

# Tualatin Valley Water District



BOARD OF COMMISSIONERS  
1850 SW 170th AVENUE  
REGULAR MEETING MINUTES  
SEPTEMBER 18, 2013

## Present

Commissioners: Vice-President - Dick Schmidt, Jim Duggan, Jim Doane, and Marilyn McWilliams  
(President Richard Burke was absent)

## Management

Staff: Mark Knudson, Patty Rupp, Todd Heidgerken, Paul Matthews, Dale Fishback, Brenda Lennox, Mike Britch

Staff: Steve Carper – Conservation Technician

Legal Counsel: Clark Balfour

Public: None

Note: Unless otherwise indicated the term “Motion carried” means the action of the Board of Commissioners was unanimous.

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Vice-President Schmidt called the Regular meeting of the Tualatin Valley Water District (TVWD) Board of Commissioners to order at 7:09 p.m.

## **REPORTS BY CHIEF EXECUTIVE OFFICER (CEO) AND MANAGEMENT STAFF**

CEO, Mark Knudson, provided the following information and updates to the Board:

### *New Chief Engineer*

CEO, Knudson, reported that the District has hired a new Chief Engineer, Mike Britch. CEO, Knudson, introduced Mr. Britch and described his experience and credentials. He has been with TVWD in the capacity of Senior Engineer for the last five years. Mr. Britch has a great deal of experience in design and management of large pipeline projects making him an excellent leader as the District moves forward with implementation of the water supply program.

### *Portland Wholesale Agreement Dispute Resolution*

CEO, Knudson, noted that there had been an article in the Oregonian earlier in the week. It read that TVWD and the City of Tualatin had notified the City of Portland Water Bureau (Portland) and that both agencies wish to pursue dispute resolution concerning Portland’s interpretation of the existing wholesale water supply agreement regarding terms for purchase of interruptible water.

CEO, Knudson, clarified points that were not mentioned in the news story:

- a. Portland previously sold interruptible water to TVWD in 2010, 2011 and 2012, under the terms of the agreement, and at that time, did not take exception to the terms of sale. Portland is now imposing a change in the terms for interruptible water after 6 years into the term of the existing agreement.

- b. Contrary to a statement attributed to the Water Bureau Administrator, TVWD has consistently met the minimum purchase requirements under the agreement. CEO, Knudson, emphasized that the agreement establishes TVWD's minimum purchase on a take-or-pay basis, meaning that we would still pay for the water even if we did not take it all.

The City of Tigard is considering joining the dispute resolution as well. Staff continues to wait for Portland to respond to the August 28, 2013 letter, and will continue to update the Board regarding the status of the formal dispute resolution process.

#### Portland Positive Total Coliform Sample

CEO, Knudson, reported that Portland had notified TVWD earlier in the day that they received positive total coliform results for two water samples that were collected from their distribution system yesterday, September 17. Follow-up samples were collected today, September 18, and those results will be available Thursday, September 19. CEO, Knudson, explained that depending on results of the follow-up samples, a boil water notice might be imposed in most of the TVWD service area due to preparations for the planned Washington County Supply Line shutdown.

#### Water Research Foundation

CEO, Knudson, noted that he had returned earlier in the day from a two-day meeting in Denver, to advise the Water Research Foundation on their proposed research plan for 2013-15. He said he was pleased to report that state-of-the-art research is planned on key topics that are of interest to the District in the coming years. Some of the research topics include emerging contaminants, maintenance & replacement of aging infrastructure, customer communications, innovative water treatment process, and the diversity of water sources. These topics obviously have significant interest as we move forward with the District's water supply program.

Conservation Technician, Steve Carper, provided the Department Report for the Office of Community and Intergovernmental Relations. Mr. Carper provided a PowerPoint (attached) presentation describing TVWD's new "Key Customers Contact Program".

CEO, Knudson provided additional comments regarding the program. He explained that TVWD's program is designed heavily after Portland General Electric's program. TVWD is one of their Key Customers.

#### **REPORTS OF MEETINGS ATTENDED AND COMMISSIONER TOPICS**

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

Commissioner Duggan explained that he had been absent from two recent meetings where key votes took place. He briefly explained that he was absent due to health issues.

#### **PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA**

None.

#### **CONSENT AGENDA**

Commissioner Duggan requested that items 5.1 and 5.2 be divided.

It was moved by Commissioner Doane and seconded by Commissioner Duggan to approve the Work Session minutes of August 6, 2013. The motion carried.

It was moved by Commissioner McWilliams and seconded by Commissioner Doane to approve the Regular meeting minutes of August 21, 2013. The motion passed four votes in favor and one abstention by Commissioner Duggan, as he absent from that meeting.

**DIRECT REMAINING CONTRIBUTIONS OF EMPLOYEE IRS 125 FLEXIBLE SPENDING ACCOUNT TO CARE TO SHARE**

CEO, Knudson, reported that TVWD employees participate in an IRS approved flexible spending health account (FSA). Once each year, employees who wish to participate designate a portion of each paycheck into this account. The funds are deducted from an employee's paycheck tax-free and are used to pay for any unreimbursed medical, dental, vision, and dependent day care expenses that qualify under the plan. Employees estimate at the beginning of the plan year how much of those unreimbursed expenses they might incur during the year.

IRS rules state that any money not used by the employee at the end of the plan year is forfeited to the employer. This becomes miscellaneous income to the District. The District can use those funds for any lawful purpose; however, the District is prohibited by the IRS from returning those funds to the employees that contributed them. Each year since 2007, the Board has moved to approve donating the forfeited employee contributions to Care to Share. In 2012, employees' unused funds totaled \$932.50. Staff proposes that these forfeited funds be contributed to the Care to Share program, which helps those citizens within the District pay their water bills.

The Board expressed their pleasure in employees contributing left over funds to Care to Share.

It was moved by Commissioner Doane and seconded by Commissioner McWilliams to approve staff to direct remaining contributions of Employee IRS 125 FSA account to Care to Share. The motion carried.

**ADJOURNMENT**

There being no further business, and without objection, Vice-President Schmidt adjourned the meeting at 7:40 p.m.

BOARD OF COMMISSIONERS  
TUALATIN VALLEY WATER DISTRICT

BY \_\_\_\_\_ BY \_\_\_\_\_  
President, Richard Burke Secretary, James Duggan

Date Approved: October 16, 2013

Washington County, Oregon

# TVWD's Key Customer Contact Program

Steve Carper  
Tualatin Valley Water District  
9/18/2013

Tualatin Valley Water District

## Purpose

- To provide TVWD Key Customers a primary point of contact and establish a reliable two-way communication link between TVWD staff and the Districts Key Customers
- To continually improve the customer service we provide and the confidence our key customers have in our organization

Tualatin Valley Water District

## Who Are Key Customers?

- Intel
- Maxim Integrated Products
- Tektronix
- Providence Health Systems
- Nike
- Reser's Fine Foods
- Tualatin Hills Park & Recreation District
- Heritage Village Mobile Park
- Panzer Nursery
- Oregon Health Sciences University- NPRC
- Clean Water Services
- Tualatin Valley Fire & Rescue
- Beaverton School District
- Kaiser Permanente
- Beaverton Foods
- Washington County
- Petercourt Property Mgt.
- KG Investment Management

Tualatin Valley Water District

## Communication Objectives

- Quickly answer customer questions about water service
- Establish primary, secondary and emergency customer contacts during business and after hours
- Develop a two-way communication resource to keep customers informed about potential and planned water service interruptions or water quality issues

Tualatin Valley Water District

## District Objectives

- Develop a Key Customer Program tracking database accessible to staff and compatible with other District databases
- Key Customers understand TVWD's mission and values
- Develop a better understanding of customer needs

Tumwater Valley Water District  
TVWD

## District Objectives

Provide our customers with customized information that is important to *their organization*- Examples may include:

- Rates & Cost management
- Water quality
- Backflow prevention
- Source planning/Reliability
- Emergency planning
- Efficiency: Facility benchmarking, goal establishment and tracking
- Raise awareness of District provided resources

Tumwater Valley Water District  
TVWD

## Program Resources

- Welcome letter to introduce program
- Provide Key Customer Contacts at TVWD
- Check-in meetings
  - Hot topics
  - Address individual needs, issues, goals and service questions

Tualatin Valley Water District Delivering the Best Water • Service • Value		
Key Customer contacts		
Steve Carper (Primary Liaison)	01-503-848-3048	01-503-869-4195
Dean Fritzke (Backup Liaison)	01-503-848-3006	01-503-788-0057
TVWD Dispatch (After-Hours)	01-503-842-1511	
<small>1855 SW 25th Avenue • Tualatin, Oregon 97061                  Phone: 503-848-1131 • Fax: 503-848-2134 • www.tvwd.org</small>		



## TVWD Staff

- Primary Liaison: Steve Carper
- Back-up Liaison: Dean Fritzke

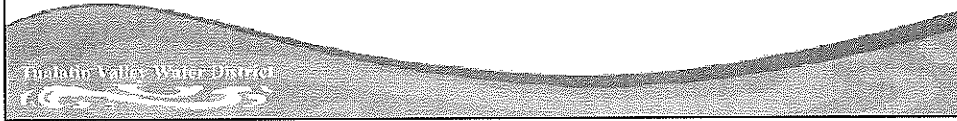
Liaison Role: Coordinator

Matching TVWD staff with the needs of the customer

- Managers
- Subject experts



QUESTIONS?







**Vendor: 700-701 Commissioner Dick Schmidt**

**Account # 1-10-01-7370**

X CHECK HERE IF REQUESTING COMPENSATION for services performed on behalf of the District as authorized under ORS 198.190. See below for additional information.

DATE	MEETING OR FUNCTION	PURPOSE	\$
090313	Work Session	Various	50
091013	Meeting with Mark	Board agenda	50
091813	Regular board		50
			150

Date \_\_\_\_\_

Requested by \_\_\_\_\_  
Commissioner

Date \_\_\_\_\_

Approved by \_\_\_\_\_  
President

**ORS 198.190, "A member of the governing body of a district may receive, not to exceed \$50.00 for each day or portion thereof as compensation for services performed as a member of the governing body. Such compensation shall not be deemed lucrative. The governing body may provide for reimbursement of a member for actual and reasonable traveling and other expenses necessarily incurred by a member in performing official duties." Please note that in accordance with ORS 294.331 (3) members of the budget committee shall receive no compensation for their services as members of such committee.**



Vendor: 700-704 - Commissioner Jim Doane

Account # 1-10-01-7370

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DATE	MEETING OR FUNCTION	PURPOSE	\$
18 Sep	Regular Mtg		50
18 Sep	SDAO		
3 Sep	Work Session		50
7 Sep	LICENSURE - ASCE		

Date 18 Sep + 2013

Requested by Jim Doane  
Commissioner

Date 091813

Approved by \_\_\_\_\_  
President

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**Tualatin Valley Water District**



**Vendor: 700-702 - Commissioner Jim Duggan**

**Account # 1-10-01-7370**

CHECK HERE IF REQUESTING COMPENSATION for services performed on behalf of the District as authorized under ORS 198.190. See below for additional information.

DATE	MEETING OR FUNCTION	PURPOSE	\$
6 AUG 13	TWWD BOARD WORKSHOP	CLIMATE CHANGE WILLAMETTE GOVERN.	50
7 AUG 13	MEET W MARK K.	FIRST 100 DAYS	"
3 SEPT 13	TVWD BOARD WORKSHOP	ALTERNATE FUEL WILLAMETTE GOVERN.	"
4 SEPT 13	RWPC EXEC. COM. MTG	REG. 1/3 HR. MTG BUDGET CONCEPTS	"
18 SEPT 13	TVWD BOARD MTG.	EXEC. SESSION REG. MTG.	"
			<del>250</del>

Date 18 SEPT 2013

Requested by Commissioner

Date 29 18 13

Approved by \_\_\_\_\_  
President

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Vendor: 700-705 - Marilyn McWilliams

Account # 1-10-01-7370

CHECK HERE IF REQUESTING COMPENSATION for services performed on behalf of the District as authorized under ORS 198.190. See below for additional information.

DATE	MEETING OR FUNCTION	PURPOSE	\$
9/3/13	TUWD Work Session	IGA Agreement	50
9/11/13	MPAC	Active Trans.	50
9/18/13	S.DAO Training	Updates on Changes	—
9/18/13	TUWD Regular Meeting		50
			150

Date 9/18/13

Requested by [Signature]  
Commissioner

Date 09/18/13

Approved by \_\_\_\_\_  
President

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