



Water Meter Data Collector Installation Project Conditional Use Permit Application Public Participation Plan

Version 1 – December 2023

Introduction and Purpose

Introduction

The City of Mercer Island (City) Public Works Department is seeking Conditional Use Permits (CUP) for installation of water meter data collection equipment (equipment) at several different locations in the City (Water Meter Data Collector Installation Project, or Project). The Project is considered an Essential Public Facility (EPF; Mercer Island City Code [MICC] 19.16.010 – Essential public facilities). An EPF requires a CUP in all zones (MICC 19.06.100.D).

This document outlines the public participation plan (PPP) for the Project. The purpose of a PPP is to provide a framework to "conduct local outreach efforts with early notification to prospective neighbors to inform them about the project and to engage residents in the development of the proposal, site planning and mitigation design prior to submittal of a conditional use permit application" (MICC 19.06.100.C).

A CUP requires a review process that allows evaluation of the characteristics and location of a particular proposed use. During the review process, the public benefits, need for use, potential consequences, and appropriate mitigation are identified and weighed by decision-makers. Application for a CUP is required to comply with the Type IV Land Use Review process (19.15.030 – Table B). A Type IV process requires public notifications at the following points of the process:

- Notice of Application (mailing and posting) (MICC 19.15.090)
 - Open Record Hearing (MICC 19.15.090.D)
 - With a 30-day Public Comment Period (MICC 19.15.090.E)
- Public Hearing Notice (MICC 19.15.100)
- Notice of Decision (MICC 19.15.120 and MICC 19.15.090)
- Hearing Examiner Decision (MICC 19.15.140.C)

The State Environmental Policy Act (SEPA), Chapter 43.21C Revised Code of Washington, requires all governmental agencies to consider the environmental impacts of a proposal before making decisions. During the review process, a SEPA Checklist may be completed as part of the CUP application to identify potential environmental impacts (MICC 19.15.060).

Background and Need

The City operates a water utility customer meter reading program that currently involves reading 82 percent of meters manually and the remaining 28 percent through a radio read system. Water metering information is used in the City's utility billing system, from which utility billing statements are generated. Approximately 64 percent of the meters are 15 years old or more.

In 2018, the City began evaluating options to improve its water metering practices, which led to a comprehensive Water Meter Replacement Program (the Program). The Program includes implementation of an Advanced Metering Infrastructure (AMI) system to replace the 7,900 existing water meters with new meters, standardizing the equipment in type and technology.

This program will enable a meter reading approach that will best support reduced water loss and improved water resource management. These benefits will be realized through the use of AMI technology that allows the new meters to automatically transmit water usage data to the City on an hourly basis via data collection equipment placed in several locations throughout Mercer Island.

Project Description

The Applicant is proposing to install the equipment in two discrete locations across Mercer Island (see Figure 1). The equipment would include two elements: a coated aluminum box approximately 22 inches by 22 inches by 10.5 inches in size (referred to as a "base station") and an approximately 9-foot antenna.

The proposed locations were identified due to their ability to capture transmissions from water meters across Mercer Island. None of the locations are in the Town Center Zone. Locations 3 and 4 (plus longitude and latitude) and a brief description of each are as follows:

- Location 3 Island Crest Park (47.550235, -122.223441)

 The equipment at Location 3 is proposed for installation at Island Crest Park (5801 Island Crest Way), a public park near the center of the island. Installation would be on an existing City-owned pole approximately 80 feet from the ground.
- Location 4 Water Reservoir Pump Station (47.568471, -122.220803)

 The equipment at Location 4 is proposed for installation at the Water Reservoir Pump Station at Rotary Park (4350 88th Avenue SE), a public park near the center of the island. Installation would be on an existing City-owned lattice tower approximately 110 feet from the ground.

The City is preparing CUPs for each location. A SEPA Checklist will be required for Location 4. Location 3 does not require SEPA since the equipment will be installed on existing infrastructure.

Public input is important to the City's permitting process and allows the local jurisdiction to be transparent and accountable. This process gives the public a voice in providing feedback or concerns on what is being proposed. The PPP is a way to demonstrate that the proposed Project is aligned with the needs of the community.

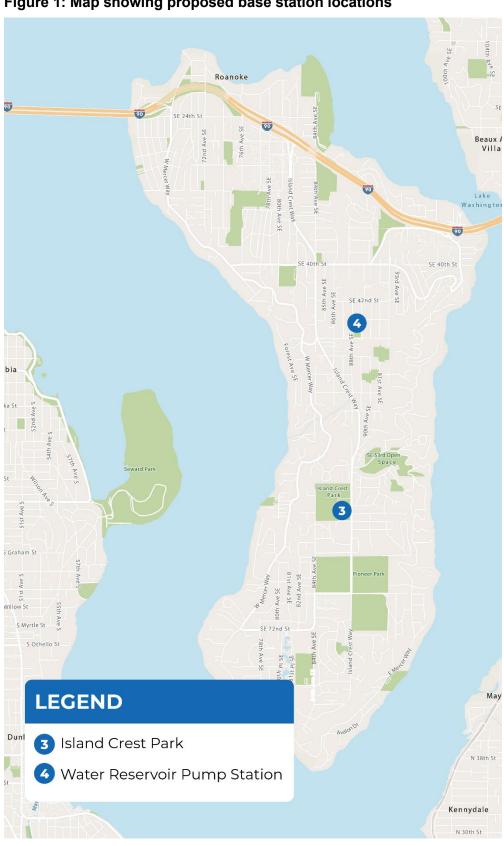


Figure 1: Map showing proposed base station locations

Roles and Responsibilities

The CUP application process will engage the groups summarized below.

City Council

The City Council is the governing body of the City of Mercer Island. The City Council includes seven elected members who serve 4-year terms and is responsible for enacting ordinances, setting the City's budget, and appointing members to various boards and commissions.

Planning Commission

The Mercer Island Planning Commission was established in 1960 as an advisory commission to the City Council. The Planning Commission's role is to advise the City Council on growth management issues, land use polices, and development regulations. The Commission is a volunteer advisory committee made up of island residents.

Hearing Examiner

The Mercer Island Hearing Examiner is an independent officer of the City who is responsible for hearing and resolving appeals from City decisions. This position has jurisdiction over certain types of land use decisions as well as appeals of various land use decisions. The Hearing Examiner will lead the public hearing process for the conditional use permit application.

Community Planning & Development

The Mercer Island Community Planning & Development (CPD) department is a division of the City of Mercer Island. The CPD is responsible for developing and implementing the City's land use and development policies. The CPD also reviews permits for land use and private development.

City Staff

City staff and the consulting team will lead the conditional use permitting process.

Subject Matter Experts

Subject matter experts within the Project will provide professional and technical expertise during the CUP application process.

Stakeholders

Stakeholders are groups and individuals who have an interest in the outcome of the CUP application process. Stakeholders are diverse and can have numerous and conflicting concerns. The Project will benefit from engaging these groups and individuals to gather varied perspectives and build consensus on the proposed installations.

Engaging stakeholders with diverse viewpoints will help City staff understand the plurality of public opinions on the Project. Several stakeholder groups are listed below:

General public

- City residents
- Park users
- Boaters and recreational users
- Non-English-speaking communities
- Persons with disabilities

Impacted property owners and tenants

- Residential property owners
- Renters
- Local businesses
- Governmental agencies

Community-based organizations

- Mercer Island Chamber of Commerce
- Rotary Club of Mercer Island
- Neighborhood/homeowner associations
- Religious organizations

Utilities

- Seattle Public Utilities
- Puget Sound Energy
- King County Metro
- Telecommunications providers

Facilities

- Schools and daycares
- Sports leagues and recreational facilities
- Healthcare facilities (e.g., senior centers, recovery programs)
- · Faith-based facilities and places of worship

Government agencies

- · City of Mercer Island
- King County
- Washington State Department of Transportation
- King County Library System
- Mercer Island School District

Media

• The Mercer Island Reporter

See <u>Appendix A</u> for detailed lists of stakeholder groups near the base station locations and other interested parties.

Please note that the list above may include stakeholders outside of the 300-foot radius from each proposed base station.

A combination of public participation tactics will be required to reach multiple stakeholder groups and interested parties during the permitting process. The following recommendations include specific external stakeholder outreach tactics for the proposed base stations:

- Base station locations sited in or near City park facilities require posted notices at key park locations, including entrances and bulletin boards, during each phase of the permitting notification process.
- Proposed base stations near public school facilities require additional coordination with the Mercer Island School District and affected facilities.
- Additional coordination will be required for sites adjacent to state transportation corridors like I-90 or on infrastructure managed or operated by local utilities.
- Base stations located near commercial facilities will require notice to the property owners and affected tenants during the permitting process.

Public Participation Tactics

Public participation is central to planning under the CUP application process. Public participation is cited in the City's Comprehensive Plan under the following principles:

- Public participation should be driven by the specific goals and objectives of the program, in consideration of the specific groups of potentially affected interests or stakeholders, NOT by a random collection of public participation techniques.
- Public participation should take place as early as possible in a decision process, preferably at the scoping or option identification stage. It should include specific activities as well as informal, "keeping an ear to the ground" efforts, and should focus on opportunities for two-way communication and responsiveness by the public.
- The decision-making entity should commit in advance to the planned level of public involvement and how it will use the public input that is received to make its decision.
 People must be brought to realize that the City is always listening to their concerns, even though it may not always agree with what it hears or implements.
- Appropriate techniques range from simply informing citizens to involving them through
 opportunities for direct participation in decision making. The guiding principle is to select
 the fewest number of the simplest techniques that will meet the objectives.
- Public input must be fully integrated and sequenced with technical work and the decision process in order to be useful in raising and resolving emerging issues.
- Providing feedback to public participants is critical to confirming their input, demonstrating that it is valued and in maintaining their interest in participating in City processes.

Each proposed base station will require a CUP application. The tactics below will detail how the City will integrate public participation in the CUP application process.

Tactics

Pre-Application Outreach Materials

As part of the Project, the City will send letters and door hanger notifications to property owners within a 300-foot radius of each base station location. The letter aims to inform residents about the Project and the CUP process. A Frequently Asked Questions handout will be included with the letter to provide more information. Details regarding each site will be included on the Water Meter Replacement Program (letstalk.mercergov.org/meterproject) and Water Meter Data Collection Stations webpages (https://letstalk.mercergov.org/water-meter-data-collection-stations), where constituents can learn more and ask questions. The Mercer Island Utility Board reviewed these materials at their October 10, 2023 meeting. See Appendix B to view the preapplication outreach materials.

Notice of Application - MICC 19.15.090

The Notice of Application serves as a way to disclose the proposal to the public, including details of the proposal and opportunities for participation and feedback to inform decision-makers. The Notice of Application will include:

- The proposal description;
- The base station location;
- The Open Record Public Hearing date, time, and location;
- Information regarding the 30-day public comment period;
- Contact information for additional questions; and
- The Project website link.

This Notice of Application will be:

- Mailed to property owners within a 300-foot radius of each base station location;
- Posted at each of the proposed base stations in a location that is visible to the public, including the ROW, park entrances, and bulletin board areas; and
- Published in the Weekly Permit Bulletin.

Open Record Public Hearing - MICC 19.15.090.D

The City of Mercer Island Hearing Examiner will conduct the Open Record Public Hearing. Persons who testify at the Open Record Public Hearing will become parties of record, and only parties of record will receive a notice of the decision. The hearing is open to all members of the public.

30-Day Public Comment Period - MICC 19.15.090.E

Written comments on this proposal may be submitted to the City by email, in person, or by mail to the City of Mercer Island, 9611 SE 36th Street, Mercer Island, WA 98040-3732. Anyone may comment on the proposal, receive notice, and request a copy of the decision once it is made. Only those who submit written comments or participate in the public hearing (if a hearing is required) will be parties of record; only parties of record will have the right to appeal the Hearing Examiner's decision.

The Notice of Application will include a single point of contact from the City's CPD for written comments and additional information.

Public Hearing Notice - MICC 19.15.100

The Public Hearing Notice is required for land use reviews requiring a public hearing. This notice can be combined with a Notice of Application. The notice will be provided at least 30 days before the required Open Record Public Hearing and will include:

- The proposal description;
- The proposed base station location;
- The Open Record Public Hearing date, time, and location;
- Contact information for additional questions;

- A statement that only those persons who submit written comments or testify at the Open Record Public Hearing will be parties of record, and only parties of record will receive a notice of the decision and have the right to appeal; and
- The project website link.

This notice will be distributed in the following manner:

- Mailed to the parties of record and all property owners within a 300-foot radius of the proposed base station locations;
- Published in the City's Weekly Permit Bulletin; and
- Posted on each of the sites in a location visible to the public, including the ROW, park entrances, and bulletin board areas.

Notice of Decision - MICC 19.15.120 and 19.15.090

The City shall provide notice in a timely manner of its final decision or recommendation on the CUP application process, including the SEPA threshold determination, if any; the dates for any public hearings; and the procedures for administrative appeals, if any. Notice shall be provided to the applicant, parties of record, and agencies with jurisdiction. The Notice of Decision shall also be provided to the public via the City webpage. The Notice of Decision may be provided by email, or a hard copy may be mailed.

Hearing Examiner Decision - MICC 19.15.140.C

The Hearing Examiner will decide (either approve, conditionally approve, continue the hearing, remand the application, not staff the proposal, or deny the proposal) following the Open Record Public Hearing.

Other Outreach Methods

In addition to the tactics listed above, the Project will utilize the following methods to encourage public participation and communicate key decision points during the CUP application process:

- City staff will maintain and update both the Water Meter Replacement Program webpage (<u>letstalk.mercergov.org/meterproject</u>) and the Water Meter Data Collection Stations webpage (<u>https://letstalk.mercergov.org/water-meter-data-collection-stations</u>) to include information about the Project. The Data Collection Stations webpage will have updates regarding the CUP application process, base station equipment and specifications (see <u>Appendix C</u>), and the Hearing Examiner's decision.
- The City's Customer Call Center will direct inbound calls and emails to the appropriate contact overseeing the CUP application process.
- The City's Communications department will direct social media inquiries and comments to the appropriate contact overseeing the CUP application process.
- The City's email newsletter, the MI Weekly, will include information regarding the CUP application process, schedule, and key decision points for subscribed residents.

Appendix A: Stakeholders and Interested Parties

Site Name: South Ball Fields	Address: 8350 SE 78th Street, Mercer Island, WA 98040
Stakeholder	Category
Islander Middle School	Educational Facility
Lakeridge Elementary School	Educational Facility
South Mercer Playfields	Park
The Lakes Homeowners Association	Homeowners Association
Wildwood Park	Park

Site Name: South Point Landing	Address: 8460 Benotho Place, Mercer Island, WA 98040
Stakeholder	Category
Mercer Island Beach Club	Business

Site Name: Roanoke Park	Address: W Mercer Way, Mercer Island, WA 98040
Stakeholder	Category
Aubrey Davis Park	Park
Mercer Island United Methodist Church	Religious Organization
Roanoke Inn	Business
Roanoke Landing	Park
Roanoke Park	Park
Veterans of Foreign Wars	Community-Based Organization
WSDOT	State Agency

Site Name: Water Reservoir Pump Station	Address: 4350 88th Avenue SE, Mercer Island, WA 98040
Stakeholder	Category
Emmanuel Episcopal Church	Religious Organization
Friends of the Mercer Island Library	Community-Based Organization
Hollerback Park	Park
Holy Trinity Lutheran Church	Religious Organization
Mercer Island High School	Educational Facility
Mercer Island Library	County Facility
Mercer Island School District	Educational Facility
Mercer Island Young Life House	Religious Organization
Mercerwood Shore Club	Business
Rotary Park	Park
St. Monica Catholic Church	Religious Organization
St. Monica School	Educational Facility/Religious Organization
Youth Theatre Northwest	Business

Site Name: Island Crest Park	Address: 5801 Island Crest Way, Mercer Island, WA 98040
Stakeholder	Category
Deane's Children's Park	Park
Groveland Beach Park	Park
Island Crest Park	Park

Site Name: Island Crest Park	Address: 5801 Island Crest Way, Mercer Island, WA 98040
Stakeholder	Category
Island Park Elementary School	Educational Facility
Kika Flower Farm	Business
Northwest Yeshiva High School	Educational Facility/Religious Organization
Redeemer Lutheran Church	Religious Organization
Spring Trust for Trails	Business
The MI Funny Farm	Business

Site Name: Eastside 72nd	Address: 9598–9550 SE 71st Street, Mercer Island, WA 98040
Stakeholder	Category
Azose Commercial Properties	Commercial Real Estate
Chase Mortgage	Business
Children's Dance Conservatory/IYB	Business
Clarke Beach Park	Park
Eurobody Massage Therapy of Mercer Island	Business
Karate West	Business
Mercer Island Country Club	Business
Mercer Island Fire Department	City Facility
Mercer Island Saddle Club	Business
Mercer Nails and Spa	Business
MIFIT	Business
Movement Systems Physical Therapy	Business
Pioneer Park	Park
QFC	Business
Riviera Maya Mexican	Business
Salon 106	Business
Saraha Pizza	Business
Seattle Skin & Laser	Business
South Mercer Chevron	Business
Starbucks	Business
Storage Court of Mercer Island	Business
Subway	Business
Sunnybeam School	Educational Facility
The Boutique Lounge	Business
Toshi's Teriyaki	Business
Yuzen Japanese Cuisine	Business

Site Name: Mercer Island City Hall	Address: 9611 SE 36th Street, Mercer Island, WA 98040
Stakeholder	Category
Bright Horizons at Mercer Island	Educational Facility
Chabad Mercer Island	Religious Organization
Country Village Day School	Educational Facility
Covenant Living at the Shores	Healthcare
Covenant Shores Health Center	Healthcare
Daniel Raskind	Healthcare
French American School of Puget Sound	Educational Facility
Genoa Health Care	Healthcare

Site Name: Mercer Island City Hall	Address: 9611 SE 36th Street, Mercer Island, WA 98040
Stakeholder	Category
Harbor Court at Covenant Shores	Healthcare
Herzl-Ner Tamid Conservative Congregation	Religious Organization
Holiday Coaching	Business
Honeywell	Business
Integrity Garage Doors Of Washington	Business
Karin L. Miller, MSW	Healthcare
King County District Courts	County Facility
March-Mac Donald Inc	Business
Mercer Island City Hall	City Facility
Mercer Island City Maintenance Department	City Facility
Mercer Island Pediatrics	Healthcare
Mercer Island Police Department	City Facility
Ogden Building	Business
Pacific Northwest Ticket Services	Business
Privett Academy	Educational Facility
Semaphore Corporation	Business
Shorewood Heights Clubhouse	Business
Stroum Jewish Community Center	Community-Based Organization
Washington State Jewish Historical Society	Community-Based Organization
WSDOT	State Agency
Yellow Wood Academy	Educational Facility

Other Interested Parties	
Stakeholder	Category
City of Mercer Island	City Agency
King County	County Agency
Mercer Island Chamber of Commerce	Community-Based Organization
Puget Sound Energy	Utilities
Rotary Club of Mercer Island	Community-Based Organization
Seattle Public Utilities	Utilities
The Mercer Island Reporter	Media
WSDOT	State Agency

Appendix B: Pre-Application Outreach Materials

Letter



PUBLIC WORKS

206.275.7608 www.mercerisland.gov/publicworks

November 13, 2023

Dear Mercer Island Utility Customer:

The City of Mercer Island is pleased to share that we are investing in new tools to better serve water customers. In 2024, as part of the Island-wide water meter replacement project, the City will install an advanced metering infrastructure (AMI) system that will improve utility operations, customer service, and support water conservation planning efforts.

The proposed AMI system will remotely and securely communicate usage data by connecting individual water meters to the City system. In order to collect meter readings through the new AMI system, the City is proposing to install data collection equipment at seven locations identified to effectively communicate with water meters across Mercer Island

You are receiving this notification because your property is located within 300 feet of a proposed data collection site.

The enclosed insert in this notice includes additional information about the data collection equipment and the seven proposed locations for the project.

The data collection equipment installations will each require a Conditional Use Permit from Mercer Island's Community Planning and Development (CPD) department, which allows the use of the equipment as an essential public facility. The Hearing Examiner will review each of the seven Conditional Use Permit applications and can approve or deny the application. If the Conditional Use Permits are granted, the City will notify residents living near each site about next steps, including details regarding data collection equipment installation and construction schedule. For details about the Conditional Use Permit application process and the Water Meter Data Collection Stations Project, please visit: www.mercerisland.gov/watermeterdata.

9611 SE 36th Street, Mercer Island, WA 98040 / (206) 275-7608 / www.mercerisland.gov

This information can be made available on request to accommodate people with disabilities and those who need translation assistance. в информация может быть предоставлена по запросу для размещения людей с ограниченными возможностями, а также тех, кому требуе помощь переводчика. Esta información puede estar disponible a pedido conforme a las necesidades de personas con discapacidad o aquellas que

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可根據要求提供這些資訊,以幫助殘障人士和需要翻譯協助的人士

If you have additional questions, please contact the City's Customer Service Team at (206) 275-7600 or customerservice@mercerisland.gov. We appreciate your patience and understanding while we work to improve Mercer Island's utility services.

Sincerely,

Alaine Sommargren Deputy Public Works Director City of Mercer Island

Frequently Asked Questions Handout

Frequently Asked Questions

Water Meter Data Collection Stations City of Mercer Island

What is the Water Meter Data Collection Station Project?

The City of Mercer Island is investing in new tools to better serve water customers. In 2024, the City will replace all residential and commercial water meters with an advanced metering infrastructure (AMI) system and create an online portal where customers can track water use, leak alerts, and other notifications. In order to collect the meter readings, the City must install data collection equipment at seven key locations on Mercer Island. The equipment will communicate with the AMI system and the new meters to transmit water usage data to the City.

Where is the City proposing to install the seven data collection stations? How was this decided?

The seven data collection stations will be installed at various locations across the city (see map). These proposed locations were identified based on their ability to transmit the data from all water meters across. Mercer Island

Once constructed, what will the equipment look like?

The equipment includes a 22-inch by 22-inch by 10.5-inch aluminum box, known as a base station, and antennas ranging from 7 to 9 feet tall, which will be mounted on utility poles and towers. Some installations will be applied to existing utility poles and infrastructure,

LEGEND

1 Mercer Island City Hall
2 South Mercer Playfields
3 Island Crest Park
4 City Reservoir
5 Roanoke Park
6 Eastside 71st
7 South Point Landing

Map showing the seven data collection stations on Mercer Island

but the City will install or replace several poles with taller poles ranging from 80 to 110 feet to collect the metering data effectively. An example rendering is shown on the backside of this handout. Visit **www.mercerisland.gov/watermeterdata** for detailed information and renderings of the seven data collection stations.

Why is the City reaching out to residents about this project?

The City is conducting early outreach to properties within 300 feet of the proposed sites to inform them about the proposed installation locations and permitting process.



Each installation will require the approval of a Conditional Use

Permit, which will authorize the use of this equipment as an

essential public facility. The City is required to send a Notice of Application to residents within 300 feet of each data collection site. The notification will detail the proposed permit application and opportunities for public comment. Ultimately, a Hearing Examiner will decide on the issuance of each Conditional Use Permit, and a Notice of Decision will be published.



Can I comment on a particular data collection site?

The City will share additional details about opportunities to comment or provide feedback on a particular data collection site via the Conditional Use Permit Notice of Application. The City will notify residents within 300 feet of each data collection site with information about the permit application, public comment period.



Rendering of proposed data collection equipment on a new 80-foot pole near South Mercer Playfields.

and the public hearing date and time. Anyone may comment on the application, receive notice, and request a copy of the decision once it has been made.

What are the community benefits of this project?

The new data collection equipment will connect with the AMI system to securely communicate water usage data on an hourly basis to the City.

Customers will be able to manage their water use in real-time and receive important alerts through the new online customer portal. Additionally, the new system will help with the City's water conservation efforts.

Is the data collection equipment safe? Is the data secure?

The data collection technology complies with Federal Communications Commission (FCC) standards and guidelines for environmental exposure to radio frequency (RF), which have been in place since 1985. RF energy produced by smart meter technology is not harmful and is comparable to cellular phone devices, wireless baby monitors, television broadcasts, garage door openers, microwave ovens, cordless home phones, and Wi-Fi networks.

The new metering system will transmit the water readings and other metering information to the data collection stations and the City. The data transmitted is encrypted and sent to the data collectors and the City through a secure, private RF channel. This technology does not share personal customer account information.

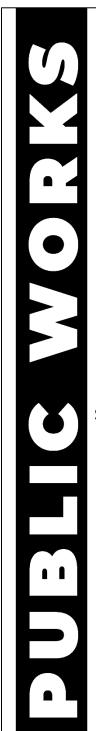
Who can I contact for more information about this project?

For questions, please contact the City's Customer Service Team at **(206) 275-7600** or **customerservice@mercerisland.gov**.



For details about the Water Meter Data Collection Stations Project, please visit: www.mercerisland.gov/watermeterdata.

Door Hanger Notification





WATER METER DATA COLLECTION STATIONS PROJECT

The City is proposing to install data collection stations at seven locations on Mercer Island. The data collection equipment will communicate with the new smart water metering system to transmit water usage data to the City.

You are receiving this notification because your property is located within 300 feet of a proposed data collection station site.

SEE REVERSE SIDE FOR PROJECT & CONTACT INFO

WATER METER DATA COLLECTION STATIONS PROJECT

The City of Mercer Island is investing in new tools to better serve water customers. In 2024, the City will replace all residential and commercial water meters with an advanced metering infrastructure (AMI) system.

In order to implement the AMI system, the City must install data collection equipment at seven locations on Mercer Island. The equipment will communicate with the new meters to transmit water usage data to the City.

The installation of this equipment requires Conditional Use Permits from the City's Community Planning and Development department, which allows the use of the equipment as an essential public facility. CPD will notify residents within a 300-foot radius of each location with details about the permit applications and opportunities to provide public comment.

For additional details about the equipment and station locations, please visit our project website at www.mercerisland.gov/watermeterdata.



Contact Us

Customer Service Team

(206) 275-7600

☑ customerservice@mercerisland.gov

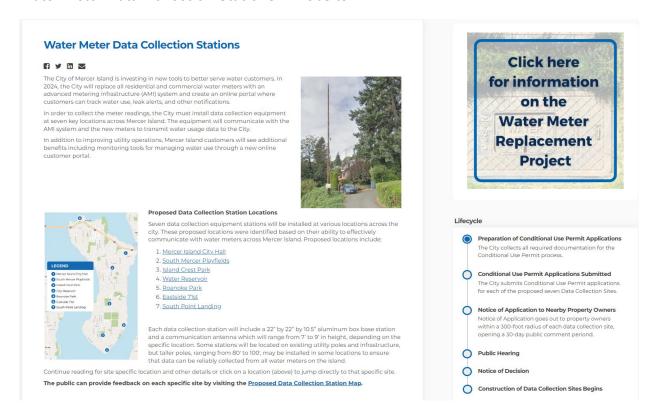
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Water Meter Data Collection Stations - Website



Appendix C: Renderings of Proposed Data Collection Equipment

Mercer Island City Hall



South Mercer Playfields



Island Crest Park



Rotary Park – Water Reservoir Pump Station





Roanoke Park



Eastside 72nd



South Point Landing

