

Minutes of the 907<sup>th</sup> Meeting  
“Celebrating Over 60 Years of Continuous Environmental Excellence”  
Alexandria Renew Enterprises  
6:00 p.m., Tuesday, May 16, 2023

On Tuesday, May 16, 2023, the Alexandria Renew Enterprises Board of Directors held its regular Board of Directors meeting in the Edward Semonian Board Room at 1800 Limerick Street, with the following present:

Members:                   Mr. John Hill, Chairman  
                                  Mr. James Beall, Vice Chairman  
                                  Mr. William Dickinson, Secretary-Treasurer  
                                  Ms. Adriana Caldarelli, Member  
                                  Mr. Mark Jinks, Member

Staff:                        Mr. Justin Carl, General Manager/Chief Executive Officer  
                                  Ms. Allison Deines, Chief Water Quality Officer  
                                  Ms. Caitlin Feehan, Chief Administrative Officer  
                                  Mr. Lake Akinkugbe, Director of Finance  
                                  Ms. Lorna Huff, Secretary to the Board

Counsel:                    Ms. Amanda Waters, General Counsel,  
                                  McGuireWoods LLP

Fairfax County  
Representative:            Mr. Shahram Mohsenin, Branch Chief  
                                  Wastewater Planning & Monitoring Division

City Representative:      Ms. Suzanne Salva, Project Manager  
                                  T&ES/Sanitary Sewer Infrastructure Division

Call to Order

The Chairman called the meeting to order at 6:01 p.m.

Approval of Agenda

The Chairman requested that members review and approve the agenda. Mr. Beall moved and Mr. Dickinson seconded. The Board unanimously approved.

Public Comment Period

There being no members of the public in attendance and wishing to speak, the Chairman closed the public comment period.

Consent Agenda

The Chairman requested members review the Consent Agenda which contained the Minutes of the April 18, 2023, meeting and a request for approval of a contract award for construction of the primary settling tanks rehabilitation project. Mr. Carl noted the location of the settling tanks and defined “chains and flights” for members. There being no changes to the Consent Agenda, the Chairman requested a motion to approve, Mr. Beall moved approval and Ms. Caldarelli seconded. The Board unanimously approved.

New Business

A. Customer Service Migration Update.

Discussion.

Mr. Carl recognized Mr. Robertson who updated members on AlexRenew's upcoming customer service migration. AlexRenew's current customer service solution includes payment processing, online portal and call center services. Payment plans for delinquent accounts have transitioned from GCWW to Promise Pay. He reviewed the role of Virginia American Water (VAW) noting they provide disconnection services to AlexRenew. AlexRenew's new partner is Enterprise Solutions Consulting (ESC) whose focus is providing customer service solutions for utilities across the country. The new system allows for customization of the portal, and more payment options including Google Pay, Apple Pay and Paypal.

Staff has worked with ESC to keep the bill format consistent and customer account numbers will transfer with the new system. Additionally, it is believed that automatic payments will transition to the new system and a chat feature has been added. Mr. Dickinson inquired about AlexRenew's onsite staff for customer service requests. Mr. Robertson reported that customer calls are routed to the customer service call center. If customer walks in then the customer service manager will assist with their account.

Customer service hours have increased and will run from 6:00 a.m. to 6:00 p.m. Mr. Jinks inquired about where the software is housed for any upgrades, glitches, etc., and bill mailing. Mr. Robertson reported that ESC will manage that process. Mr. Dickinson inquired about the organization Promise. Mr. Robertson reported that Promise is the organization that handles our payment plans and administers LIWHAP. Mr. Robertson reported that staff has to integrate Promise's payment arrangement data into the new ESC platform. Ms. Caldarelli inquired about start/stop services. Mr. Robertson reported that new account service begins with VAW. That information is passed to AlexRenew's customer service database. He reviewed the communications campaign noting that best practices for a communications campaign is about 60 days out. Staff will work this transition from 90 days out.

Mr. Robertson completed his remarks and inquired if members had any questions. The Chairman inquired about call center metrics. Mr. Roberts reported that the metrics are built into the contract and more call center reps will be available through the transition process. Staff will continue to monitor metrics such as the number of calls into the center and disposition. Ms. Salva inquired about the change in cost due to a new provider. There is an initial upfront cost for the new system and then a significant savings per year. Mr. Hill inquired about ESC's other customers. The City of Chattanooga is a new client. They have over 30 utility clients in many different time zones. They are located in California. Mr. Dickinson inquired if they use call centers that are offshore. Mr. Robertson reported that their call centers are in the United States.

B. Review and Approve a Resolution Authorizing an Increase to the Line of Credit Financing.

Discussion

The Chairman recognized Mr. Carl who reported on AlexRenew's Line of Credit Financing. In 2021, AlexRenew opened a \$30 million line of credit to help fund construction activities on RiverRenew in the event a government shutdown made funds unavailable through the Virginia Clean Water Revolving Loan Fund (VCWRLF) and the Water Infrastructure Finance and Innovation Act (WIFIA). Staff proposes an extension to the line of credit from \$30 million to \$60 million to provide flexibility and to keep construction moving. He reported AlexRenew's current cash position of \$55 million. The current spend on RiverRenew is approximately \$8 million per month currently on construction.

Staff does not anticipate needing to use it but wanted to have the option if necessary. The current line of credit has a balance of approximately \$22 million. After the increase to the line of credit, there will be approximately \$38 million. Members inquired about how the decision was made for this approach, interest rates and the ARPA funds. Mr. Carl reported that the internal team in seeking to manage risk wanted to pursue this option and consulted with AlexRenew's financial advisor, PFM, who concurred. Mr. Carl reported that staff had recently requested and received its first \$12 million from WIFIA. The turn around time was two days. Mr. Carl reported that the ARPA funds are being processed and the turnaround time is expected to be a few weeks. There were no additional questions and the Chair requested a motion from Mr. Jinks. Mr. Jinks moved approval and Mr. Dickinson seconded. The Board unanimously approved.

Be It Resolved That, the Board authorizes the CEO to execute an agreement for the extension of a line of credit in the amount of \$30 million.

There was no additional questions or comments and the Chairman moved to CEO Monthly Outcomes.

### CEO Monthly Outcome Reports

#### CEO Board Report

Mr. Carl reported referenced the customer call numbers on the 2<sup>nd</sup> page of the CEO report for Board reference. There were no questions on the CEO Report and Mr. Carl moved to the RiverRenew Dashboard.

#### RiverRenew Dashboard

Mr. Carl reported that RiverRenew is approximately 41% complete on the project. The Waterfront Tunnel and pump station at the plant are delayed. Tunneling continues to progress with operations reaching 100 to 120 feet per day from an original planned 40 feet per day, Approximately, 3,000 feet has been accomplished to date. Staff has continued outreach with the community with tours with citizens and various agencies. The Chairman inquired on the impact of the increased speed for the crews on the ground. Mr. Carl reported that the increased speed, has resulted in an increase in traffic. Mr. Dickinson inquired on supply chain issues with the tunnel ring manufacturers. Mr. Carl reported that the rings are being manufactured in Brandywine, Maryland so none have been experienced.

Mr. Dickinson reported that the feedback he had been receiving from the tours was positive and inquired on the feedback received from staff. Mr. Carl reported that we had tunnel tours two weekends ago and had over 100 people come out from the community. Feedback was overwhelmingly positive. Staff has received additional requests for tours but are not accepting tours,

The Chairman reported that he attended the tour and was impressed with the amount of work done in a short period of time and the enthusiasm of staff. Mr. Dickinson inquired about publicity from the tours. Mr. Carl reported that there was an article written in Alexandria Living and in the Zebra. Staff is still waiting for Council to give a date for Board tours. Council and Board tours will be different from the community tours and a personnel carrier will be used to transport people back and forth. Staff is working on a date in July and will advise members when the scheduling is complete.

Mr. Carl referenced page 5 of the Dashboard, noting \$309 million spent to date. Staff had a meeting with Senator Surovell on April 27<sup>th</sup>. to provide an update on the schedule delay. They asked questions throughout and were very supportive throughout. The intent is to get the milestone extended in the next legislative session. Mr. Carl will discuss the project delay and upcoming rate increase with the group.

Financial Report

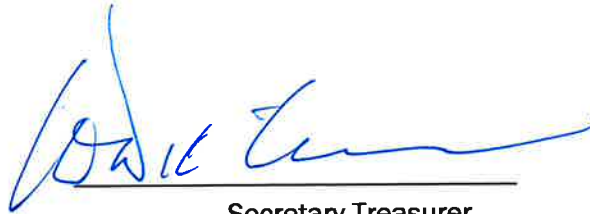
Mr. Carl noted that staff had been doing outreach regarding delinquencies. Letters have been sent to all delinquent accounts. Additionally, outreach has been done through telephone calls and door hangers. Mr. Carl noted that delinquencies stabilized in the last month. Ms. Caldarelli noted there are 91 accounts that are on active payment plans and it looks like over 1,000 that are delinquent. Is staff expecting an increase. Mr. Carl reported that staff is unsure, the data shows that bills just haven't been paid. The payment plans are largely with commercial accounts.

The Chairman inquired if there were any additional questions on the Outcomes report. Mr. Carl reported on the invitation to the Board Retreat scheduled for January. Staff has planned a dinner for the night before with the Retreat the following morning. With Mr. Dickinson's resignation, staff wanted the board member to have the opportunity prior to the retreat to understand AlexRenew and its Mission, Vision and Values.

Mr. Dickinson discussed the Ellen Pickering Award Selection Ceremony and thanked staff for their participation. Mr. Carl reported that AlexRenew got some really good traction as the entire Mount Vernon Trail Association attended the tunnel tour. Representative Byer also participated in the event.

There being no additional business, the Chairman moved to adjourn and Mr. Beall seconded. The Board unanimously approved. The meeting adjourned at 6:45 p.m.

APPROVED:

A handwritten signature in blue ink, appearing to read "David L...", written over a horizontal line.

Secretary-Treasurer