

# Aqua Illinois Advisory Council

Monday, November 13, 2023

7:00 PM

## Attendees:

1. Paul Pike, Advisory Council Member
2. Paul Zucker, Advisory Council Member
3. Appaji Valavala, Advisory Council Member
4. Nancy Gold, Advisory Council Member
5. Chrissy Williams, Advisory Council Member
6. Lyle Staab, Advisory Council Member
7. Michael Talbett, Advisory Council Member
8. Susan Bauer, Advisory Council Member
9. Roberto Diaz, Advisory Council Member
10. David Carter, Aqua Illinois
11. Andrew Price, Aqua Illinois
12. Tracy Fullen, Aqua Illinois
13. Michelle Buffenbarger, Aqua Illinois
14. Lucas Brush, Aqua Illinois
15. Keli Hodges, Aqua Illinois
16. Alan Stark, Aqua Illinois

## Welcome and Opening Remarks

- David Carter: Introduced himself, Aqua leadership and Advisory Council members introduced themselves.

## Overview of Water Service Advisory Council Guidelines

- Andrew Price: Shared the mission and goals of Water Advisory Council, focusing on collaboration.

## October 31<sup>st</sup> Service Disruption Update

- David Carter: Presented the disruption timeline from the incident on October 31st. Shared details on what happened and communications shared with affected customers.
- Advisory Council Member: Where were water samples taken in relation to the leak?
  - Lucas Brush: Took samples from home one house north of the leak and sent to lab for testing and from three other sites throughout the outage area. All samples passed after the requisite 24 hour hold period.
- Advisory Council Member: Spoke to the homeowner where service line link occurred, customer said there was a vibrating noise and called customer service on Sunday. Agreed that the communications were better this time, but would like to be notified water is being shut off before it is shut off
  - Michelle Buffenbarger – Will check to confirm if a call occurred on Sunday.
- Advisory Council Member – No one knew what was happening, no updates were made to Aqua Hawthorn Woods, Kildeer, Lake County webpage
  - Andrew Price – The Disruption Map provides an overview of all active service disruptions and is available to all customers

- Advisory Council Member – Confirming the map is on the website
- Keli Hodges – Hover over the construction men on the map in order to see full update information.
- Advisory Council Member – How are we not on the boil order if we are all on the same water?
  - Alan Stark – Would not have been affected by shutdown, boil order is only for the homes that lost pressure.
- Advisory Council Member – Is there a different way the leak could be detected?
  - David Carter – Options are limited for a leak that occurs in a line as deep as this. We do high level surveys periodically to identify larger leaks, but more often than not, leaks present themselves by surfacing somewhere near the leak site. In this case, the customer identified noise coming from their service line when using water in the home, and upon arrival, we noticed a wet area in the front yard near the street.
- Advisory Council Member – Is tank reading (SCADA) information available publicly?
  - David Carter – No, due to security concerns. At a future meeting we can show you the SCADA system on a laptop.

#### **Aqua Illinois Operations & Communications Progress Update**

- David Carter: Shared updates on additional alarms for the SCADA system and noted that a tabletop exercise will be completed in Q1 of 2024. Shared the inconclusive results of the pipe assessment and due to the presence of mild corrosion, they are looking to have more pipes tested. A valve was added in a location where water would still reach the school if there was a break.

#### **Water Treatment Plant Project Plan**

- Tracy Fullen: Shared the new water treatment plant construction timeline, noting that the design is 95% completed, IEPA permit was filed and once the bid is awarded, construction will take nine to ten months and be completed by November 2024 at the latest.
- Advisory Council Member – Are you exploring using Lake Michigan water?
  - Tracy Fullen – Lead time on electrical and treatment equipment are the critical path items. Began early procurement on these items in August to get plant in service sooner.
  - Construction is anticipated to start in the beginning of 2024, depending on IEPA approvals; expectation to have water treatment plant up and running by Q3 of 2024
  - Tracy Fullen – Aqua owns the water distribution system and would continue to operate the system using Lake Michigan Water. The existing water system would continue to be maintained as a backup system.
  - Advisory Council Member – What is the impact of adding a third well with the water dip? Have there been studies of the water tables?
  - Tracy Fullen – The wells are at different depths and do not pull from the same water tables, so there is no concern.
- Advisory Council Member – Lake Zurich is switching to Lake Michigan water; the price is substantial.
- Advisory Council Member – What is the critical path of the project? Confirming construction start and end dates.

- Tracy Fullen – Construction starts in the beginning of 2024, depending on IEPA approvals; expectation to have water treatment plan up and running by Q3 of 2024
- Advisory Council Member – How often do you update the website?
  - Alejo Torres – We update based on meetings, as needed.
  - Advisory Council Member – Can we get an update on the outages on Hawthorn Woods, Kildeer, Lake County website?
  - Mike Herbst – They do, there is a full report on there; there might be a little delay.
- Advisory Council Member – Where should people go first for information?
  - Mike Herbst – WaterSmart Alerts, followed by the Disruption Map

### **How to Read Your Water Bill**

- Keli Hodges presented on how to read your water bill, in addition, there is an interactive bill on the Aqua website.

### **Next Steps & Open Forum for Questions**

- Next meeting date – Jan. 18 (tentative)
- Advisory Council Member – For the next meeting when we go over the bill, is there a way for you to indicate which taxes you are legally required to bill us for?
  - David Carter: Yes, we will cover each in depth.
- Advisory Council Member – Is there a place we could contact for topic ideas after the survey comes out?
  - Dave Carter: Use Aqua website or email that is in the invites for the meetings.