. Ruppel, Chairman Kubiel  
NAYS: None  
ABSTAIN: None  
DISQUALIFY: None  
ABSENT: None

**RESOLUTION NO. 2023-27 AUTHORIZING A SHARED SERVICES AGREEMENT BETWEEN THE PLUMSTED MUNICIPAL UTILITIES AUTHORITY AND BOROUGH OF LAKEHURST FOR BASIC UTILITY FINANCIAL SERVICES**

Moved by Mr. Grosso, seconded by Mrs. Kimmick.

DISCUSSION: None.

ROLL CALL

AYES: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel  
NAYS: None  
ABSTAIN: None  
DISQUALIFY: None  
ABSENT: None

**MOTION TO ADJOURN THE PUBLIC MEETING**

Moved by Mr. Ruppel, seconded by Mrs. Kimmick.

ROLL CALL

AYES: Mr. Grosso, Mrs. Kimmick, Mr. Ruppel, Chairman Kubiel  
NAYS: None  
ABSTAIN: None  
DISQUALIFY: None  
ABSENT: None

The public meeting was adjourned at approximately 7:19pm.

Respectfully submitted,

DocuSigned by:



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Brian J. Brach, Interim Executive Director

**ATTACHMENT A**  
**ERI Engineer's Report (December 2023)**

Christopher J. Noll, PE, CME, PP  
*President & CEO*

William H. Kirchner, PE, CME, N-2  
*Vice President*

Rakesh R. Darji, PE, PP, CME, CFM  
*Vice President/Treasurer*

Benjamin R. Weller, PE, CME, CPWM, S-3, C-3  
*Secretary*



Joseph P. Orsino, Jr. CET, *Vice President*  
Harry R. Fox, NICET III  
G. Jeffrey Hanson, PE, CME  
Joseph R. Hirsh, PE, CME, CPWM  
C. Jeremy Noll, PE, CME, CPWM  
Marc H. Selover, LSRP, PG

**PLUMSTED MUNICIPAL UTILITIES AUTHORITY  
ENGINEER'S STATUS REPORT  
December 12, 2023**

Asset Management Plan

- Environmental Resolutions Inc. (ERI) is awaiting any feedback from Mr. Brach and/or Mr. Earle before issuing a final copy of the Asset Management Plan.

74 & 78 Maple Avenue Major Subdivision

- ERI has analyzed the dataset and has provided a draft copy of our findings to Mr. Brach for review. There are a couple outstanding issues that should be addressed with the Authority prior to final issuance of the report.

Township Sewerage Connections

- Plumsted Township approved their contractor to proceed with making the connection to the PMUA's forcemain on Evergreen at their November 2 meeting. The Township and their Contractor are working on getting a road opening permit from Ocean County.

**ATTACHMENT B**  
**Veolia O&M Report (December 2023)**



# Monthly Operating Report

*Presented to:*

**Plumsted Municipal Utilities Authority**

**November 2023**

12/19/2023

## Overview

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Veolia Water Contract Operations USA continued operations at the Plumsted, NJ wastewater treatment facility located 947 Monmouth Rd. Cream Ridge, NJ 08514 during the month of November 2023.

### I. Staffing

At its current Average daily flow rate, the WWTP is fully staffed. Veolia's local and technical support Staff includes:

Richard Erving - Lead Plant Operator  
Keenan Morin - Plant Operator (on leave)  
Temporary staff - Plant Operator  
Chris Pope - Environmental Health Safety and Compliance Coordinator  
Christopher Earle – Regional VP of Operations  
Kevin Shoudt – Project Manager  
Alexandra Noriega - Project Manager  
Robert Burnett - Assistant Project Manager (December 2023)  
Ceren Arlap - Senior technical Director  
Jason Kiernan - License holder of record

### II. Operational Overview

Universal PAC process blower #2 unit was repaired on September 19th and placed back in service. However, upon inspection of blower #1, the service tech noticed an issue with the bare blower leaking oil internally. The unit was sent to the manufacturer and Veolis is waiting for an RCA report. We are also requesting a quote for the replacement of the bare blower that was used. Veolia noticed the check valve was inoperable for blower #1. The replacement part was ordered and is scheduled to be replaced by the end of November. **The check valve was replaced and Blower #1 was placed back into service on 11/27/23.**



Continue process control of the facility treatment operations.  
Continue percentage solids testing.  
The automatic samplers are run and reset weekly.

Maintain Fine Screen Solid Removal Systems. The brush one Ro9/500 screen needs to be replaced. There was a delay with the delivery of the gantry crane lift ordered for the replacement and after the gantry was assembled the technicians did not have room to make the repairs. A beam was ordered and the Veolia Asset and Maintenance Manager is scheduled to be onsite at the end of November to assist with the replacement. Replacement is scheduled for the end of December.  
Performed preventative maintenance on all of the operating equipment.  
Maintain the grounds at the facility.

### III. Facility Overview

Weather- In New Egypt, November's accumulated precipitation was 1.83 in inches of rain.

Flows – The Total flow of effluent for November was 2,534,662 gallons. The highest daily flow of 116,531 gallons was recorded on November 8th. The daily average flow for the month was 87,402. The minimum daily flow was 56,922 gallons on November 1st.

<u>November</u>	<u>Gallons/Day</u>	<u>Inches of Rain</u>	<u>November</u>	<u>Gallons/Day</u>	<u>Inches of Rain</u>
1-Nov	66,644	0.05 in	15-Nov	93,077	0.00 in
2-Nov	56,922	0.00 in	16-Nov	79,655	0.00 in
3-Nov	66,945	0.00 in	17-Nov	105,054	0.00 in
4-Nov	-	0.00 in	18-Nov	85,921	0.00 in
5-Nov	107,904	0.00 in	19-Nov	62,085	0.00 in
6-Nov	104,718	0.00 in	20-Nov	79,891	0.00 in
7-Nov	100,215	0.00 in	21-Nov	76,183	0.54 in
8-Nov	116,531	0.00 in	22-Nov	86,146	0.87 in
9-Nov	91,514	0.00 in	23-Nov	70,138	0.00 in
10-Nov	84,083	0.03 in	24-Nov	89,982	0.00 in
11-Nov	77,836	0.00 in	25-Nov	91,694	0.00 in
12-Nov	92,824	0.00 in	26-Nov	93,577	0.33 in
13-Nov	96,576	0.00 in	27-Nov	79,733	0.01 in
14-Nov	93,610	0.00 in	28-Nov	110,601	0.00 in
			29-Nov	67,580	0.00 in
			30-Nov	107,023	0.00 in
			Avg	87,402	
			Sum	2,534,662	
			Sludge	82,876	
			% Sludge	3.27%	

Sludge – 82,876 gallons of liquid sludge hauled from the facility in November by United (Russel Reid). 3.27%

## IV. Compliance Overview

All required sampling was conducted for the month of November.

Monthly Average						
Parameter	BOD (mg/l)	TSS (mg/l)	Ammonia mg/l	Nitrate mg/l	E. Coli #/100ml	Phosphorus kg/d
Influent	313	175				
Effluent	3	ND	20.3	1.25	14.4	ND

On October 27, 2023, Veolia submitted the corrective and remedial plan to the NJDEP for the Notice of Violation received on September 29, 2023.

NJDEP has not provided feedback at this time.

On October 20, 2023, the contract lab notified Veolia that ammonia had exceeded the daily limit authorized by the NJPDES permit. Veolia notified the NJDEP hotline and submitted the 5-day follow up letter.

The Veolia technical and performance team is conducting a root cause analysis into ammonia exceedance and has identified the following listed issues so far in the operation and is monitoring the influent for any unusual inorganic ammonia load into the system.

- Malfunctioning DO sensors and
- Diffuser head clogging in the post anoxic zone tank

The DO Probes were installed through a conduit that is too small to remove the probe end out of the tanks to clean and calibrate. We need to have a larger diameter conduit installed. Tomar was onsite on October 23rd, to core drill through the concrete and install a vertical conduit, so we can remove the probes regularly. Tomar replaced the DO Probe in the Post Aeration Tank. Tomar will return in the beginning of December to replace the DO Probes in the Aerobic Tanks. In the meantime, Veolia purchased a handheld DO meter to perform daily readings. Tomar is still waiting for the DO probes shipment. Tentative delivery date is the 3rd week of December.



The 6" plug valve for wasting in train 2 (pre-anoxic) was inoperable. Tomar is scheduled to be onsite on November 1st to make the necessary repairs. Tomar repaired the wasting valve.

To facilitate the inspection and necessary repairs in Train 2, we plan to transition the biological process to Train 1. This will ensure the continuity and efficiency of wastewater treatment during the repair. In order to start Train 1, the following action items were taken place:

- Wind River Environmental removed 89,000 gallons of sludge and pressure washed all the tanks in Train 1 and from Train 2 Post Anoxic.
- Recovery clean and neutralization was completed for membrane Train 1.
- The chemical injection pipe in the tanks had to be raised.
- Tomar installed new floats because they were not yielding any communication to the PLC panel.

On November 22nd, Veolia attempted to put Train 1 into production, but the permeate pump kept going into interlock, preventing the train from running in auto. The VFD controlling the pumps experienced a blown fuse, prompting the presence of an onsite electrician for repairs. As a result, the EQ tanks reached high levels due to both trains being out of production. To tackle this issue during the Thanksgiving weekend, Wind River Environmental was called onsite to haul from the EQ and sludge holding tank (142,000 gallons). Collaboration between Veolia and technical support, resolved the interlock issues, enabling the operation of both trains. Moving forward into December, Train 2 will be shut down to facilitate the necessary repairs in the Post Anoxic tank, specifically the aeration/diffusers.



We are conducting a comprehensive analysis to better determine influent characteristics. These actions will be taken promptly to address immediate concerns and prevent potential environmental and/or operational impacts. We will continue to monitor and evaluate the situation and Veolia will continue to keep the NJDEP and PMUA informed of any further findings.

Odor Complaints/Customer issues Overview  
There were no odor complaints in November.

## **V. Health and Safety Compliance**

Environmental Health and Safety training was completed throughout the month of November.

The following safety improvements were made:

1. Labeled all hatches with confined space signage

All Veolia North America safety training has been loaded into our system and the staff is actively working on them. Topics include PPE and winter preparation. The plant staff performs near miss/unsafe conditions reporting with corrective action plans.

## **VI. Repairs and Preventative Maintenance Overview**

Asset management of all the equipment is set up in a new CMMS system called Job Plus. Additional training will be scheduled with the Asset Management Manager in January. Chemical Inventory management is in the process of being set up in Job Plus. This will aid in purchasing of frequently used materials, lab supplies, consumables, etc.

Veolia's asset management team will prepare a list of recommended spare materials. A meeting will be scheduled with the PMUA Executive Director to review the list.

## **VII. Capital Plan**

Veolia has not submitted a Capital plan to the MUA at this time.

**ATTACHMENT C**  
**Executive Director's Report (December 2023)**



# Plumsted Municipal Utilities Authority

COMMISSIONER BRIAN KUBIEL, CHAIR  
COMMISSIONER STEVEN GROSSO, VICE CHAIR  
COMMISSIONER BETH KIMMICK  
COMMISSIONER MICHAEL RUPPEL

## Memorandum

DATE: December 15, 2023  
TO: PMUA Commissioners  
FROM: Brian J. Brach, PE, QPA, Interim Executive Director  
RE: Summary of Executive Director's Report Items  
December 19, 2023 Public Meeting  
CC: Cyndi MacReynolds, Secretary, PMUA (via email)



Commissioners,

In an effort to streamline discussion at the meeting, below is a concise summary of several matters I would like to bring to the attention of the Board:

- **New PMUA Phone Number**: The Plumsted MUA's new official phone number is (609) 244-0425. This will be the MUA's number in perpetuity. Details were provided to the Board in a December 7, 2023 email. Signage at Town Hall, the Authority's website, annual bills and official Authority correspondence have all been updated to reflect this new number. This is a simple, yet important step, in improving the customer service experience and streamlining inquiries (ie: without having to go through the Township's phone system).
- **Initial Meeting with the Plumsted Township School District**: The Interim Executive Director had an in-person meeting with Sean Gately, Business Administrator for the Plumsted Township School District, on November 29, 2023. This was an introductory meeting and high level details of the School District's pending connection to the PMUA's wastewater system were discussed. The meeting was cordial and the Authority anticipates increased collaboration and communication as the School District plans and implements the pending connection.
- **Waste Management Meeting**: The Interim Executive Director and Authority Customer Services Representative met in-person with Rob Allen from Waste Management (WM) on December 5, 2023. Generally, the state of the Authority's solid waste and recycling program was discussed. Macro problems continue to persist within the solid waste and recycling industry but WM reiterated the commitment to do better. PMUA suggested starting with items that WM can control (such as potentially sending additional trucks on bulk pick-up days). The Authority shall also consider assessment of penalties, as per the contract, for missed pick-ups. It was a positive meeting and the PMUA is confident that both parties can continue to address deficiencies in a productive manner.
- **NJ One Call Tariff**: Veolia filed an application for participation in the NJ One Call program back in July 2023. The application has yet to be processed but Authority Administration is collaborating with Veolia and One Call Concepts to complete registration of the PMUA within the One Call system.

- **Conversations re: Grant Opportunities**: The Interim Executive Director has been inquiring about Federal, State and non-profit grant opportunities that all, or part, of Authority Administration and/or Operations would qualify for. The Board will be kept advised if any opportunities have potential to come to fruition.
- **PMUA Bills Reformatting**: The Authority is working with MGL Printing Solutions to reformat bills to display more clear, concise and current information. This process, and getting Lakehurst on board, is going to delay issuing of bills. It's anticipated that the annual 2024 solid waste bills and 4th Quarter 2023 sewer bills will be mailed in early January 2024; and the annual 2024 sewer bills will follow with a mail in late January 2024/early February 2024.
- **ArcGIS "Citizen Problem Solver"**: The Authority is considering implementation of the "Citizen Problem Solver" app offered through the MRRSA's existing ArcGIS account to track customer service activities. This application has a public link, whereby ratepayers can submit service requests, and can also be used by Authority personnel to track internal and external service activities. An intuitive dashboard is included that will provide simple metrics that the Authority can use to improve customer service.
- **WWTF Contract Closeout Update**: Discussion has been ongoing with Tomar with little to no progress to report upon at the moment.
- **Manchester Community Energy Aggregation Program**: Residents participating in the energy aggregation program have been automatically transitioned back to the JCP&L tariff rates during their December 2023 meter reads. The PMUA (and Plumsted Township) have been receiving numerous calls from residents. Attached is a template email response developed by the Authority. The Gable Associates notice has also been posted within Town Hall and on the Authority's website.
- **Simple Improvements Moving into 2024**: Moving into 2024, the Authority has identified several simple improvements that can add value include updated signage at Town Hall to direct residents to PMUA offices and the new office hours policy, installation of a PMUA payment drop box and development of PMUA website (separate from the Township's website). The Board will be kept advised as these are implemented.
- **Collaboration with Veolia re: Asset List**: The Authority has started collaborating with Veolia to identify, prioritize and recommend procurement of spare materials and/or equipment necessary to avoid mission critical failures throughout the PMUA's wastewater system. Most particularly, the Advanced Wastewater Treatment Facility. Recent incidents have reinforced the need to stock certain spare parts and implement related improvements to increase resiliency and reduce the risk (ie: consequence x probability) posed by emergency situations.
- **Operating Agreement with Plumsted Township**: The Board can expect to see an agreement on the January 17<sup>th</sup> agenda to meet the February 1, 2024 deadline imposed by the I-Bank.
- **Cyndi MacReynolds Absence**: Cydni MacReynolds will not be present at the meeting and the Interim Executive Director will act in her capacity.

Feel free to contact me if you'd like to discuss any of these matters further.

Respectfully,  
Brian