

MEETING MINUTES

Meeting: Emergency Public Stakeholder Meeting re: Elm Street Main Failure **Date:** September 15, 2023

Key Takeaways:

- **Overwhelming Public Frustration:** Residents and business owners expressed extreme frustration with the frequency of service disruptions and the perceived lack of communication from Northwood Water.
- **Economic Impact:** Several small business owners cited significant financial losses due to the 48-hour shutdown caused by the Elm Street main break.
- **Calls for Transparency:** There is a strong demand for a clear, long-term plan. Stakeholders want to know how Northwood will prevent future failures, not just how they will react to them. The phrase 'asset management plan' was used by a city council member in attendance.
- **Rate Increase Concerns:** While acknowledging the need for investment, attendees were highly skeptical of potential rate increases without a clear justification and a commitment to improved performance. Any future capital planning must be defensible and transparent.

Action Item: The forthcoming Strategic Asset Management Plan must directly address these concerns around transparency, communication, and performance justification.