

Tualatin Valley Water District



BOARD OF COMMISSIONERS
1850 SW 170TH AVENUE
REGULAR MEETING MINUTES
MAY 19, 2010

Present: Commissioners: Richard Burke, Jim Doane, Jim Duggan, Marilyn McWilliams, Dick Schmidt

Management

Staff: Greg DiLoreto, Patty Rupp, Clark Balfour, Todd Heidgerken, Dale Fishback, Mark Knudson, Brenda Lennox, Bernice Bagnall

Public: Marie Haynes, Kathy Newcomb, Bob Newcomb, Karen Dunn

Note: Unless otherwise indicated, the words “Motion carried” mean the action of the Board of Commissioners was unanimous.

President Burke called the Regular meeting to order at 7:02 P.M.

REPORTS BY GENERAL MANAGER AND MANAGEMENT STAFF

General Manager DiLoreto announced that at the recent American Water Works Association, Pacific Northwest (AWWA/PNWS) Conference, on behalf of the Tualatin Valley Water District (TVWD), Commissioner Duggan had accepted an award for the District’s extensive commitment and leadership within the organization.

The joint meeting with the City of Beaverton’s City Council scheduled for June 7, 2010 has been cancelled. A date for the meeting will be chosen in the fall.

General Manager DiLoreto announced that the District had received over 500 entries for the annual Children’s Conservation Calendar. These drawings relate to water conservation by elementary school age children within in the District. Several TVWD Board members have volunteered to judge the entries, which would then be included in the 2011 calendar.

Chief Engineer, Mark Knudson gave the department report for the Engineering department. He provided a PowerPoint presentation on the subject of Summer Water Supply Planning for 2010. (PowerPoint Slides are attached). After the presentation, Mr. Knudson clarified for Commissioner McWilliams the details of interruptible water.

COMMISSIONERS REPORTS OF MEETINGS ATTENDED AND COMMISSIONER TOPICS

A report was given by each Board member of the meetings they attended during the month.

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Karen Dunn, 11825 NW Vaughn Ct., Portland, OR 97229 (written testimony attached)

Ms. Dunn came before the Board to express concern in terms of an unfortunate situation related to a water leak on her property. She described her difficult financial situation due to economic hardships, which has not allowed her to pay for the repair. Ms. Dunn explained that later in her testimony, she would propose a solution that could benefit many TVWD customers with the same problem. She explained that her home was built in 1988. A water leak was recently discovered from the pipe in the garage to the street. American Leak Water Detection Company had visited her home to confirm the location, which is in the middle of a 55-foot length of pipe. Ms. Dunn indicated that the cost estimates she had received run from \$2,500 to \$4,000. Ms. Dunn acknowledged Jim Meierotto, Conservation Coordinator, of whom she had been speaking with at TVWD for his efforts to solve her problem. Ms. Dunn said her water bill is running around \$315 every two month and explained that she is not in the financial position to pay the bill. Ms. Dunn explained that when contacting outside agencies and charities for help, she was given the same answer that “they” were out of money, and the average wait time was six months to one year. She explained that when speaking to TVWD customer service representatives on the phone, she had receive vague information related to the leak adjustment policy that allows for leak adjustments up to 50% after the repair is complete. In closing, Ms. Dunn explained that while living in the East, each utility added a \$10/month fee that went towards a fund for homeowners with these kinds of problems. She explained, for example if there were 50,000 customers x \$120 per annum, this would equal over a half million dollars per year. She explained that this could pay for quite a few home repairs of this nature. Ms. Dunn explained that just recently her neighbors had shared information with her that had arrive in their mailboxes, that is believed to have come from TVWD, which offers a warranty program for \$59/year for specific damage to water lines from the meter to the home. Ms. Dunn explained that she had contacted the insurance division. She was told that the main insurance company could not support the company on the flyer, since the insurance company that backs the warranty is not a strong company. The insurance division had asked Ms. Dunn to pass along this information to TVWD.

A discussion took place amongst the Board and Staff. President Burke asked for clarification on the leak adjustment policy. Customer and Support Services Manager, Brenda Lennox, explained the policy. Consumption is compared to the previous year, and a credit is applied based upon 50% of the excess water used.

Commissioner McWilliams asked Ms. Lennox if the charitable organization, “Care to Share” had indicated that their organization is running low on funds for the TVWD water bills. Ms. Lennox replied that she had recently approved a \$2,000 request for additional money for the organization. She explained that the benefit to the TVWD customer in need is a one-time contribution of \$65 for the water portion of the bill. Ms. Lennox indicated that she would check further for clarity as to why Ms. Dunn did not qualify.

Commissioner McWilliams asked Ms. Dunn if the flyer in question displayed the TVWD logo. Ms. Dunn replied that it did not.

Ms. Lennox explained that she was aware of the flyer. She added that the Portland Water Bureau in Oregon is not mentioned however, there is mention of a water provider in Portland, Maine, which she explained is misleading. TVWD, nor the Portland Water Bureau, had supplied names of customers to anyone.

General Manager DiLoreto pointed out that the District would add information about the flyer in questions, to the TVWD website explaining that the District does not endorse the company distributing the information.

President Burke pointed out for the public, that the District is only liable for repairs up to the customer's water meter. Beyond the meter is the responsibility of the owner. President Burke explained that TVWD cannot finance customers' problems outside of the District's jurisdictions. However, he stressed that the District will do its best to help customers to find the means and support to repair problems as they arise.

Kathy Newcomb – 17515 SW Cheyenne Way, Tualatin, OR (Representing Citizens for Safe Water, written testimony attached)

Ms. Newcomb indicated that she had come before the Board as a follow up to her testimony at the February 17 Board meeting. She explained her concerns with Coffey Lab's loss of accreditation. She also mentioned that its water quality comparison are still posted on the TVWD website as well as the Willamette River Water Coalition's, of which she asked be removed in February. Ms. Newcomb explained that she had brought with her documentation regarding the process in which Coffey Labs lost their accreditation. She indicated that in March, a follow up presentation described past Commissioner Gordon Martin as somehow personally responsible for the problems with Coffey Labs. Ms. Newcomb indicated that TVWD, Dr. Scott, Gordon Martin or Coffey Labs 439 customers should not be blamed for their loss of certification. Ms. Newcomb explained that her second reason for coming before the Board was to comment on the improper use of the term "state of the art" when referring to the Willamette Treatment Plant. She spoke of granulated carbon and how she believes this relates to the Willamette Treatment Plant, as opposed to other treatment plants and processes around the country.

Without objection, President Burke allowed Ms. Newcomb 2 additional minutes to conclude her testimony.

Ms. Newcomb concluded by explaining the contents of the documents she had provided to the Board.

Commissioner Schmidt pointed out that at the time Coffey Labs completed the testing of the Willamette in 2003, they were an accredited lab in good standing, and therefore the results were correct.

Ms. Newcomb explained problems reported in La Grande Oregon with Coffey Labs.

Commissioner Schmidt pointed out that in his line of work, he understands and participated in many accretion studies. If the results were good, then there was no question.

Manager of the Office of Community and Intergovernmental Relations, Todd Heidgerken, provided an update to the Board of the water quality comparison data currently on the TVWD website, showing the results for the City of Portland Water Bureau, Willamette Treatment Plant, and the Joint Water Commission. The information was not furnished by Coffey Labs. In 2003, at the time the original testing was completed, split sampling was conducted for extra precautions. Mr. Heidgerken strongly pointed out that the City of Wilsonville conducted their sampling by a different lab.

CONSENT AGENDA

It was moved by Commissioner McWilliams and seconded by Commissioner Schmidt to approve the consent agenda consisting of Resolution 06-10, amending Resolution 01-10, and the Regular Meeting Minutes of April 21, 2010. The motion carried.

ADJOURNMENT

There being no further business, it was moved by Commissioner Duggan and seconded by Commissioner Doane to adjourn the Regular Meeting at 8:00 P.M. The motion carried.

BOARD OF COMMISSIONERS
TUALATIN VALLEY WATER DISTRICT

BY _____ BY _____
Richard Burke, President Marilyn McWilliams, Secretary

Date Approved: June 16, 2010