rcvD 01/04/2021 @ 835 Am fall Dur

MEMBERS OF THE WPCA THAT ARE UNABLE TO ATTEND THIS MEETING, PLEASE CALL ETHER DIAZ, (860) 644-2511, EXT. 243, ON OR BEFORE 4:30 P.M. ON THE DAY OF THE MEETING

WATER POLLUTION CONTROL AUTHORITY TOWN OF SOUTH WINDSOR

REGULAR MEETING VIRTUAL MEETING SOUTH WINDSOR TOWN I REVISED AGENDA

TUESDAY, JANUARY 5, 2021

7:00 P.M.

SOUTH WINDSOR TOWN HALL

This meeting can be viewed on Cox Channel 16 or Channel 6082 if your provider is Frontier and will be live streamed on the Town's website at http://gmedia.swagit.com/live.

WEBEX Conference Call-In Number: 855-925-2801

Meeting Code: 6382

Public is welcome to email comments to Wpcacomments@southwindsor-ct.gov or to call in through the above referenced WEBEX call.

- A. Roll Call
- B. Acceptance of Minutes of Previous Meeting
 - 1. December 1, 2020 Regular Meeting
- C. New Business
 - 1. 818 Sullivan Avenue Approval to Connect
 - 2. Budget Presentation
 - 3. Revised Standard Operating Procedure for Sewer Use Collection
- D. Communications and Reports
 - 1. Superintendent Report
- E. Public Participation (Items not on the agenda)
- F. Bills, Change Orders, Disbursements
- G. Unfinished Business
- H. Executive Session
- I. Adjournment

REGULAR MEETING VIRTUAL MEETING SOUTH WINDSOR TOWN HALL **MINUTES**

TUESDAY, JANUARY 5, 2021 7:00 P.M.

Chairman Thomas Ruby called the Regular Meeting/Virtual Meeting to order at 7:00 p.m. and explained that the public is welcome to email comments to Wpcacomments@southwindsor-ct.gov or to call in through WEBEX at 855-925-2801; meeting code 6382.

A. Roll Call

Members Present:

Carol Fletterick, Erik Dabrowski, Toby Lewis, Thomas Ruby, and

Stephen Wagner

Members Absent:

Steven King, Jr., and Ashwatha Narayana

Alternates Present:

Vicki Paliulis (7:07 p.m.)

Alternates Absent:

Shawn Jacobaccio

Staff Present:

Tony Manfre, Superintendent of Pollution Control

Michael Lehmann, IT Technician/Webmaster

B. Acceptance of Minutes of Previous Meeting

1. December 1, 2020 Regular Meeting

Motion was made to approve the minutes of the December 1, 2020 Regular Meeting.

The motion was made by Mr. Toby Lewis and seconded by Mr. Erik Dabrowski. The motion carried unanimously.

C. New Business

1. 818 Sullivan Avenue – Approval to Connect

Included with the Agenda packet was a narrative report for this project (see Exhibit A). Mr. Allan Borghesi, Engineer for this project was expected to attend this meeting, however, he was not in attendance to present the application. Mr. Tony Manfre briefly outlined the project and explained that this is a proposed is 3,840 sf building to serve as a Valvoline oil change facility. They are proposing to have a containment area in the basement that will hold all the oil. The Valvoline facility will have three bays, 2 handicap toilet rooms, and a mop sink which will discharge to the sewer. The property was previously connected to the town's sanitary sewer system and therefore, the property sewer connection and assessment fees have been paid. Also, the water meter is going to stay the same, 1" water meter size. The project has received approval from the Planning and Zoning Commission.

Motion to approve the connection of 818 Sullivan Avenue subject to the following conditions:

REGULAR MEETING VIRTUAL MEETING SOUTH WINDSOR TOWN HALL **MINUTES**

TUESDAY, JANUARY 5, 2021 7:00 P.M.

Page 2

- 1. Technical approval of the Engineering Department;
- 2. The sewer line is installed in substantial conformance with the design plans;
- 3. The property sewer connection and assessment fees have been paid. Appropriate Capacity Charges shall be collected if the size or quantity of the water meter(s) is increased from the original buildings installation.

The motion was made by Mr. Toby Lewis and seconded by Mr. Erik Dabrowski. The motion carried unanimously.

2. Budget Presentation

A draft copy of the Pollution Control Budget for FY 2021/2022 was included with the Agenda for review and discussion (see Exhibit B). Chairman Thomas Ruby explained that he's trying to maintain the residential sewer use charge at the same rate. Mr. Tony Manfre is working on the revenue of the budget and will have more information to report at the next WPCA meeting. Included with the budget is the "Budget Change Form FY 2021/2022" which gives a brief explanation on any changes on each account. Mr. Manfre did a brief overview of the budget and explained the changes on each account as follows:

Account 100 Salaries and Benefits: Mr. Manfre explained that the salaries and overtime reflect negotiated rates. The benefits reflects an estimated 3% increase. The Finance Department will provide a hard number in the coming months, said Mr. Manfre.

Account 200 Materials & Expenses:

- Line Item 221 Operating Supplies: Increased Mechanical Supplies (Item 221.17) by \$20,000 as the Treatment Plant was upgraded about 14 years ago; therefore, the aging equipment requires more maintenance.
- Gasoline and Diesel cost is an estimate. The Fleet Manager will provide a more accurate estimate in the near future.

Account 300 Contractual Services

• Line Item 360 Utilities: \$30,000 increase for anticipated electrical cost increases for the Treatment Plant. The Platt Hill solar field should be on-line in late summer/early fall.

Account 400 Capital Outlay:

- Line Item 430 Capital Equipment: Mr. Tony Manfre explained that the 2009 Ford Explorer is due for replacement. They can either replace this vehicle or add an additional vehicle to the fleet.
 - UTV: Mr. Manfre explained that they need a Bobcat Tool Cat; one that accepts all Bobcat attachments.
 - Portable CCTV: Mr. Manfre explained that they need to replace the existing camera with a fully enclosed system that can be moved from the existing camera van to a pickup truck or the Tool Cat. The existing camera is unreliable and limited.

REGULAR MEETING VIRTUAL MEETING SOUTH WINDSOR TOWN HALL **MINUTES**

TUESDAY, JANUARY 5, 2021 7:00 P.M.

7:00

Page 3

• 4" Godwin: this is redundant to the 6" in most applications. It is easier and faster to handle smaller hose.

Mr. Erik Dabrowski asked what's wrong with the 2009 Ford Explorer; why does it need to be replaced. He also asked why a Bobcat is needed. Mr. Manfre responded that the Bobcat will allow for more capability when cleaning and inspecting sewer lines. Something that they can drive to a pump station with a snow blower on it and free up a plow truck our use to inspect the easements. As far as the Ford Explorer they don't have any major issues with it but replacing it will be in line with the Fleet Managers recommendations. However, due to the current pandemic situation they are finding that some of the treatment plant staff are driving their own vehicles to the job sites to comply with the social distancing. It will be better to give an incentive to the staff, instead of buying a new vehicle, said Mr. Dabrowski.

Regarding the Uniforms and Clothing, Ms. Vicki Paliulis asked if the laundry service contract went up or is it that there are more employees. Mr. Manfre responded that they did have contractual changes; they did switch the contract and vendors. However, there wasn't any increase in that account of the budget this year.

3. Revised Standard Operating Procedure for Sewer Use Collection

Included with the Agenda was a copy of the revised Standard Operating Procedure for Sewer Use Collection "SOP" (see Exhibit C). This SOP covers the billing process in conjunction with the Finance Department and the Collector of Revenue. TaxServ was acting on the sewer delinquent accounts, however, that contract has expired. It is the request of the Collector of Revenue to keep the billing and collection of the delinquent accounts in house. The SOP that is in place has been revised for that matter.

South Windsor Water Pollution Control Authority approves collection of delinquent sewer user charges under the procedures established by the Finance Department for the Collector of Revenue.

Motion was made by Mr. Stephen Wagner and seconded by Ms. Vicki Paliulis. The motion carried unanimously.

D. Communications and Reports

1. Superintendent Report

Included with the Agenda was a report from Mr. Tony Manfre, Superintendent of Pollution Control (see Exhibit D). Mr. Tony Manfre briefly discussed each item on his report. The Collector of Revenue reported that the commercial collection rate is at 99.2% and the residential collection rate is at 95.6%, said Mr. Manfre. Also, 633 liens were placed on properties.

Chairman Thomas Ruby asked about the commercial accounts collection rate. He asked what does it mean in terms of revenue compared to prior years in Mr. Manfre's projections

REGULAR MEETING VIRTUAL MEETING SOUTH WINDSOR TOWN HALL **MINUTES**

TUESDAY, JANUARY 5, 2021 7:00 P.M.

Page 4

for this year. Mr. Manfre responded that this year is going to be difficult to project due to the pandemic situation. Chairman Ruby asked that if in fact the economy is slowing down and there's less use of water by the commercial accounts, does that have a direct impact on the revenue stream. Correct, responded Mr. Manfre and reported that he recently received the water records from the CT Water Company. Once he reviews the water usage for last year he'll be able to project for the upcoming year. There were no further questions.

E. Public Participation (Items not on the agenda)

None

F. Bills, Change Orders, Disbursements

None

G. Unfinished Business

None

H. Executive Session

None

I. Adjournment

Motion was made to adjourn the meeting at 7:33 p.m.

The motion was made by Mr. Toby Lewis and seconded by Mr. Erik Dabrowski. The motion carried unanimously.

Respectfully submitted,

Ether Diaz, Recording Secretary	_



December 22, 2020

WPCA
Town of South Windsor
1540 Sullivan Avenue
South Windsor, Connecticut 06074

This is a narrative of the Valvoline building we are constructing, and connecting the building sewer to the sewer system of South Windsor. The building is a 3,837 square foot free standing building used as an oil change facility (Valvoline) with three (3) bays. For water consumption, the building has two (2) handicap toilet rooms, one (1) water bubbler, and a mop sink. No other water discharge will go to the sewer.

To estimate the volume of water discharge, we referred to another three (3) bay Valvoline on New Britain Avenue and are attaching the water bills for that facility for your reference. The only water entering the sewer will be sanitary water from the above fixtures (sanitary discharge). The meter size is one inch (1"). The anticipated water discharge is fifty-eight (58)± gallons/day. If you have any questions please feel free to contact me.

Respectfully submitted, Borghesi Building & Engineering Company, Inc.

Allan Borghesi Chairman

Please help me establish of there is an up Front Cost allan

ENGINEERS DESIGNERS CONTRACTORS

2155 East Main Street Torrington, CT 06790 860-482-7613 FAX 860-482-5082

POLLUTION CONTROL	2	202	1/2022	Exhibit B			32	
	FY1920 ACTUAL	P	FY2021 APPROVED	F	FY2122 PROPOSED		ELTA FROM AST YEAR	% CHANGE
110 Full-time Salaries	\$ 1,042,904	\$	1,081,700	\$	1,097,549	\$	15,849	1.4%
111 Overtime	\$ 94,868	\$	114,472	\$	116,856	\$	2,384	2.0%
112 Longevity	\$ 700	\$	700	\$	700	\$	-,	0.0%
113 Part-time Salaries	\$ -	\$	-	Ś	-	\$.=	0.0%
130 Employee Benefits	\$ 446,365	\$	522,872	\$	538,558	\$	15,686	2.9%
Subtotal:	\$ 1,584,837	\$	1,719,744	\$	1,753,663	\$	33,919	1.9%
200 Materials & Expenses								
210 Office Supplies	\$ 2,290	\$	2,000	\$	2,000	\$	-	0.0%
221 Operating Materials	\$ 141,733	\$	118,950	\$	138,950	\$	20,000	14.4%
222 Motor Vehicle Supplies	\$ 8,344	\$	24,100	\$	25,213	\$	1,113	4.4%
223 Uniforms & Clothing	\$ 9,925	\$	15,750	\$	15,750	\$	=	0.0%
232 Equipment Repair	\$ 85,642	\$	115,000	\$	115,000	\$	-	0.0%
Subtotal:	\$ 247,934	\$	275,800	\$	296,913	\$	21,113	7.1%
300 Contractual Services								
310 Advertising	\$ 	\$	-	\$	-	\$	%2	0.0%
320 Professional	\$ 159,296	\$	160,100	\$	164,100	\$	4,000	2.4%
330 Rentals & Leases	\$ 25,003	\$	33,400	\$	33,400	\$	-	0.0%
360 Utilities	\$ 286,055	\$	456,000	\$	486,000	\$	30,000	6.2%
371 Maintenance Contracts	\$ 538,621	\$	674,300	\$	673,300	\$	(1,000)	-0.1%
373 Repair Maintenance Equip.	\$ 25,815	\$	32,300	\$	32,300	\$		0.0%
374 Fees & Memberships	\$ 1,560	\$	1,900	\$	2,150	\$	250	11.6%
375 Recruitment & Training	\$ 10,125	\$	23,750	\$	23,750	\$	-	0.0%
390 Other Purchase Services	\$ 262,369	\$	326,000	\$	326,000	\$	>=	0.0%
393 Internal Service Charge	\$ 45,000	\$	45,000	\$	45,000	\$.	0.0%
Subtotal:	\$ 1,353,844	\$	1,752,750	\$	1,786,000	\$	33,250	1.9%
400 Capital Outlay								
430 Capital Projects	\$ 47,064	\$	168,000	\$	40,000	\$	(128,000)	-320.0%
441 Office Equipment	\$ =	\$	=	\$	-	\$	-	0.0%
442 Department Equipment	\$ 59,485	\$	76,500	\$	280,000	\$	203,500	72.7%
Subtotal:	\$ 106,549	\$	244,500	\$	320,000	\$	75,500	23.6%
Department Total:	\$ 3,293,164	\$	3,992,794	\$	4,156,575	\$	163,781	3.9%

	IPTION	V	PROGRAM	COST FY21			FY21 BUDGET
00 PERSONNEL SER\	VICES			\$ 1,753,663 <i>\$</i> 1,719,743		1,719,743	
10 FULL TIME SALAF	RIES				ANNUAL		
			SUPERINTENDENT*	\$	93,840	\$	92,000
			PLANT SUPERVISOR	\$	102,000	\$	100,000
SALARY IS 80% FUNDEL	D BY WA	PCA	FACILITIES MECHANIC	\$	85,638	\$	85,280
*SALARY IS 25% FUNDE	ED BY N	/PCA	LEAD OPERATOR W/O CERT	\$	85,638	\$	85,280
			LEAD OPERATOR W/O CERT	\$	85,638	\$	85,280
			OPERATOR 3 STEP 3	\$	79,310		78,979
			OPERATOR 3 STEP 3	\$	79,310	\$	78,979
ONTRACTUAL			OPERATOR 3 STEP 3	\$	79,310	\$	78,979
ALARY INCREASES:			OPERATOR 3 STEP 3	\$	79,310	\$	78,979
CSEA UNION	2.35%		OPERATOR 3 STEP 3	\$	79,310		78,205
AFSME UNION	2.25%		OPERATOR 3 STEP 2	\$	78,533		77,423
MANAGEMENT	2.00%	6	OPERATOR 3 STEP 1	\$	77,747	\$	70,703
			LABORTORY ANALYST	\$	79,310	\$	78,979
			ADMINISTRATIVE SECRETARY**	\$	12,658	\$	12,633
			Salary Total		1,097,549	\$	1,081,700
CHEDULED OVERTIME:							
SATURDAYS (52	? DAYS)						
OF HRS # OF STAFF	WAG	SE x 1.5					
2 2	\$	61.76	SATURDAY OVERTIME	\$	12,846	\$	12,551
			SUNDAY OVERTIME	\$	17,128	\$	16,734
SUNDAYS (52) AND H	OLIDAY:	S (13)	HOLIDAY OVERTIME	\$	4,282	\$	4,184
	WA	GE x 2	SCHEDULED OT TOTAL		20055	5	
OF HRS # OF STAFF			SUMED OF TOTAL	, \$	34,255	3.00000	33,469
OF HRS # OF STAFF 2 2	\$	82.34		(S)	34,255		33,469
2 2		82.34		\$	57,640.67	\$	56,317.21
2 2 NSCHEDULED OVERTIN	ΛE:	82.34			57,640.67	\$ \$	
2 2 NSCHEDULED OVERTIN ARMS/YR	ЛЕ: 1		ALARMS	\$	57,640.67	N	56,317.21
2 2 NSCHEDULED OVERTIM ARMS/YR NE BLOCKAGES/YR	ЛЕ: 1	100	ALARMS LINE BLOCKAGES	\$ \$ \$	57,640.67 1,152.81	\$	56,317.21 1,126.34
2 2 NSCHEDULED OVERTIN ARMS/YR NE BLOCKAGES/YR ANT/PS REPAIR (HRS.)	ЛЕ: 1	100 2	ALARMS LINE BLOCKAGES REPAIRS	\$ \$ \$	57,640.67 1,152.81 10,807.63	\$ \$	56,317.21 1,126.34 10,559.48
2 2 NSCHEDULED OVERTIN ARMS/YR NE BLOCKAGES/YR ANT/PS REPAIR (HRS.)	ЛЕ: 1	100 2 75	ALARMS LINE BLOCKAGES REPAIRS	\$ \$ \$	57,640.67 1,152.81 10,807.63	\$ \$	56,317.21 1,126.34 10,559.48
2 2 NSCHEDULED OVERTIN ARMS/YR NE BLOCKAGES/YR ANT/PS REPAIR (HRS.) OF HRS # OF STAFF 4 2	ΛΕ: 1 WAGI	100 2 75 E x 1.75	ALARMS LINE BLOCKAGES REPAIRS UNSCHEDULED OT TOTAL	\$ \$ \$	57,640.67 1,152.81 10,807.63 69,601	\$\$	56,317.21 1,126.34 10,559.48 68,003
2 2 NSCHEDULED OVERTIM ARMS/YR NE BLOCKAGES/YR ANT/PS REPAIR (HRS.) FOF HRS # OF STAFF 4 2 TAND BY COMP:	ΛΕ: 1 WAGI	100 2 75 E x 1.75	ALARMS LINE BLOCKAGES REPAIRS UNSCHEDULED OT TOTAL STAND BY COMPENSATION	\$ \$ \$ \$	57,640.67 1,152.81 10,807.63 69,601	\$ \$	56,317.21 1,126.34 10,559.48 68,003
2 2 NSCHEDULED OVERTIN LARMS/YR NE BLOCKAGES/YR .ANT/PS REPAIR (HRS.) # OF HRS # OF STAFF	ΛΕ: 1 WAGI	100 2 75 E x 1.75	ALARMS LINE BLOCKAGES REPAIRS UNSCHEDULED OT TOTAL	\$ \$ \$ \$	57,640.67 1,152.81 10,807.63 69,601	\$\$	56,317.21 1,126.34 10,559.48 68,003
2 2 NSCHEDULED OVERTIN LARMS/YR NE BLOCKAGES/YR ANT/PS REPAIR (HRS.) OF HRS # OF STAFF 4 2 TAND BY COMP: KS/YR COST/WK.	ΛΕ: 1 WAGI	100 2 75 E x 1.75	ALARMS LINE BLOCKAGES REPAIRS UNSCHEDULED OT TOTAL STAND BY COMPENSATION	\$ \$ \$ \$	57,640.67 1,152.81 10,807.63 69,601	\$\$	56,317.21 1,126.34 10,559.48 68,003
2 2 NSCHEDULED OVERTIN LARMS/YR NE BLOCKAGES/YR ANT/PS REPAIR (HRS.) FOF HRS # OF STAFF 4 2 TAND BY COMP: KS/YR COST/WK. 52 \$ 250	ΛΕ: 1 WAGI	100 2 75 E x 1.75	ALARMS LINE BLOCKAGES REPAIRS UNSCHEDULED OT TOTAL STAND BY COMPENSATION	\$ \$ \$ \$	57,640.67 1,152.81 10,807.63 69,601	\$\$	56,317.21 1,126.34 10,559.48 68,003

CODE NO. & DESCRIPTION	PROGRAM	COST			FY21 BUDGET
114 TEMPORY HELP					
	TEMPORARY/SEASONAL HELP	\$	-	\$	-
	[AL \$		Ş	
130 EMPLOYEE BENEFITS					
	FICA	\$	93,783	\$	91,051
	BC/BS	\$	213,629	\$	207,407
	DEARBORN LIFE	\$	8,543	\$	8,294
	LTD	\$	1,584	\$	1,538
	STD	\$	228	\$	221
	W/C	\$	38,487	\$	37,366
	ICMA	\$	59,128	\$	57,406
	LAB CERTIFICATION	\$	1,545	\$	1,500
	AETNA PENSION	\$	114,319	\$	110,989
	CDL LICENSE	\$	2,575	; \$	2,500
	STATE LICENSES	\$	4,738	\$	4,600
	Тот	AL \$	538,558	\$	522,872

CODE NO.	& D	ESCRIPTION	PROGRAM)	COST		FY	'21 BUDGET
200 MATER	RIALS	AND SUPPLIES		\$		296,913	\$	275,913
210 OFFICE	CLIE	DDLIEC						
		AND PRINTER	SUPPLIES	\$		2,000	\$	2,000
CARTRIDGES		y / 2			AL \$	2,000		2,000
221 OPERA	TING	S SUPPLIES		in the same of the			السلال	
			221.1 PLANT SUPPLIES	\$		1,000	\$	1,000
			221.2 PUBLICATIONS	\$		1,000	\$	1,000
			221.3 SHOP SUPPLIES	\$		4,000	\$	4,000
			221.4 SIGNS	\$		1,200	\$	1,200
			221.5 EMERGENCY	\$		1,500	\$	1,500
			221.6 CUSTODIAL SUPPLIES	\$		3,500	\$	3,500
			221.7 LINE CLEANING SUPPLIES	\$		15,000	\$	15,000
			221.8 SAFETY SUPLIES	\$		4,000	\$	4,000
			221.9 CHEMICALS	\$		22,000	\$	22,000
			221.10 BUILDING SUPPLIES	\$		1,750	\$	1,750
			221.11 PLUMBING SUPLIES	\$		2,000	\$	2,000
			221.12 LABORATORY SUPPLIES	\$		18,500	\$	18,500
			221.13 HARDWARE SUPPLIES	\$		3,500	\$	3,500
			221.14 SLUDGE DISPOSAL	\$		2,500	\$	2,500
			221.15 LUBRICANTS	\$		2,500	\$	2,500
			221.16 ELECTRICAL SUPPLIES	\$		5,000	\$	5,000
			221.17 MECHANICAL SUPPLIES	\$		50,000	\$	30,000
				TOTA	\L \$	138,950	\$	118,950
222 MOTOF	R VE	HICLE SUPPLIES		USE (GAL.))			
ASSUMPTION	VS:	FUEL:	Diesel Generators - Pump Stations	600	\$	1,800	\$	1,800
GASOLINE	\$	2.50	80SW - 2009 Ford Explorer	350	\$	875	\$	750
DIESEL	\$	3.00	81SW - 2017 Ford F-250	350	\$	875	\$	1,000
			82SW - 2014 Ford E-350 Cam. Tr.	500	\$	1,250	\$	1,250
			83SW - 2019 F550 Utility Truck	775	\$	1,938	\$	2,000
			84SW - 1995 Ford LN9000 Vac Tr.	775	\$	2,325	\$	900
			86SW - 2008 Combination Truck	1500	\$	4,500	\$	4,500
			87SW - 2014 Ford F-350 Utility Tr.	300	\$	750	\$	1,000
			Pumps/Misc Equipment	100	\$	250	\$	250
				TOTA	IL \$	14,563	\$	13,450
		DEDAID DADTS.	Portable Equipment		Ф	1 200	ø	1 200
		NLI AIN PANTS:	Portable Equipment 1995 - 84SW Ford LN9000 Vac	IIIm Truo	\$:k \$	1,200 1,500	\$	1,200 1,500
			2008 - 86SW Combination Truc		ж Ф \$	4,500	\$	
			2009 - 80SW Ford Explorer	IX	\$	1,200	\$ \$	4,500 1,200
			2014 - 82SW Ford E-350 Came	era Truck		750	Ф \$	750
			2014 - 87SW Ford F-350 Utility		\$	500	\$ \$	500
			2017 - 81SW Ford F-250	TUOK	\$	500	Ф \$	500
			2019 - 83SW F450 Utility Truck		\$	500	Ф \$	500
			2270 33000 TOO Othery Truck	TOTA		10,650	Ψ	10,650
				MANUAL PAVA	17427	runell.		117.7-17

PUBLIC WORKS
POLLUTION CONTROL
CODE NO. & DESCRIPTION

FICAL YEAR 2021/2022

ACCOU	NT	NO.
	3	252

CODE NO. & DESCRIPTION	PROGRAM		COST	FY21	BUDGET
223 UNIFORMS					
	UNIFORM RENTAL	\$	7,500	\$	7,500
	SAFETY SHOES	\$	3,250	\$	3,250
	REPLACEMENT CLOTHING	\$	5,000	<i>\$</i>	5,000
			OTAL \$ 15,750	\$	15,750
232 EQUIPMENT REPAIR		ELEMPS CONT.	The second secon	Parameter .	
	PLANT EQUIPMENT	\$	75,000	\$	75,000
	PUMP STATION EQUIPMENT	\$	40,000	\$	40,000
		U T	OTAU \$ 115,000	\$	115,000

POLEOTION CONTROL	2021/2022				32
CODE NO. & DESCRIPTION	PROGRAM	COST			Y21 BUDGET
300 - CONTRACTUAL SERVIC	S	\$:	L,786,000	\$	1,752,750
310 ADVERTISING/PRINTING					
	ADVERTISING	\$	-	\$	_
		i donasti s		\$	
320 PROFESSIONAL				<u> </u>	
3	0.1 JobCal Support	\$	500	\$	500
3	0.2 Rockwell Support	\$	1,000	\$	1,000
3	0.3 Debt Mgt.	\$	2,000	\$	2,000
	0.4 Water Consumption Reports	\$	1,200	\$	1,200
	0.5 Insurance Premiums	\$	142,000	\$	138,000
3	0.6 NPDES Compliance Testing	\$	14,000	\$	14,000
3	0.7 NPDES PERMIT	\$	2,400	\$	2,400
3	0.8 Drug Testing and Innoculations	\$	1,000	\$	1,000
		(O)V:{i S	164/100	85	160200
330 RENTAL & LEASES					
3	0.1 Communications	\$	22,000	\$	22,000
3	0.2 2 Way Radio	\$	2,000	\$	2,000
3	0.3 GPS Rental	\$	2,100	\$	2,100
3.	0.4 SCADA Line Equipment Rental	\$	3,300	\$	3,300
3.	0.5 Security System	\$	2,000	\$	2,000
3.	0.6 Copier	\$	2,000	\$	2,000
		denski Ç	383000	\$.	3144010
360 UTILITIES					
30	0.1 ELECTRICAL USE:				
	TREATMENT PLANT	\$	350,000	\$	320,000
	PUMP STATIONS:				
	Avery	\$	3,000	\$	3,000
	Barrington	\$	2,500	\$	2,500
	Benedict	\$	22,000	\$	22,000
	Clark	\$	35,000	\$	35,000
	Ellington	\$	2,900	\$	2,900
	Pleasant Valley	\$	8,500	\$	8,500
	Quarry Brook	\$	3,100	\$	3,100
	Route 5	\$	2,600	\$	2,600
	Rye	\$	3,000	\$	3,000
	Scantic I	\$	1,700	\$	1,700
	Scantic II	\$	3,100	\$	3,100
HEATING FUEL COST 36	.2 HEATING FUEL 15,000/YR	\$	37,500	\$	37,500
\$2.50 36	.3 TELEPHONE LAND LINES	\$	3,000	\$	3,000
36	.4 WATER SERVICE:				
	TREATMENT PLANT	\$	7,500	\$	7,500
	CLARK ST PS	\$	600	\$	600
		Achter S	///:(4,(4(1)4).	<u>;</u> ;	3567000

				_	-
CODE NO. & DESCRIPTION	PROGRAM	C(COST		Y21 BUDGET
271 MAINTENIANCE CONTRACTS					
371 MAINTENANCE CONTRACTS	1.1 Treatment Plant Pest Control	\$	7,000	ب	2.500
	1.2 Container Rental Grit/Trash Collection	Ψ \$	28,000	\$	3,500
	1.3 Sludge Transportation and Disposal	•	360,000	\$	18,000
	1.4 Custodial Building Maintenance	φ \$	18,000	\$	360,000
	1.5 Grounds Maintenance	\$	15,000	\$ \$	18,000
	1.6 Stormwater Inspection and Testing	\$	3,000	-	13,000
	1.7 Power Center and ATS Service Contract	\$	6,000	\$ \$	3,000 15,000
	1.8 Plant/PS Generator Load Test/Adjustment	Ψ \$	5,500		15,000
	1.9 SCADA Maintenance	-	20,000	\$ ¢	10,000
	.10 Fire Alarm System Maintenance	\$	•	\$	20,000
	.11 HACH Analyzer Maintenance	\$	6,000	\$	4,000
	•	\$	7,000	\$	7,000
	.12 HVAC Control System Service Contract	\$	2,800	\$	2,800
	.13 HVAC Mechanical System Maintenance	\$	45,000	\$	45,000
	.14 Controls/PLC Service Contract	\$	5,000	\$	5,000
	.15 Easement Vegetation Management	\$	45,000	\$	50,000
3/2	.16 Sewer Line Inspection		100,000	\$	100,000
		DTAL S	673,300		67/1/300
73 REPAIR MAINTENANCE EQU		_			
	Service calls	\$	6,000	\$	6,000
	Hoist Certification	\$	4,000	\$	4,000
	Fire Extinguisher Testing	\$	1,200	\$	1,200
	Fall Protection Certification	\$	2,800	\$	2,800
	Backflow Preventer Certifications	\$	800	\$	800
	Boiler Certifications	\$	3,000	\$	3,000
	Machining	\$	10,000	\$	10,000
	Flow Meter Calibrations	\$	1,500	\$	1,500
	Equipment Calibrations/Certifications	\$	3,000	\$	3,000
	TO	MILS	£2,500	S	\$23.00
74 FEES & MEMBERSHIPS					
	Water Environment Federation	\$	1,650	\$	1,650
	C.W.P.A.A.	\$	500	\$	250
	ANIO I METALEMENT OF THE PROPERTY OF THE PROP	i i i i	2/15/0		1, 11900
75 RECRUITMENT & TRAINING	The Harmon Section of the Park Section			Asi	
DAIRWIN OF THE PROPERTY OF	Training materials and conferences	ċ	19 000	ىم	10.000
		\$ ¢	18,000	\$	18,000
	DEEP Licensing Exams	\$	750	\$	750
	NASSCO	\$	2,500	\$	2,500
	Safety and Compliance Training	\$	2,500	\$	2,500
	The state of the s	MILS.	243750	1	· PEDEO

POLLUTION CONTROL	2021/2022			3252
CODE NO. & DESCRIPTION	PROGRAM	COST	FY2	21 BUDGET
390 OTHER PURCHASE SERVICES				
ANITARY SEWER SERVICES.	· Vernon (469 Units)	\$ 260,000	\$	260,000
	MDC	\$ 14,000	\$	14,000
	Manchester (85 units)	\$ 52,000	\$	52,000
	TOI	AL-\$\-326;000	S	326,000
393 INTERNAL SERVICE CHARGE				
	ENGINEERING/COLLECTOR OF REV.	\$ 45,000	\$	45,000
	Тот	AL \$ 45,000	S	45,000

FISCAL YEAR

PUBLIC WORKS

ACCOUNT NO.

PUBLIC WORKS
POLLUTION CONTROL

FISCAL YEAR 2021/2022

ACCOUNT NO. 3252

	,				J.
CODE NO. & DESCRIPTION	PROGRAM		COST	FY2	BUDGET
400 64 51 54 64 54		_		-	
400 CAPITAL OUTLAY		\$	320,000	\$	244,500
430 CAPITAL PROJECTS					
	Odor Control System	\$	30,000		
	Security System Panel	\$	5,000		
	Sludge Storage Floor Repair	\$	5,000		
		о тап то	TAL \$ 40,000	s	168,000
441 OFFICE EQUIPMENT					
		\$	-		
		οτο	TAL \$ -	Ś	1000
442 DEPARTMENT EQUIPMEN	Т			•	
	Truck 80 Replacement	\$	35,000		
	UTV	\$	60,000		
	Portable CCTV System	\$	115,000		
	4" Godwin Pump	\$	55,000		
	Crane Replacement-Truck 87	\$	15,000		
		ΤO	TAL \$ 280,000	S.	76,500

DEBT SERVICE/CIP/RESERVE TOTAL

\$ 1,500,353

	DEBT SE	RVICE - PI	RINCIPAL	Αſ	ND INTER	EST	
	PROJECT NAI	ME			COST	FYZ	21 BUDGET
1	TOWN OF VERNON UPGRADE	***************************************		\$	93,771	\$	82,686
			SUBTOTAL	\$	93,771	\$	82,686
2	STATE GRANT UV SYSTEM (FINAL	PAY. 7/1/21					
		PRINCIPAL		\$	46,576	\$	46,576
		INTEREST		\$	1,537	\$	1,537
		Pressure	SUBTOTAL	\$	48,113	\$	48,113
3	PLEASANT VALLEY PS UPGRADE (F	INAL PAY. 20	026)	-	***************************************		
		PRINCIPAL		\$	21,728	\$	21,728
		INTEREST		\$	2,503	\$	2,503
			SUBTOTAL	\$	24,231	\$	24,231
4	SUBMERSIBLE PS UPGRADE (FINAL	L PAY. 2027)			***************************************		799000002900000000000000000000000000000
		PRINCIPAL		\$	82,611	\$	82,611
		INTEREST		\$	11,692	\$	11,692
			SUBTOTAL	\$	94,303	\$	94,303
5	DRY PIT PS UPGRADE (FINAL PAY.	2028)	***************************************				
		PRINCIPAL		\$	100,000	\$	100,000
		INTEREST		\$	39,935	\$	39,935
			SUBTOTAL	\$	139,935	\$	139,935
		TOTAL DEB	T SERVICE	\$	400,353	\$	389,268

CAPITAL IMPROVEMENT PROJECTS

PROJECT LOCATION	PROJECT NAME	COST	FY21 BUDGET

TREATMENT PLANT COLLECTION SYSTEM

Chapel Rd Phase 2B \$ 1,000,000 I/I REMOVAL AND MH REHAB. \$ 100,000

CIP TOTAL \$ 1,100,000 \$ 1,005,000

RESERVE FUND CONTRIBUTION

FUND NAME	COST	FY21	BUDGET
OPERATING RESERVE (FUND BALANCE)	\$ -	\$	-
REPLACEMENT RESERVE (CAPITAL PROJECTS) RESERVE TOTAL	 _	ş Te	-

BUDGET CHANGE FORM FY 2021/2022 WATER POLLUTION CONTROL OPERATING BUDGET

ACCOUNT NUMBER	EXPLANATION OF CHANGE	BUE	GET IMPACT
110 - SALARIES	SALARY INCREASES	\$	15,849
111 - OVERTIME	SALARY INCREASES	\$	2,384
130 - BENEFITS	ESTIMATED INCREASE IN EMPLOYEE BENEFITS	\$	15,686
210 - OFFICE SUPPLIES		\$	-
221 - OP. MATERIALS	INCREASED MECHANICAL SUPPLY LINE ITEM	\$	20,000
222 - VEHICLE SUPPLY	ESTIMATED INCREASE IN GAS/DIESEL FUEL COSTS	\$	1,113
223 - UNIFORMS		\$	-
232 - EQUIP. REPAIR		\$	-
320 - PROFESSIONAL	ESTIMATED BUILDING INSURANCE COSTS	\$	4,000
330 - RENTALS/LEASES		\$	-
360 - UTILITIES	ESTIMATED INCREASE IN ENERGY COSTS DUE TO DELAY IN SOLAR PROJECT	\$	30,000
371 - MAINT. CONTRACTS	CONTRACTUAL CHANGES	\$	(1,000)
373 - REPAIR MAINT.		\$	-
374 - MEMBERSHIPS		\$	250
375 - TRAINING		\$	-
390 - OTHER PURCH.		\$	-
393 - INT. SERVICES		\$	-
430 - CAPITAL PROJ.	SMALLER PROJECTS ARE PLANNED	\$	(128,000)
441 - OFFICE EQUIP.		\$	-
442 - DEPART, EQUIP.	SEWER INSPECTION EQUIPMENT AND VEHCILE REPLACEMENT	\$	203,500
	ΙΑΤΟΤΑΙ.	\$	163,781

Exhibit C

South Windsor	Division/Function	SOP#	
Finance			
Department		Revision # 6	
	Collector of Revenue	Implementation Date January 2017	
Page #	1 of 3	Last Reviewed/Update Date 12/29/2020	
SOP Owner		Approval	

Standard Operating Procedure - Sewer User Charge Billing and Collection Procedures

1. Purpose

To provide procedures for the timely billing of sewer charges associated fees, and the collection of delinquent accounts.

2. Scope

These procedures establish a schedule for billing sewer users, sending delinquency notices, the issuance of warrants to Town Constables for collection services, and coordination with a of a procedure which includes the use of State Marshal for the collection of aged delinquent accounts. These procedures also establish procedures for collection reports for administrative management and reporting activities to boards and commissions, and the public.

3. Responsibilities

The sewer billing list shall be maintained and updated by the Pollution Control Pollution Control Department, and shall be provided annually to the Finance Department for billing purposes.

The Pollution Control Department reviews and approves the sewer billing list and provides a report to the South Windsor Water Pollution Control Authority.

The Director of Finance, working through the Collector of Revenue, shall be responsible for the annual preparation and mailing of all sewer user charges, mailing of delinquency notices, demands, issuance of warrants, and coordination with Town Constables for collection services. The Finance Department shall also track and report on collection activities.

Town Constables shall be assigned warrants for and should be responsible for collection of residential delinquent accounts owing only the current bill. Constables will be afforded sixty (60) days to collect on delinquent accounts.

Those delinquent residential accounts which have outstanding balances from prior years will be referred to a State Marshal after the Collector of Revenue has exhausted their collection tools, i.e. demand notice, lien notice, and notifying lien holders if applicable.

The collection of delinquent commercial/industrial accounts will be handled utilizing the same procedure as delinquent residential sewer accounts.

4. Procedure

The residential user charges are billed once each year with an October 1 due date. Commercial and industrial user charges are billed once each year with an April 1 due date.

- ❖ Pollution Control Pollution Control Department provides updated residential billing list to Finance Department/Collector of Revenue by August 1 of each year, and the updated commercial/industrial billing list by March 15 of each year. The Superintendent of Pollution Control shall provide a billing report to the Water Pollution Control Authority.
- ❖ The Finance Department/Collector of Revenue shall confirm updated owners name and addresses, prepare and mail bills at least one week before bill due date.
- ❖ The Finance Department/Collector of Revenue shall process payments, send collection letters, and track and report mailing results. The Department shall review and complete address research on return mail.
- ❖ The Finance Department/Collector of Revenue shall issue warrants and assign delinquent accounts to the Town Constables or State Marshal for collection for those not responsive to previous collection activities.
 - ❖ WPCA sets rates and approves schedule for those residents eligible for Elderly Homeowners and Totally Disabled Person Tax Relief Program annually by June 30.
- The schedule for the above listed billing and collection activities shall be as follows:

a. Residential

 Drain layer permits are reviewed/printed by Pollution Control the Pollution Control Department by July 31 to identify new properties that need to be included in the forthcoming billing.

- ii. By August 15, Pollution Control Pollution Control will review the list to ensure any out of town property [Exhibit A] is updated with the correct owner of record, as property transfers that occur outside of the Town are not part of the Assessor/Collector update.
- iii. First Week of August the Collector of Revenue will complete the QDS transmittal for review by Pollution Control. Upon approval, the Collector of Revenue will submit to QDS.
- iv. The first week of September Pollution Control will verify the billing list, including those that are eligible for relief based on the Elderly Homeowners and Totally Disabled Person Tax Relief Program.
- v. Pollution Control will prepare and file legal notices per statute, providing a copy to the Collector of Revenue.
- vi. The Collector of Revenue will work with the Assessor's office to update ownership prior to QDS obtaining file, this task will be completed the second Thursday of the September.
- vii. Pollution Control will review and approve format of proofs
- viii. Finance Department/Collector of Revenue prepares and sends initial bill by September 20 with October 1 due date.
- ix. Finance Department/Collector of Revenue shall issue a demand/intent to lien notice by December 1 to delinquent accounts granting a final opportunity to become current or setup a payment plan prior to liens being placed and account escalated to a collection status.
- x. Finance Department/Collector of Revenue shall attach liens to delinquent accounts by January 1
- xi. Finance Department/Collector of Revenue issues warrants and assigns unresponsive accounts to Town Constables or Marshalls for collection activities by January 15
- constables will have 60 days within which to collect the outstanding charges or to establish a repayment program, after which time the warrants will expire and those remaining delinquent accounts will be returned to the Collector of Revenue for review. If there is a lien holder they will be contacted to alert of the delinquency and lien on the property. Should the lien holder fail to remit payment an Alias Tax Warrant will be issued to a State Marshal.
- xiii. The Collector of Revenue will adjust bills per WPCA approval.

xiv. The Collector of Revenue will work with the Assessor throughout the billing cycle to update billing for those accounts, which are no longer eligible for the abatement of sewer fees.

b. Commercial

- i. Pollution Control verifies billing list by March 15.
- The Collector of Revenue will complete the QDS transmittal by February 15 for review by Pollution Control. Upon approval, the Collector of Revenue will submit to QDS.
- iii. The Collector of Revenue will work with the Assessor's office during the month of March to update ownership prior to QDS obtaining file.
- iv. Pollution Control will review and approve format of proofs.
- v. QDS prepares and sends initial bill by March 20 with April 1 due date.
- vi. Finance Department/Collector of Revenue sends notice of delinquency, demand/intent to lien by June 1
- vii. Finance Department/Collector of Revenue shall attach liens to delinquent accounts by July 1
- viii. Finance Department/Collector of Revenue issues warrants and assigns unresponsive accounts to Town Constables or State Marshal for collection activities by August 15.
 - ix. Constables will have 60 days within which to collect the outstanding charges or to establish a repayment program, after which time the warrants will expire and those remaining delinquent accounts will be returned to the Collector of Revenue for review. If there is a lien holder they will be contacted to alert of the delinquency and lien on the property. Should the lien holder fail to remit payment an Alias Tax Warrant will be issued to a State Marshal.
 - x. The Collector of Revenue will adjust bills per WPCA Approval.

5. References

State of Connecticut General Statutes 12-130, 12-155 and 12-162.

6. **Definitions**

Alias Tax Warrant – Provides a State Marshall or Constable the same authority as the Tax Collector concerning the collection of taxes or sewer fee. The State Marshall or Constable charge the taxpayer for collection of the taxes.

Demand Letter - This legal instrument informs the taxpayer of the legal action that may be taken to collect the delinquent tax or sewer fee.

WPCA COMMUNICATIONS AND REPORTS

January 5, 2021

The following is a monthly report from the Superintendent of Pollution Control as an appendix to the Water Pollution Control Authority meeting.

General Information

Revised Sewer Use Collection Standard Operating Procedure (SOP)

At the December 1, 2020 WPCA it was reported that the three year contract with TaxServ had concluded requiring a revision to the Standard Operating Procedure that was developed in January 2017. Please find the revised SOP attached to this report.

Ethics and Freedom of Information Training

On December 17 2020 the Town Attorney hosted an Ethics and Freedom of Information training session for Board and Commission members. Please find attached the Town's Ethic's Policy. An electronic copy of the presentation was sent to the Authority members.

Platt Hill Solar Project

Upon review of the Platt Hill solar project in Winchester, CT the CT Siting Council asked LodeStar to provide additional engineering around storm water protection and resubmit the project. The additional engineering has been complete and the project is anticipated to be resubmitted in January. Approval is expected to take up to three months. Once the project is approved and constructed 1/3 of the power generated has been reserved for the wastewater treatment plant. We are expecting to see these energy credits this summer.

Treatment Plant and Collection Systems

Treatment Plant

Process

TREATMENT PLANT	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	AVERAGE
AVG FLOW (MGD)	2.93	2.84	2.82	2.74	2.93	2.70	2.19	2.10	2.04	1.85	1.92	2.13	2.43
BOD REMOVAL	98.0%	99.0%	99.0%	99.0%	97.0%	98.0%	99.0%	98.8%	99.1%	98.8%	98.0%	98.6%	98.6%
TSS REMOVAL	99.0%	99.0%	99.0%	99.0%	98.0%	98.0%	99.0%	98.9%	99.0%	98.6%	98.0%	98.7%	98.8%
NITROGEN LBS. (106 LBS. LIMIT)	103	104	87	96	126	108	82	95	84	80	87	85	95

Maintenance

- Replacement of failed drive motor for Secondary Clarifier 2
- Installation of second sump pump in control building basement
- Repair of failed inlet plug valve in Gravity Thickener Gallery
- Complete rebuild of Plant Water Pump 2
- Successful completion of first quarterly audit for Enel X Demand Response Program. Outside of normal work hours we were able to put the Treatment Plant on generator power within half an hour of dispatch. Our performance during these events has a direct impact on how much revenue we receive for being part of this program.
- Operators created a system to use hot water in the Gravity Thickener gallery to remove grease from pumps and pipes

Collection System

COLLECTION SYSTEM	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	TOTAL ET
CCTV (FEET)								23,128	23.724	58.045	9.992		114,889
Contracted CCTV						2000000		0	0	13,744	17.617	20,392	51,753
CLEANING (FEET)				I de la company				27.458	25,301	65,099	28,250	20,332	146.108

- Worked with Inland Waters to clean cross country sewer lines on Chapel Rd in preparation for CIPP pipe lining project
- Began Infrared Thermography testing of pump station motors
- Replacement of failed hoses and fittings on coolant system of Clark St. Pump Station Generator
- Degreased and Degritted Quarry Brook Pump Station wet well
- Degreased Benedict Drive Pump Station wet well

Capital Improvement Project Updates

Quality Based Selection for Engineering Services - Pump Station Upgrades

- The Engineering Agreement for \$650,000 has been approved by DEEP on December 2, 2020.
- The agreement for engineering services was executed December 21, 2020 with Arcadis US, Inc.
- Notice to Proceed was issued for January 4, 2021.

Next Steps:

- o Engineer to perform CEPA Permit Review
- o Project design phase (est. 36 weeks).
- o Submit design to DEEP for review and approval (min. 90 day review).

Chapel Road Phase 2

- Lining has been delayed by two weeks due to Covid and weather delays.
- Work is scheduled to begin January 4th and be completed February 3rd.

Collection of Sewer User Fees and Delinquent Accounts

TaxServ Collection Report

Please see attached report.

Collector of Revenue Report

To be provided at the meeting.

Respectfully submitted by: Tony Manfre, Superintendent of Pollution Control



TAXSERV CAPITAL SERVICES, LLC

MUNICIPAL TAX SERVICES 21 Oak Street, Suite 301 Hartford, CT 06106

TELEPHONE (860) 724-9100 ◆ FACSIMILE (860) 727-1080

E-MAIL: taxserv@taxserv.com

Monthly Collections Report for November 2020

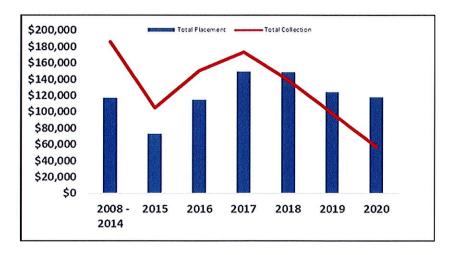
The following is the collection report for November 2020 for TaxServ Capital Services, LLC ("TaxServ") placed accounts. Should you have any questions, please contact Maria Thomas at (561) 799-9626 Ext 303, mthomas@taxserv.com

Collected by	Principal	Interest	Costs of Collection	Net Tax Collected	Collection Fee	Total Collected
South Windsor	\$10,577.89	\$3,450.34	\$652.55	\$14,680.78	\$2,165.90	\$16,846.68
TaxServ	\$1,143.32	\$672.72	\$72.00	\$1,888.04	\$272.37	\$2,160.41
Grand Total	\$11,721.21	\$4,123.06	\$724.55	\$16,568.82	\$2,438.27	\$19,007.09

Total Bills Placed and Collected

GL Year	Initial Principal Balance	Placement Date	Principal Collection Total	Coll Rate	Current Principal Due	Total Collection Total (Prin, Int, Costs)	Current Balance Due (Prin, Int, Costs)
2008 - 2014	\$117,495.88	May-17	\$90,057.97	76.65%	\$22,012.41	\$185,673.73	\$52,913.59
2015	\$72,955.78	May-17	\$62,906.58	86.23%	\$11,644.74	\$104,909.13	\$24,947.71
2016	\$114,760.65	May-17	\$99,910.58	87.06%	\$15,372.44	\$150,452.35	\$30,299.60
2017	\$149,664.43	May-17	\$129,533.88	86.55%	\$20,440.34	\$173,405.49	\$36,452.08
2018	\$148,629.66	Feb-18	\$108,455.45	72.97%	\$42,281.14	\$138,789.23	\$68,528.00
2019	\$124,074.28	Apr-19	\$75,559.62	60.90%	\$58,496.88	\$97,726.57	\$84,023.46
2020	\$117,923.11	Apr-20	\$48,624.17	41.23%	\$83,802.87	\$57,036.38	\$106,718.47
Total	\$845,503.79		\$615,048.25	72.74%	\$254,050.82	\$907,992.88	\$403,882.91

Total Bills Placed and Collected Since Placement



Summary of total number of attempts to collect for both Outstanding and Redeemed Accounts.

Please see Schedule B for complete detail.

Description	November 2020 Count of Attempts	Total Count of Attempts	Average of Total Count of Attempts
Outstanding	6	1,960	6
Redeemed	1	2,022	4
Grand Total	7	3,982	5