

Tualatin Valley Water District



This document represents the official meeting record of the July 15, 2015 regular meeting of the Tualatin Valley Water District (TVWD) Board of Commissioners held at 1850 SW 170th Ave., Beaverton, OR 97003. The video recording of this meeting can be found at: <http://www.tvwd.org/about-us/board-meetings-and-minutes.aspx>.

1. CALL TO ORDER AND ROLL CALL

Commissioners Present: Richard Burke, Marilyn McWilliams, Dick Schmidt

Management Staff Present: Mark Knudson, P.E., Chief Executive Officer (CEO); Paul Matthews, Chief Financial Officer (CFO), Dave Kraska, P.E., Willamette Water Supply Director; Clark Balfour, Legal Counsel; Dale Fishback, Field Operations Manager; Brenda Lennox, Customer & Support Services Manager

Staff Present: Todd Heidgerken, Water Supply Program Deputy Director; Elizabeth Ohlmann, Information Technology Officer; Marlys Mock, Community Affairs Coordinator; Lee Lawson, Customer Service and Billing Supervisor; Nick Augustus, P.E., Project Engineer; Mark Gallagher, Senior Network Administrator, Information Service; Cheri Maki, Administrative Assistant

Public Present: None

President Burke called the meeting to order at 7:02 p.m.

2. REPORTS BY THE CHIEF EXECUTIVE OFFICER AND MANAGEMENT STAFF

CEO Knudson introduced Nick Augustus who presented the safety moment which included a reminder on public safety awareness near work zones, especially excavation job sites.

CEO Knudson proposed adding item 6.4 - Memorandum of Understanding with the City of Wilsonville and City of Hillsboro for the Kinsman Road Pipeline Project to the business agenda. The Board had no objections.

CEO Knudson presented his Chief Executive's Report (attached). Topics included:

- 2015 Green Business Award from Washington County Solid Waste & Recycling Program
- Governor Declares July Water Awareness Month
- Supplies Adequate – Bull Run, Barney and Scoggins Reservoirs
- Supply Similar to Previous Hot-Dry Years
- Water Demand is Up
- Portland Peaking Factors Will Increase
- Water Pattern & Long-Term Forecasts
- TVWD Actions and Summary

Nick Augustus presented the Department Report (attached) which included an update on the Ridgewood View Project. He presented various slides of the jobsite which included photos from pre-construction and demolition through the current phase of forming the reservoir walls.

He commented that the pipeline work in front of Ridgewood School is nearly finished and that the paving should be completed by the end of this month.

Commissioner McWilliams requested an explanation as to why the existing reservoir was demolished. Mr. Augustus replied that the former reservoir had major structural failures in the roof.

President Burke questioned whether or not there are additional reservoirs on the "critical list." CEO Knudson responded that work is being completed on the most hazardous ones now and that less serious ones will be dealt with one at a time.

Commissioner McWilliams asked whether or not the Ridgewood View Reservoir is the one that feeds St. Vincent's Hospital. Mr. Augustus confirmed that it was.

At 7:29 p.m., President Burke announced a short recess.

Meeting was reconvened at 7:32 p.m.

3. COMMISSIONER COMMUNICATIONS

3.1 – Reports of Meetings Attended

Commissioners Burke, McWilliams and Schmidt provided reports of meetings they attended during the month (see attached).

3.2 – Topics to be raised by the Commissioners

There were no topics raised.

4. PUBLIC COMMENT

There were no comments.

5. CONSENT AGENDA

5.1 – Action Item: Approve the Regular Meeting Minutes of June 17, 2015

5.2 – Action Item: Approve the SDAO Work Session Minutes of June 30, 2015

5.3 – Action Item: Approve the Work Session Minutes of July 7, 2015

President Burke called for the approval of items 5.1, 5.2 and 5.3. The motion carried.

AYES: Burke, McWilliams, Schmidt

NAYS: None

ABSTENTIONS: None

6. BUSINESS AGENDA ITEMS

6.1 – Election of Board Officers

President Burke opened nominations for new Board President. Commissioner Schmidt nominated Marilyn McWilliams. Commissioner McWilliams accepted. President Burke closed nominations for Board President. The Board approved Commissioner McWilliams as President.

AYES: Burke, McWilliams, Schmidt
NAYS: None
ABSTENTIONS: None

Outgoing President Burke transferred the gavel to incoming President McWilliams. President McWilliams opened nominations for Vice President. Commissioner Burke nominated Dick Schmidt. Commissioner Schmidt accepted. President McWilliams closed nominations for Vice President. The Board approved Commissioner Schmidt as Vice President.

AYES: Burke, McWilliams, Schmidt
NAYS: None
ABSTENTIONS: None

President McWilliams opened nominations for Treasurer. Commissioner Burke nominated Jim Doane. President McWilliams announced that Commissioner Doane had previously agreed to accept this position. President McWilliams closed nominations for Treasurer. The Board approved Commissioner Doane as Treasurer.

AYES: Burke, McWilliams, Schmidt
NAYS: None
ABSTENTIONS: None

President McWilliams opened nominations for Secretary. Commissioner Schmidt nominated Jim Duggan. Commissioner Burke stated that Commissioner Duggan had previously agreed to accept this position. President McWilliams closed nominations for Secretary. The Board approved Commissioner Duggan as Secretary.

AYES: Burke, McWilliams, Schmidt
NAYS: None
ABSTENTIONS: None

President McWilliams opened nominations for Acting Secretary. Commissioner Schmidt nominated Richard Burke. Commissioner Burke accepted. President McWilliams closed nominations for Acting Secretary. The Board approved Commissioner Burke as Acting Secretary.

AYES: Burke, McWilliams, Schmidt
NAYS: None
ABSTENTIONS: None

6.2 – Commissioner Appointments to Committees

Commissioner Burke moved to adopt the new committee list and Commissioner Schmidt seconded. (See attached).

AYES: Burke, McWilliams, Schmidt
NAYS: None
ABSTENTIONS: None

6.3 - Update on Payment Card Industry (PCI) Compliance Project

CFO Matthews introduced Marlys Mock, Lee Lawson, Elizabeth Ohlmann and Mark Gallagher and summarized the status on the District's Payment Card Industry (PCI) compliance. He highlighted the necessary requirements and additional benefits of the plan which will allow the District to meet the new and future Data Security Standard (DSS). See attached PowerPoint slides.

Commissioner Burke suggested that a notice be posted at our online billing site to inform customers of the impending changes. CFO Matthews assured him that this has already been implemented.

President McWilliams inquired whether or not customers who are away during the winter season would need to pay their bills in advance before leaving town if they do not have computer access during that time. CFO Matthews said he would investigate this subject and address it at next month's work session.

Marlys Mock presented the customer communication segment which detailed specifically how the message is being disseminated within the District. Ms. Mock also offered some ideas about alternative ways we could proceed and asked for input from the Board. President McWilliams suggested that we do not include token gifts in the mailed announcements since that might be perceived as contradictory with our fiscal responsibility in regards to minimizing rate increases.

Lee Lawson presented the remaining communication components of the presentation. Topics included:

- Customer Service Preparation & Training
- Other Employee Preparation & Training
- Partner Preparation & Training

President McWilliams inquired about whether pilot testing would be done. Mr. Lawson replied that they are not doing any "role playing" specifically, but assured her that they are performing full testing of the process from login through payment and transaction recording phases.

President McWilliams asked Mr. Lawson to remind viewers what "IVR" stands for. Mr. Lawson explained that the acronym stands for Interactive Voice Response and he further explained that it is a touch tone operation through the telephone so that payments can be made through the phone without needing a live operator.

President McWilliams inquired whether or not they are suggesting to customers who are currently paying by check to investigate third party billing. CEO Knudson interjected that our first wave of concern is to take care of the people who are already using the online payment system and then move forward with the remaining ratepayers once the compliance deadline has been met.

Liz Ohlmann presented the final slides which included:

- PCI Timelines Through September
- Current Planning Activities

CFO Matthews asked the Board for suggestions in order to fine tune their strategy.

Commissioner Burke suggested a more targeted, intense campaign toward the people who are currently using the online system.

Commissioner Schmidt added that word-of-mouth within the community is another way customers might receive information.

Commissioner Burke stated that even though the plan is comprehensive, there will undoubtedly be issues once the new system is rolled out. He emphasized that the quality and speed of response to customers concerns will be a key factor in customer satisfaction.

6.4 - Memorandum of Understanding with the City Of Wilsonville and the City Of Hillsboro for the Kinsman Road Pipeline Project

CEO Knudson introduced Todd Heidgerken who presented the Memorandum of Understanding (MOU). Mr. Heidgerken stated that we need to participate early in order to be compliant with the timelines already established by the City of Wilsonville and Oregon Department of Transportation (ODOT). He noted that The Hillsboro Utility Commission approved the MOU agreement at their Board meeting yesterday and that it will go before their City Council on July 21st. It is expected to be presented at Wilsonville's City Council on July 20th. Mr. Heidgerken expressed a goal to have this MOU completed and executed by July 21st.

Mr. Heidgerken recommended that the Board of Commissioners approve the MOU and authorize CEO Knudson to sign the agreement on behalf of the District.

Commissioner Burke moved to approve the MOU as outlined in item 6.4. Commissioner Schmidt seconded the motion. The motion carried 3-0-0.

AYES: Burke, McWilliams, Schmidt
NAYS: None
ABSTENTIONS: None

7. ADJOURNMENT

There being no further business, President McWilliams adjourned the meeting at 8:39 p.m.

Approved by the Tualatin Valley Water District on August 19, 2015.

BY: 
Marilyn McWilliams, President

BY: 
James Duggan, Secretary