

STUDY SESSION

The HBPW Board of Directors met
August 23, 2021
at 4:00 p.m.
625 Hastings Ave.
Holland, Michigan

Chair Hemingway opened the meeting at 4:01 p.m.

Members Present: Tim Hemingway, PJ Thompson, Sue Franz, Paul Lilly, Carolyn Maalouf, City Council Liaison Nathan Bocks, and Ex Officio Member Bob Shilander

Members Absent: Keith VanBeek

Staff Present: Dave Koster, Janet Lemson, Ted Siler, Becky Lehman, Chuck Warren, Joel Davenport, Theo VanAken, Amy Yost

22.035 **Communications from the Audience**

None

22.036 **Financial Update**

For information only; our electric rate decrease began in July 2021

STUDY TOPICS **Sludge Processing Alternatives Study**

22.037 After completion of the anaerobic digester project, the biosolids from the site will be treated to Class A standards. The transition to a Class A product opens up new opportunities for the ultimate disposition of the biosolids generated at the site. A tactical action undertaken in FY2021 evaluated several options for disposal of the Class A biosolids, the results of which are being presented to the Board. The study detailed HBPW (alone) as well as HBPW + Regional (Ottawa County Entities).

For information only. No Board action required.

22.038 **Online Convenience Fees and Paperless Billing Modifications**

A FY2021 tactical action to research the improvement potential to customer service interactions and payment options was completed. The options that were considered included; absorbing online convenience fees, upgrading paperless billing procedures, constructing drive-through service at the Service Center and installing kiosks at various locations. The results are outlined and staff is recommending that HBPW absorb online convenience fees and upgrade paperless billing.

For information only. No Board action required.

22.039 **General Manager Comments**

- Our next regular meeting is September 13, Koster will be gone, so Siler will preside on behalf of the HBPW staff.
- Koster will e-mail a draft of our annual schedule of study session topics within the next week or so.

** Red italics indicate information or discussion added during the meeting and/or action taken.*

22.040 **Board Comments**

- On behalf of the City of Holland, the Mayor spoke to share that the City's participation in recycling (with the new bins) has been averaging around 77%, one week it was 94%! The recycling bins are collected every other week. Another amazing fact is that 95% of the items put in recycling bins actually are "clean enough to be recycled." Residents are not happy about the "one size fits all" large bins.

The Board Meeting of August 23, 2021, adjourned at *5:35 p.m.*

Minutes respectfully submitted by,

Janet Lemson, Secretary to the Board