

# Tualatin Valley Water District



BOARD OF COMMISSIONERS  
1850 SW 170<sup>TH</sup> AVENUE  
REGULAR MEETING MINUTES  
JUNE 16, 2010

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

## Management

Staff: Greg DiLoreto, Patty Rupp, Todd Heidgerken, Dale Fishback, Mark Knudson,  
Bernice Bagnall

Staff: Cheryl Welch

Public: Karen Dunn, Sandi Warren, D & F Plumbing on behalf of 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 7:03 P.M.

## REPORTS BY GENERAL MANAGER AND MANAGEMENT STAFF

General Manager DiLoreto announced that the next edition of the Water Words newsletter would request that TVWD customers observe the odd/even day summer watering guidelines. Due to cooler temperatures, most customers have not yet turned on their irrigation systems. Observing the odd/even guidelines would help to even out the Districts peak water usage. General Manager DiLoreto reported that the District’s water usage is half of what it was a year ago. Current water usage is approximately 15 to 16 million gallons a day (mgd). Last year at this time, it was approximately 29 mgd.

General Manager DiLoreto announced that he would be attending the American Water Works Association meeting from June 20-24. In his absence, Dale Fishback, Field Operations Manager, would be acting in charge (AIC).

General Manager DiLoreto announced that there would not be a Board Work Session in July.

The July Board Meeting is scheduled for Wednesday, July 14.

Chief Financial Officer, Bernice Bagnall, gave the department report. She provided a PowerPoint presentation outlining the many changes in the Finance department over the last decade. (PowerPoint slides are attached.)

## 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 Vaughan Ct., Portland, OR 97229 (written testimony attached)

Ms. Dunn thanked the Board for hearing her comments a second time. She explained that she wished to share her five minutes of testimony with Sandi Warren, D & F Plumbing.

Ms. Dunn referred to her previous testimony to the Board of May 19, 2010, and provided an update on the outcome of the water leak on her property. She explained that she had been referred to the Care to Share organization to help her with her bill by TVWD customer service staff. She described the process she went through to reach the organization as difficult. Often the message indicated that they are out of money. Ms. Dunn explained that she feels that Care to Share does not represent TVWD in a positive light. She said she remembered at the last meeting that there had been mention that the District had recently given Care to Share \$1,700. She suggested that TVWD track the number of people TVWD refers to Care to Share, the reason for the referral (leak, can't make a payment, etc.) and the number of customers who are actually assisted. Ms. Dunn explained she had received TVWD's Water Leak Adjustment Policy, and while the program is useful for customers with a leak, her situation did not fit into the parameters of the program. Ms. Dunn explained that Sandi Warren, D & F Plumbing, contacted her after the May 19 Board Meeting and suggested temporarily running a hose from the meter to the house, bypassing the leak under her garage. Ms. Dunn mentioned that she had notified Jim Meierotto, Conservation Coordinator at TVWD, and Dale Fishback, Field Operations Manager, after the placement of the temporary bypass hose. Jim and Dale visited her home to assess the hook up and thought it was a good solution. Ms. Dunn reported that Dale and Jim did have concerns for personal safety issues and placed a board over the hole and cones around the hole. Ms. Dunn stated the hose works for the short term; however, the hose would not work under winter conditions since it is placed on top of the ground, and would undoubtedly freeze. Ms. Dunn indicated she would like TVWD to review a community program for customers experiencing similar water leaks that are expensive to repair.

Ms. Dunn thanked D & F Plumbing, Dale Fishback and Jim Meierotto for their assistance.

President Burke asked Ms. Dunn to clarify exactly where the potable hose attached.

Ms. Dunn explained the hose connection is at the meter and runs up to the house and bypasses the pipe that has the water leak.

President Burke pointed out that one comment made by Ms. Dunn needed to be corrected concerning the amount of money that is in the Care to Share program. President Burke asked General Manager DiLoreto the amount budgeted for Care-to-Share. General Manager DiLoreto stated that \$10,000.00 was budgeted.

Ms. Dunn explained that Brenda Lennox told her that \$1,700.00 was the amount remaining.

Without objection, President Burke allowed Ms. Dunn two additional minutes so that Ms. Warren could testify on behalf of Ms. Dunn.

Sandi Warren, Vice President of D & F Plumbing, 4636 N. Albina, Portland, OR

Ms. Warren explained she attended this meeting to support Ms. Dunn. She recommended a temporary, potable water hose jump that runs from the meter to the house as a way to bypass the leak. Ms. Warren reported that she had spoken to the Weatherization Department at Multnomah County to find out what assistance was offered customers with a water leak or no funds to pay a bill. Ms. Warren indicated that Multnomah County prorates the water bill. She indicated that she did not know what Washington County offers. Ms. Warren suggested TVWD initiate a community program that installs a temporary potable hose jump for customers who cannot afford the cost of repairing a leak. Ms. Warren indicated a program such as this would conserve water for the county, the customer, and TVWD. Ms. Warren explained she did investigate the brochure contents circulated in Ms. Dunn's neighborhood and found it was from a vendor in New York that was promoting their own products. She indicated that it would not be wise to use a company located so far away.

Ms. Dunn concluded her testimony by stating that she feels the burden falls to TVWD and Washington County to provide a community program for customers. She thanked the Board for hearing her testimony.

President Burke thanked Ms. Dunn and Ms. Warren for giving testimony and for bringing this matter to the Board's attention. President Burke suggested TVWD look into informational resources for customers who encounter similar leak problems.

#### CONSENT AGENDA

It was moved by Commissioner Doane and seconded by Commissioner Duggan to approve the consent agenda consisting of the Regular Meeting Minutes of May 19, 2010. The motion carried.

#### SUSTAINABILITY COMPETENCY OPPORTUNITY AND RATING EVALUATION (SCORE) (PowerPoint Slides are attached)

Ms. Welch, Strategic Planning Coordinator, explained her presentation was to update the Board on one of the goals set for TVWD: a goal that encourages TVWD to fulfill our mission to protect the earth's environment through sustainability practices.

Ms. Welch pointed out she recently completed a SCORE assessment to determine the progress of TVWD's sustainability practices.

Ms. Welch reported the assessment scored TVWD at seven ~ meaning sustainability is completely embedded into the systems, TVWD does influence others, and would be responsible for all impacts.

Ms. Welch explained this is an ongoing process and TVWD is looking at our socially responsible investing as a possible option for employees investing 401K money, continuing to educate our vendors and supporting community outreach activities, and implementing new green IT measures which our new IT Officer, Jim Ure, is hard at work creating.

Ms. Welch indicated that employees at TVWD are very proud of the District's sustainability efforts, and thank the Board of Commissioners for supporting all TVWD's sustainability efforts. Please see the attached PowerPoint presentation for further details.

Commissioner McWilliams commented that she finds the amount of solar power TVWD generates is impressive. Commissioner McWilliams added that at a recent Water Shed Council meeting a discussion ensued regarding a nursery industry certification similar to a Leed certification was being contemplated.

Commissioner Doane pointed out that he finds evidence of TVWD's sustainability practices at construction sites where TVWD crews do not hold traffic for unreasonable amounts of time. Commissioner Doane praised TVWD's work crews for not wasting customer's time sitting in line at construction sites and is confident that other motorists are also appreciative.

Before adjourning the meeting, President Burke reported that this would be the last Board meeting that he would be presiding over as President. His term expires at the end of June. He thanked his fellow Commissioners for supporting him over the last three years and thanked District staff for making it easy to be a TVWD Commissioner and a Board President. He concluded by saying that working with everyone has been an honor and privilege.

ADJOURNMENT

There being no further business, it was moved by Commissioner Schmidt and seconded by Commissioner McWilliams to adjourn the Regular Meeting at 7:43 P.M. The motion carried.

BOARD OF COMMISSIONERS  
TUALATIN VALLEY WATER DISTRICT

BY \_\_\_\_\_ BY \_\_\_\_\_  
President Secretary

Date Approved: \_\_\_\_\_