

Tualatin Valley Water District



This document represents the official meeting record of the April 7, 2015 work session of the Tualatin Valley Water District (TVWD) Board of Commissioners held at 1850 SW 170th Ave., Beaverton, OR 97003.

1. Call to Order and Roll Call

President Burke called the meeting to order at 6:05 p.m.

President Richard Burke	PRESENT
Commissioner Jim Doane	PRESENT
Commissioner Jim Duggan	PRESENT
Commissioner Marilyn McWilliams	PRESENT
Commissioner Dick Schmidt	PRESENT

Management Staff Present: Mark Knudson, Chief Executive Officer (CEO); Clark Balfour, Legal Counsel; Dave Kraska, Water Supply Program Director

Staff Present: Todd Heidgerken, Deputy Water Supply Program Director; Liz Ohlmann, Information Technology Officer; Mark Gallagher, Senior Network Administrator; Marlys Mock, Community Affairs Coordinator; Lee Lawson, Customer Service & Billing Supervisor; Mike Jacobs, Risk Management Coordinator; Renee Castilla, District Recorder

Public Present: None

Mr. Mark Knudson introduced Dave Kraska, formerly of Carollo Engineers as the new Water Supply Program Director. Mr. Knudson stated with the addition of Mr. Kraska, the Willamette Water Supply Program is coming together nicely.

Mr. Knudson stated during the March 18, 2015 Board meeting, it was decided the Board would participate in an SDAO assessment of best practices on March 30, 2015. He said due to an unfortunate illness of the facilitator, the scheduled session was cancelled. Mr. Knudson explained although he had not heard back from SDAO regarding its reschedule, staff would continue to work with SDAO on meeting availability. As previously discussed, Mr. Knudson would not move forward with scheduling a Board retreat until after the SDAO assessment had been completed.

2. Information Item: Update on Payment Card Industry (PCI) Compliance Project

Ms. Liz Ohlmann introduced staff and provided a general overview of the Payment Card Industry (PCI) Compliance Project.

Mr. Mark Gallagher explained to date staff has created a charter project and assembled a strong project team including himself, Lee Lawson, Customer Service; Marlys Mock, Communications; Debbie Klein, Accounting; and Paul Leonard, IT. He said the project team has established a relationship with the payment processing branch of CashPro, the merchant service provider of

TVWD. They have completed initial meetings to define basic needs for both the interactive voice response (IVR) and website and CashPro is setting up test sites for use; expected early May 2015.

Finally, Mr. Gallagher explained the IVR could have a Spanish-speaking option provided at no additional cost to TVWD and recommending moving forward. After a brief discussion, the Board expressed consensus that the Spanish-speaking IVR option should be included. The Board asked that once the project is implemented, staff should evaluate options for the addition of other languages.

Ms. Marlys Mock introduced the communications plan (handout attached).

Mr. Knudson emphasized the communications plan is designed to provide information as it becomes available. Further it focuses on customers who are currently using the system and less on those who pay by cash or check and therefore would not be affected by the change.

Commissioner Duggan offered to be a beta tester for the IVR and updated website as he uses the current system regularly to pay his bill.

3. Information: Overview of District Procedures for Delinquent Commercial Accounts

Mr. Lee Lawson presented the overview of district procedures for delinquent commercial accounts (Standing Operating Procedure (SOP) attached).

After a brief exchange regarding regarding the current status of commercial accounts, statistics regarding delinquency and TVWD costs recouped, the Board agreed to minor changes in the standard operating procedure which include account holder notification and tenant notice of disconnection.

4. Information Item: Willamette Water Supply Program Intergovernmental Agreement with City of Hillsboro

Mr. Knudson introduced Todd Heidgerken, now Deputy Water Supply Program Director.

Mr. Heidgerken presented the Willamette Water Supply Program Intergovernmental Agreement (IGA) (PowerPoint attached).

After questions, Mr. Heidgerken provided clarification of the signees of the IGA and next steps.

5. Adjournment

There being no further business, President Burke adjourned the meeting at 6:43 p.m.

Approved by the Tualatin Valley Water District on _____.

BY: _____
Richard Burke, President

BY: _____
James Duggan, Secretary