

Board Meeting Minutes October 21, 2020 This meeting was held by phone and the internet.

REGULAR SESSION – 6:03 PM

CALL TO ORDER

Commissioners Present: Bernice Bagnall; Jim Doane, PE; Jim Duggan, PE; Todd Sanders; Dick Schmidt. (Commissioner Schmidt joined late due to connection problems requiring staff technical support.)

Staff Present: Tom Hickmann, PE, Chief Executive Officer; Clark Balfour, General Counsel; Paul Matthews, Chief Financial Officer; Carrie Pak, PE, Chief Engineer; Dave Kraska, PE, Water Supply Program Director; Tim Boylan, IT Services Director; Katherine Lipari DeSau, Executive Assistant

REPORTS BY THE CHIEF EXECUTIVE OFFICER AND MANAGEMENT STAFF

Mr. Hickmann reported on Portland *Cryptosporidium* testing results, customer financial assistance, Customer Information System vendor contract execution, the recent Association of Metropolitan Water Agencies' virtual Executive Management Conference and proposed cancelling the November 3rd work session (see attached memo). Commissioners agreed with the recommendation to cancel the November 3rd work session.

Mr. Boylan presented the safety moment on data safety. He also provided the Information Technology (IT) department report on IT's strategic objectives, cloud first strategy, 2020 key project highlights and the District's voice system (see attached presentation). Commissioner Bagnall commended IT's flexibility during COVID-19 and the implementation of field operations mobile applications.

COMMISSIONER COMMUNICATIONS

A. Reports of meetings attended

Commissioners described and submitted a list of recently attended meetings (see attached forms).

B. Topics to be raised by the Commissioners

There were none.

PUBLIC COMMENT

There was none.

1. CONSENT AGENDA

- A. Approve the September 16, 2020 regular meeting minutes.
- B. Approve the October 6, 2020 work session minutes.
- C. Consider adopting Resolution 14-20, a resolution adding an 8-inch waterline connection, from NW Kenai Court to NW Cornelius Pass Road, to the Capital Project List for the Tualatin Valley Water District.

Motion was made by Sanders, seconded by Doane, to approve the Consent Agenda as presented. The motion passed unanimously with Bagnall, Doane, Duggan, Sanders and Schmidt voting in favor.

2. INFORMATIONAL PRESENTATIONS

A. Regional Water Supply Overview. Staff Report – Carrie Pak

Ms. Pak presented an overview of the regional water supply. She provided background information, described major water supplies, and telescoped the future regional supply (see attached presentation). Water resiliency and coordination with other water agencies was emphasized to respond to potential Cascadia events or other emergencies such as the recent wildfires.

In response to a question, Mr. Balfour confirmed that the Cities of Tigard and Tualatin have charter limitations that require a vote prior to the use Willamette River water; Portland has not voted on the use of Willamette River water.

B. Update on the District's Financial Performance. Staff Report – Paul Matthews

Mr. Matthews provided information on household economic status and TVWD's financial performance, including revenue, collections, and expense information (see attached presentation). He emphasized that TVWD is facing a unique financial challenge in that revenues are committed to fund capital expenditures over time as well as serve as debt leverage. Since revenues are lower than planned, this results in pressure to reduce capital expenditures or fund more with debt. Mr. Matthews alerted the Board that the current financial situation will impact the upcoming biennial budget.

ADJOURNMENT

There being no further business, President Bagnall adjourned the meeting at 7:55 p.m.			
Bernice Bagnall, President	Todd Sanders, Secretary		



MEMO

Date: October 21, 2020

To: Tualatin Valley Water District Board of Commissioners

From: Tom Hickmann, CEO

Re: Chief Executive Officer and Management Staff Report

The following items will be covered during the report by the CEO:

- **1. Portland** *Cryptosporidium* **Results** For the month of September 2020, the Portland Water Bureau reported no *Cryptosporidium* oocyst detections in water samples collected from the Bull Run Headworks. Additional details may be found at www.portlandoregon.gov/water/cryptoresults.
- 2. Customer Financial Assistance To date, 41 customers received approximately \$21,050 in CARES bill relief. Staff worked diligently notifying individuals with account delinquencies about this important program. Customers who have been impacted by COVID-19 are encouraged to apply for financial assistance. Details are available on the District's website at www.tvwd.org/relief.
- 3. Customer Information System Vendor Contract Execution On October 15, TVWD, on behalf of project Partners, executed Customer Information System (CIS) vendor contract documents with Open International LLC. While the Partners have already begun pre-implementation activities, Clean Water Services and TVWD now officially transition with Open towards the upcoming start of the CIS project implementation phase. Many thanks to the efforts of the Partners' contract negotiation team contributors and Commissioners for supporting this initiative.
- 4. AMWA Virtual Executive Management Conference On October 13 and 14, I participated in the Association of Metropolitan Water Agencies' (AMWA) 2020 virtual Executive Management Conference. This was the first virtual conference that AMWA has held with a very different format from years past. It consisted of two, two-hour sessions held over two days. The first day focused on the importance of diversity; speakers shared information about the various programs they were implementing to improve awareness and create more inclusive working environments. For me, it was confirmation of the diversity, equity, and inclusion (DEI) work we have embarked on at the District, and in a breakout session, I was able to share with other utilities the things we have

CEO & Management Staff Report to the TVWD Board of Commissioners

October 21, 2020

Page 2

implemented at TVWD. This includes the DEI training, the facilitation of open discussions through small groups, book clubs that are reading and discussing books regarding racism and diversity, and the DiSC training. All of that fit with the types of things many utilities are embracing and encouraging across the country.

On day two, there were presentations on how the COVID events were impacting water utilities from across the country and how agencies are managing workforce and financial challenges. Again helpful, but also gave some new concepts and ideas that I will be looking into for customer assistance for low income.

- **5. November 3rd Work Session** Currently, the only topic we have scheduled for the November Work Session is the WWSS update. Staff suggests moving this update to the November 18th Board Meeting and cancelling the November 3rd Work Session.
- **6. Safety Minute and Department Report** Tim Boylan, IT Director, will present the safety minute and department report this evening.

IT Department Update

October 21, 2020

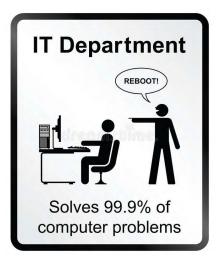
Tim Boylan
Director of IT Services



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Agenda

- IT Strategic Objectives
- Cloud First Strategy
- 2020 Key Project Highlights
 - Telecommunications Upgrades
 - Field Mobility
- Voice System Update



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2019 - 2021 IT Strategic Objectives Customer **Maturity Simplification** Resiliency **Focused** • Standards- Retire Legacy Increase Transparency Technologies based awareness Efficiency Decision Commercial / Design for • Responsive Frameworks Cloud-First Protection Communication Capacity Increase Plan for Self Service automation Recoverability management Education and Standardize Test **Training** Delivering the Best Water & Service & Value

10/24/18 - Looking Ahead: Cloud And Virtualization TVWD's software and service strategy is based on two key elements: - Cloud First Servers - Buy, don't Build Benefits of this strategy include: Virtual Desktops - Supportability Resiliency - Scalability User data and virtual machine images This strategy requires: - Cloud Services Vendors Robust Connectivity Security Controls - Virtualization Delivering the Best Water & Service & Value

2020 Key Customer Projects

Project	Maturity	Simplify	Resilient	Customer
NeoGov Implementation		✓	✓	✓
WWSP Technology Standards/Processes	V	√	√	✓
Telecommunications Upgrades	√		√	√
Customer Information System (CIS)	√	✓	√	✓
Meter Sales Application Replacement		√		✓
Field Mobility Program	✓	√	V	✓
COVID / Remote Work Support	√	√	√	√

Maturity:

Standards-based, Decision Frameworks, Capacity Management, Training Retire Legacy Tech, Commercial/Cloud-First, Automation, Standardize

Simplify: Resilient: Recoverable, Designed for Protection, Increased Awareness, Tested Customer:

Efficient, Transparent, Responsive, Self-Service, Communication

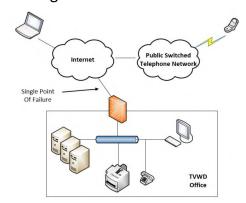
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Telecommunications Upgrades

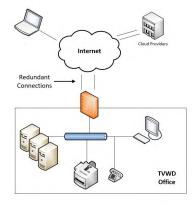
Legacy Network

- Limited Capacity (1 x 100Mbps)
- Single Point of Failure

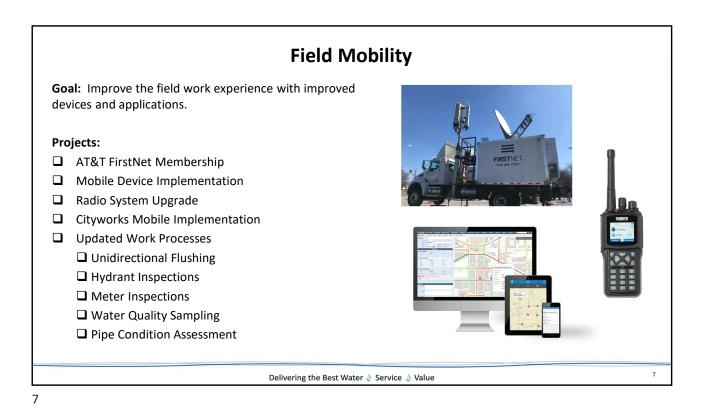


Upgraded Network

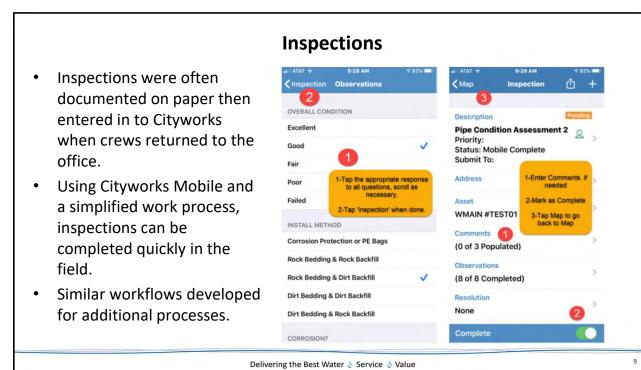
- Expanded Capacity (2 x 200 Mbps)
- **Resilient Architecture**



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Water Quality Monitoring Created a fast, Inspection Observations Inspection Observations IS THE STATION ACCESSIBLE/CLEAR OF OBSTRUCTION? simple workflow to enable weekly Enter a number sampling at 152 CONDUCTIVITY (20-250) stations. IS THE PAINT IN GOOD CONDITION? TEMPERATURE READING (CELSIUS, 1-30) **Utilizes Cityworks** Enter a number Mobile on iPhones. PH (7.0-12.0) IS SAMPLE STATION NUMBER POSTED? Data is updated in real time and RTCR? IS THE STATION'S HEIGHT/ANGLE/POSITION ACCEPTABLE? becomes available for reporting or transferring. Delivering the Best Water 🌢 Service 🌢 Value



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Phone System Challenges

- Current Avaya Phone System
 - Over a decade old with limited upgrade options.
 - Customer Service does not have key capabilities they require
 - System is ineffective in supporting remote/hybrid employees
- COVID Remote Work Impacts
 - Unable to route customer calls to remote agents.
 - IT procured voice services via Microsoft to craft a hybrid solution
 - Customers are experiencing extended wait times and limited menu options

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Voice Strategy

- Accelerate plan to replace on premises voice system with cloud-based service.
- Key Opportunities:
 - More resilient, supported, and accessible platform.
 - Flexible, skills-based call management for a better customer experience.
 - Automation, self-service, and reporting capabilities.
 - District employees will have a single number for voice, fax, or text
 - Will enables hybrid office/home/remote employees
 - Ability to answer calls on handsets, computers, or smartphones.
 - Advanced features like voicemail to text or application integration.
 - Elimination of unnecessary fax machines and related phone numbers/lines.

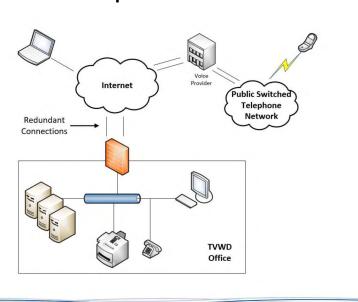
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11

Voice Next Steps

- Requirements process complete.
- Vendors identified.
- Contracting in progress.
- Implementation to begin in October/November 2020.
- Customer Service go live target is 30 days from contracting.



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12

Thank you!

Questions?

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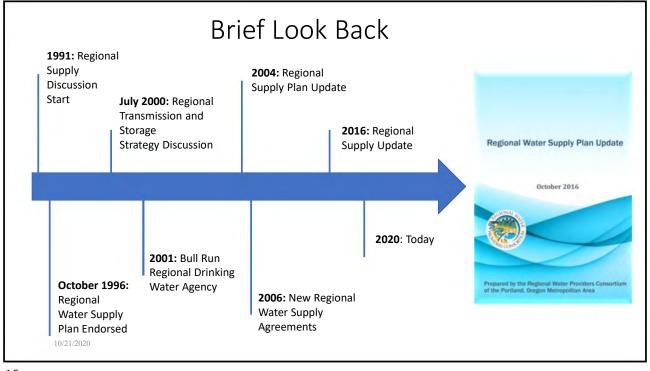
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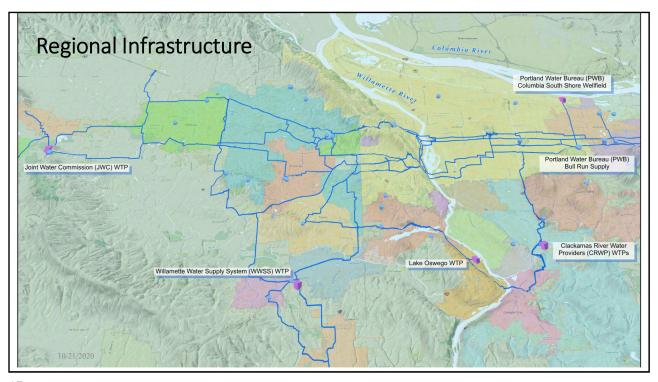
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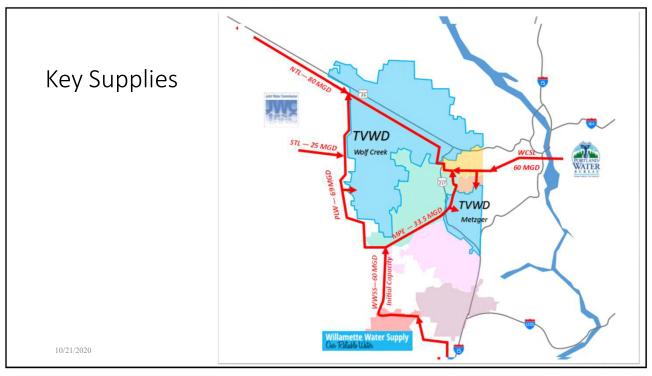
Regional Water Supply Overview

Carrie Pak, PE October 21, 2020

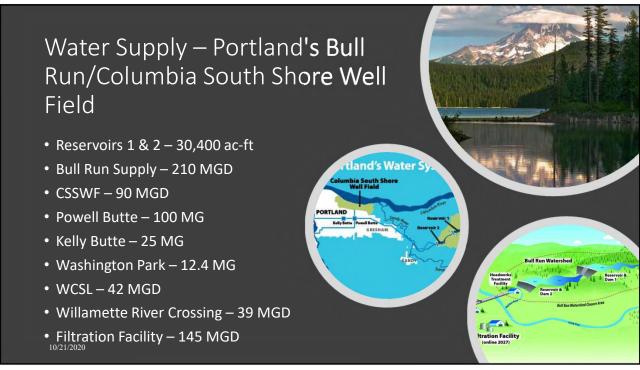


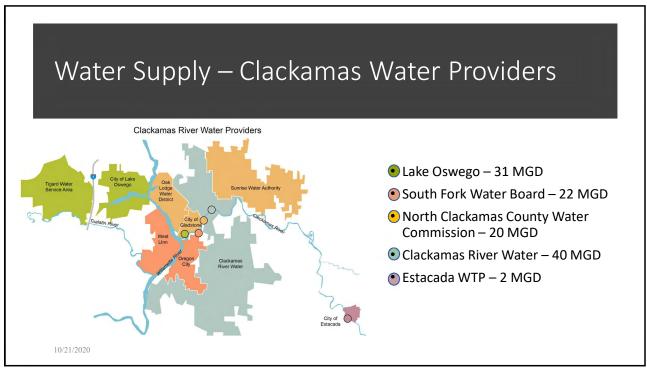










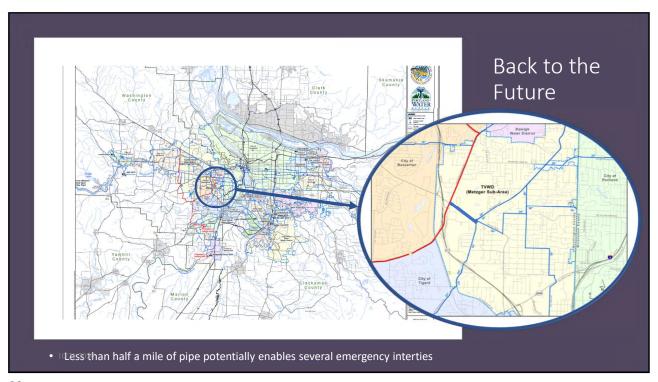


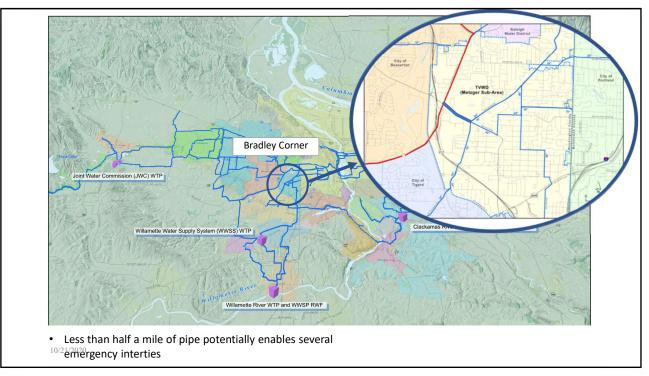
Willamette Water Supply Our Reliable Water

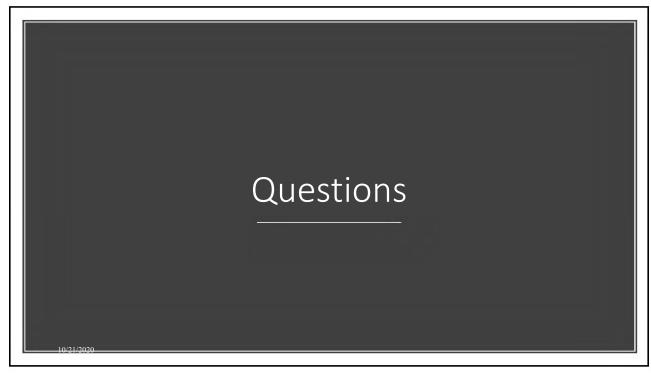
- Partners TVWD, Hillsboro, and Beaverton
- WTP 60 MGD initial capacity
- Supply Conduit 48-66-inch diameter, 30+ miles
- Reservoirs 30 MG

Willamette Water Supply System

10/21/2020







Update on Financial Performance

Paul L. Matthews
Chief Financial Officer



Overview of Tonight's Presentation

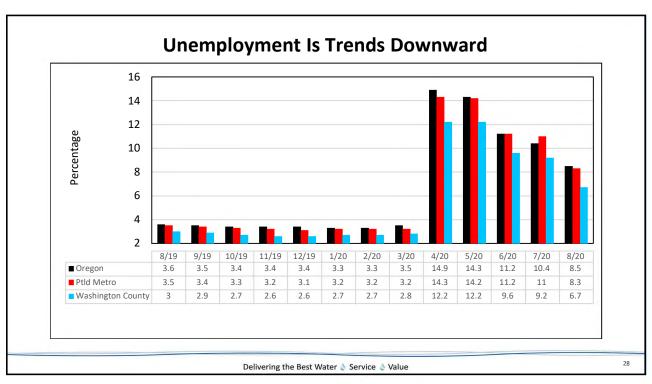
Updates on:

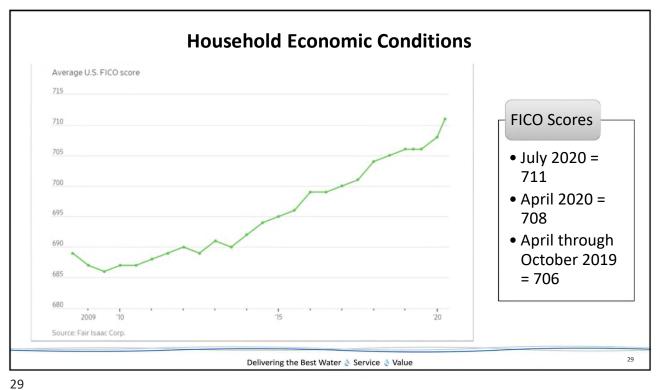
- Household economic status
- •TVWD's Financial Performance
 - Revenue
 - Collections
 - Expenses

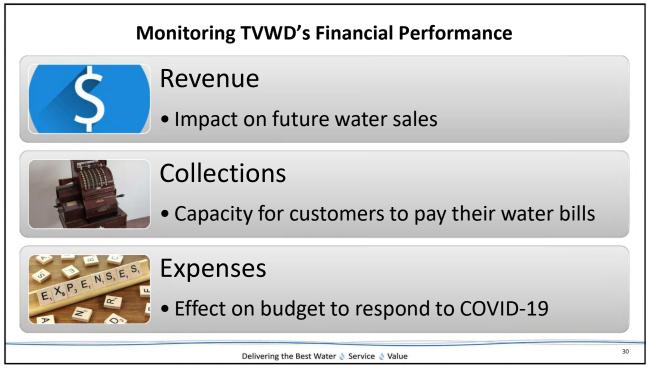
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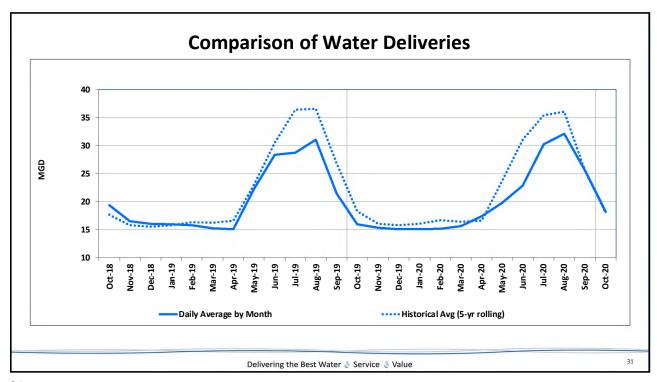
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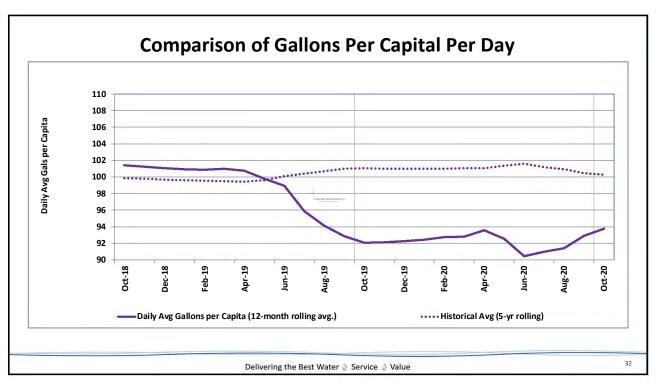
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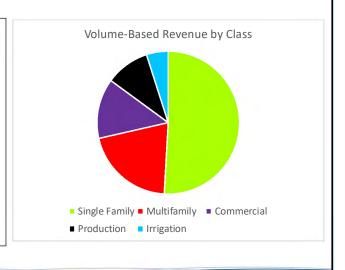




Composition of TVWD's Revenue

Volume-Based Revenue

- Approximately 78% of annual sales revenue
 - Recovered by two-block rates
- Residential (single-family and multifamily) are about 70% of volume sales revenue
- Commercial, production, and irrigation about 30% of volume sales revenue



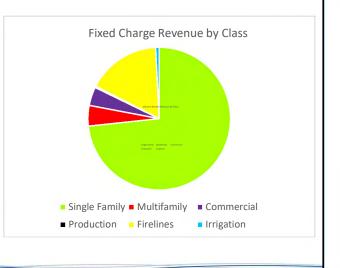
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Composition of TVWD's Revenue

Fixed Charge Revenue

- Approximately 22% of annual sales revenue
 - Charge varies by meter size
- Single-family residential about 73% of fixed charge revenue
- Firelines about 17% of fixed charge revenue
- Other classes about 10% of fixed charge revenue



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34

Revenue Trends by Customer Class

Fixed Charge Revenue

 Revenue generally have favorable variance of about \$100 K per month

Volume-based Revenue

- Greater volatility
- Downward trend evident before COVID

Challenges

- Bimonthly billing cycles
- Unbalanced billing cycles by month

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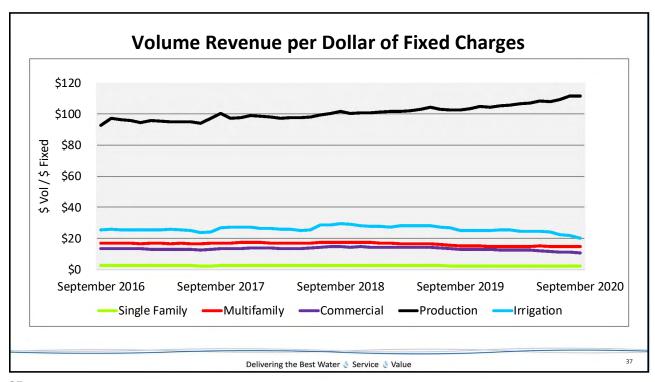
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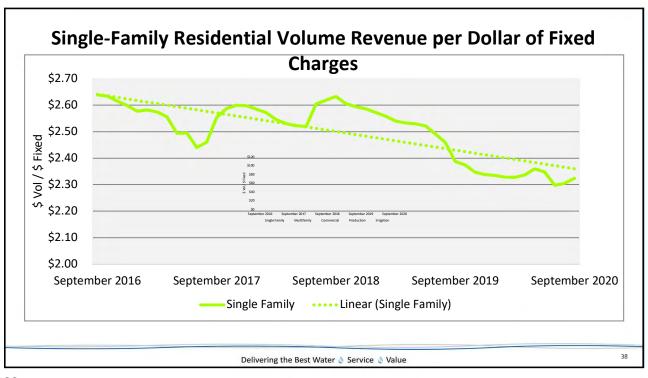
Metric to Assess Trends

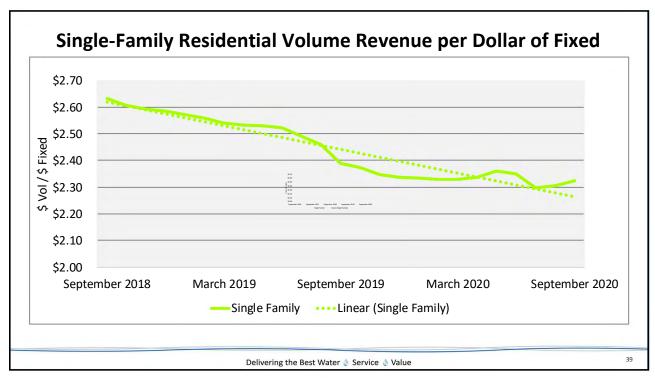
Approach

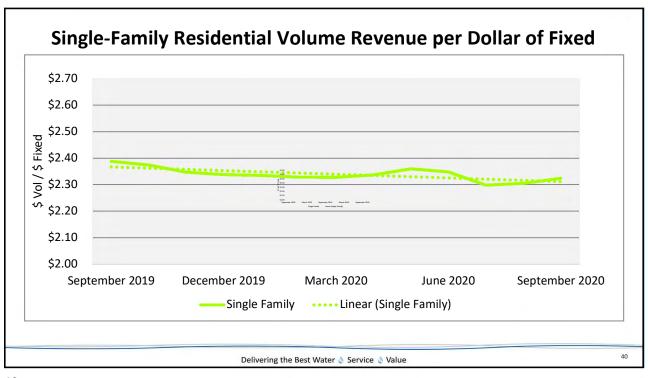
- Volume-based revenue per dollar of fixed charges
- Reduces the impact of seasonal variability in revenue
- Addresses the challenges of unbalanced billing cycles
- Provides meaningful trend data over time

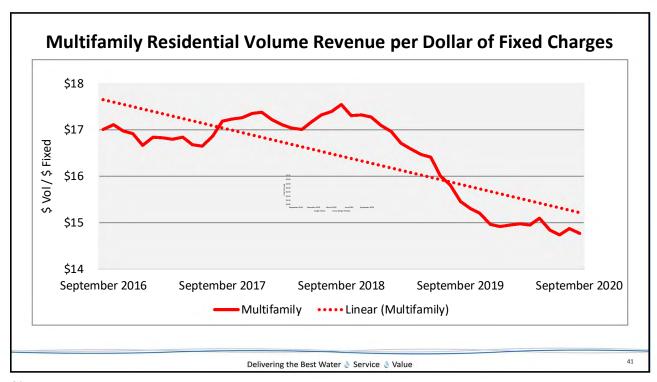
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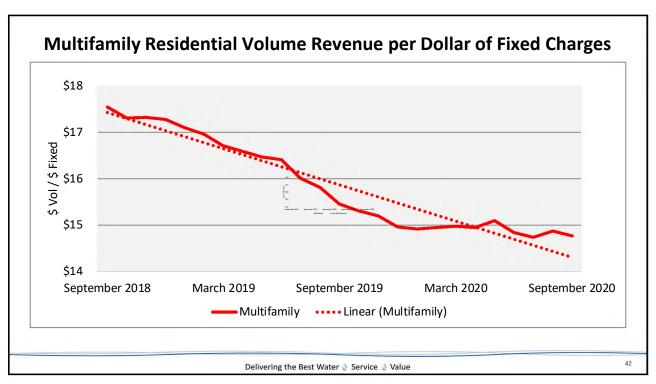


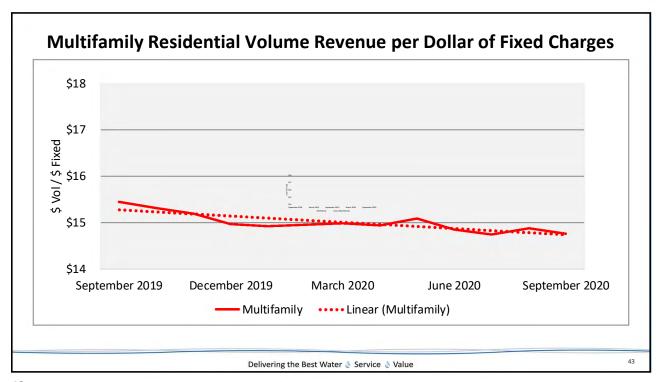


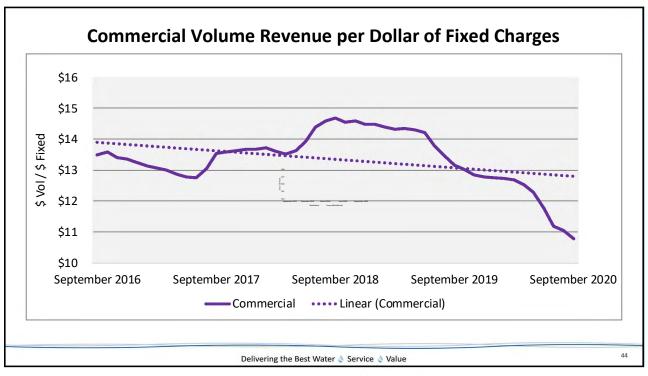


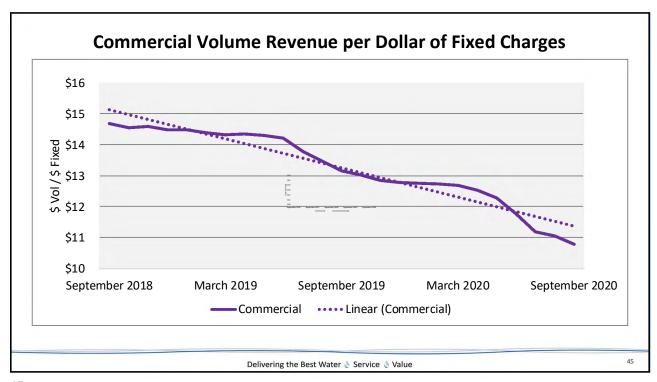


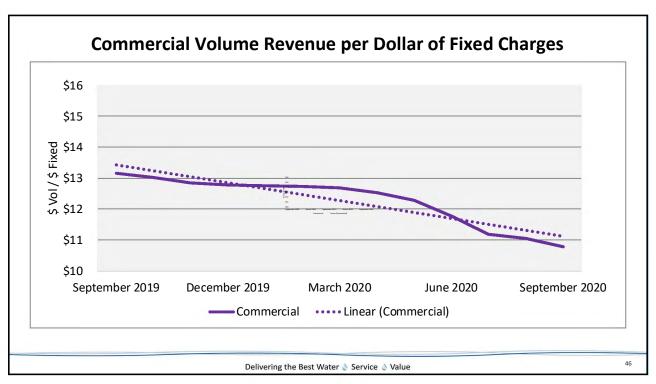


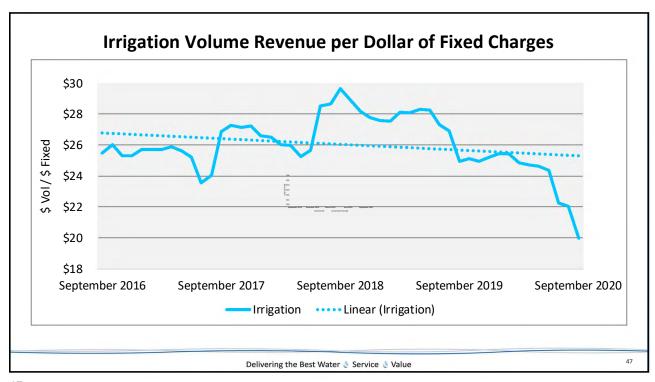


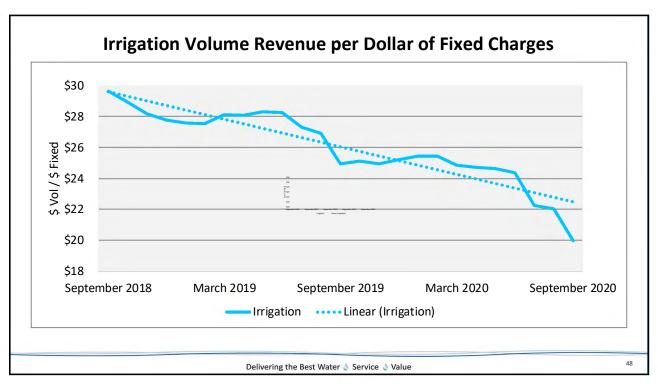


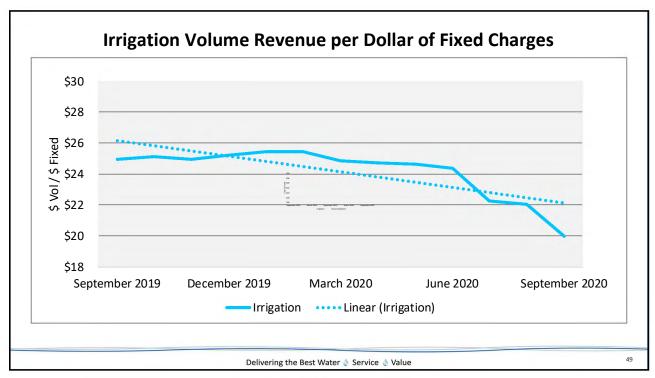


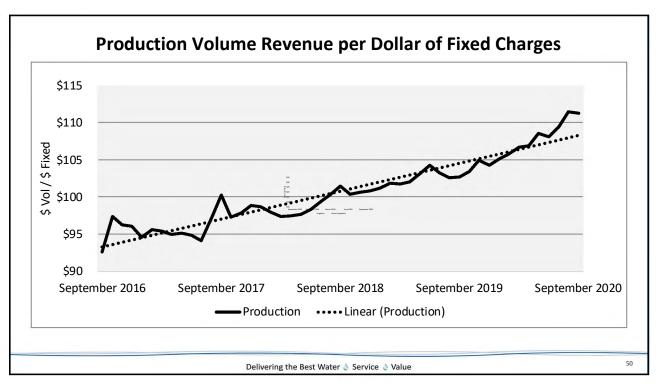


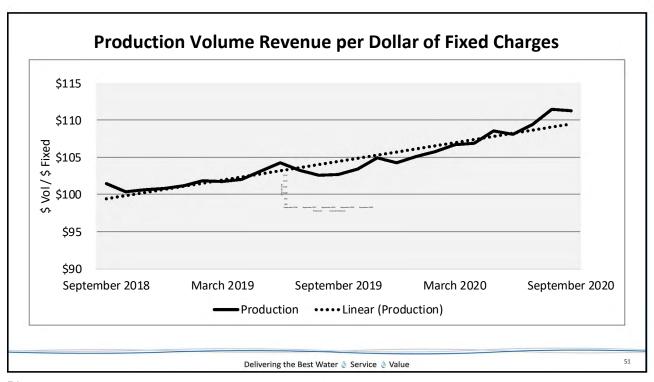


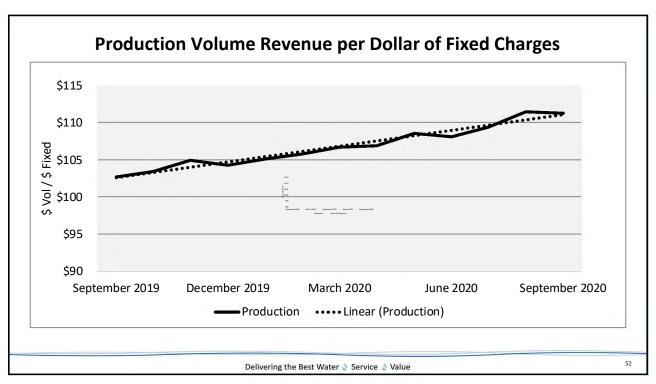












What We've Learned This Month

Revenue for September

- Water sales in September 2020 approximately 105.5% of water sales in September 2019 (about \$567 thousand higher)
- Commercial and irrigation classes down
- Single-family and multifamily residential sales seem to have stabilized
- Production class remains strong

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5

53

Monitoring TVWD's Financial Performance



Revenue

Impact on future water sales



Collections

• Capacity for customers to pay their water bills

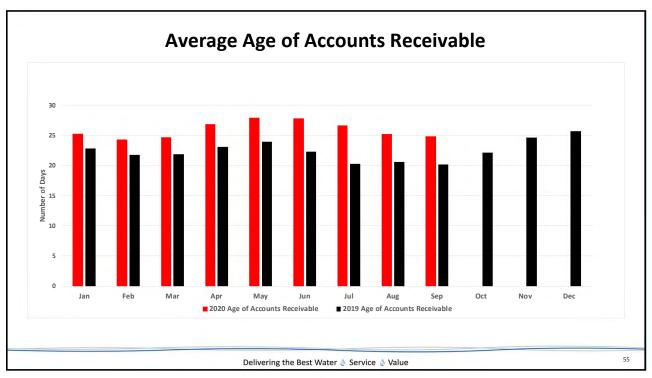


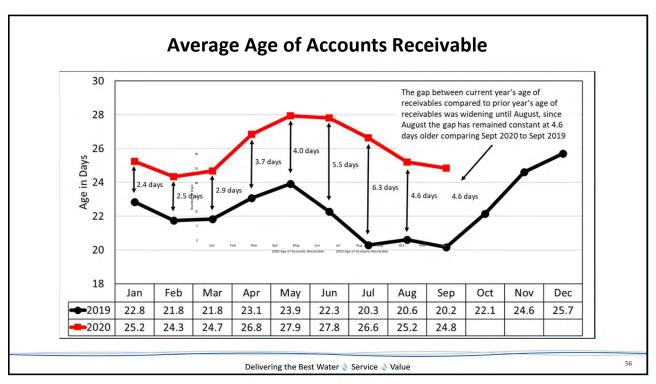
Expenses

• Effect on budget to respond to COVID-19

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54





Days Sales Outstanding

• Measures average number of days to collect on sales

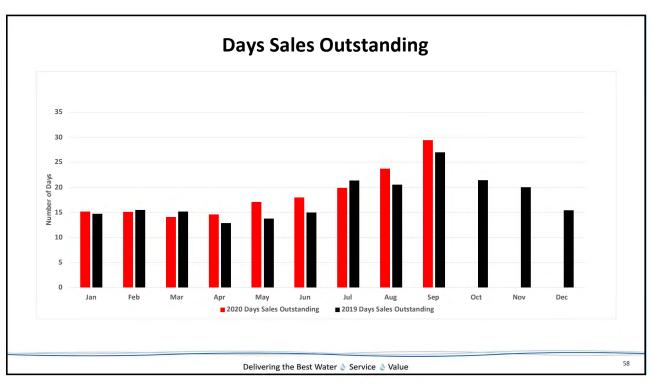
$$Days \ Sales \ Outstanding = \frac{Account \ Recievable}{Total \ Sales} * 365$$

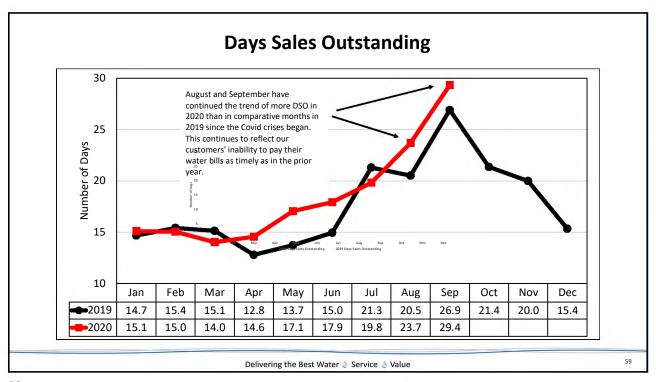
- Increases in Days Sales Outstanding could indicate collections challenges
- Proposed basis is years of sales to account for seasonality of water sales

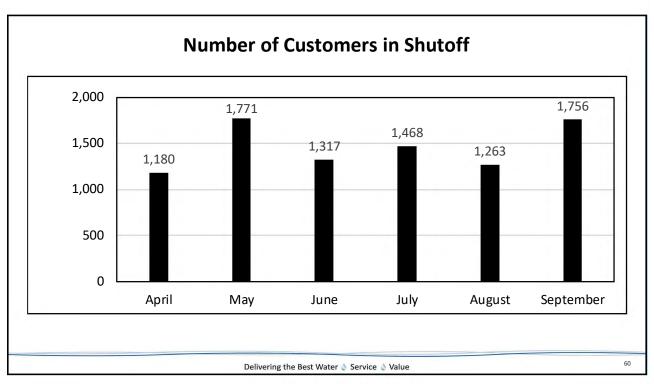
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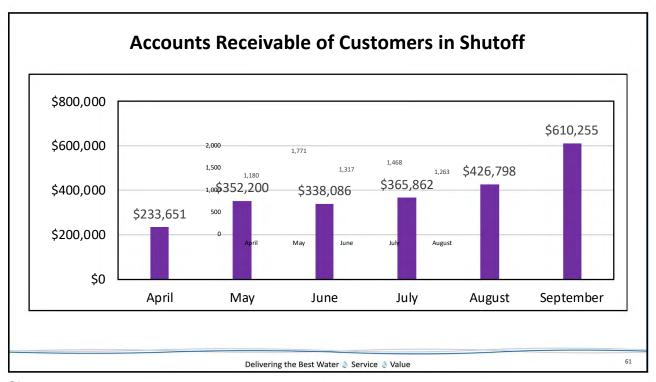
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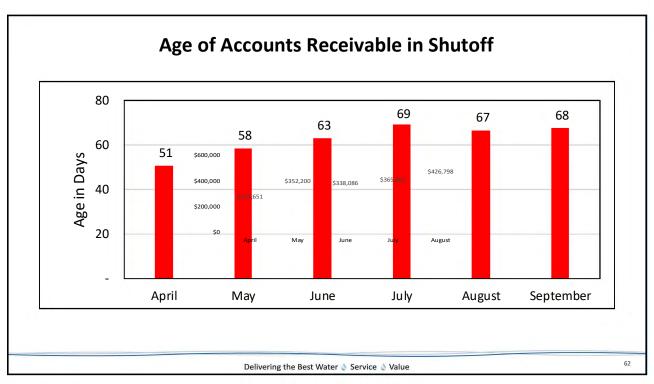
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Revenue

Impact on future water sales



Collections

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Expenses

• Effect on budget to respond to COVID-19

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63

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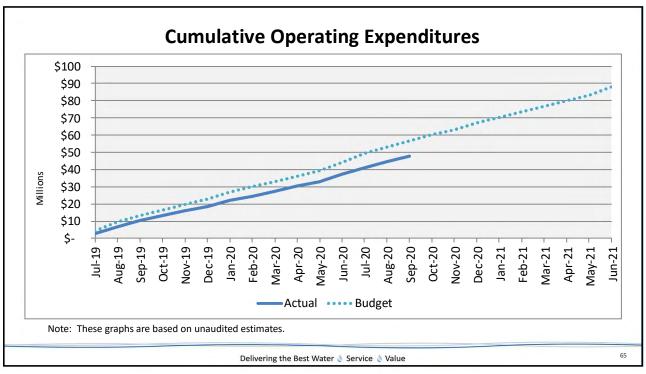
Budget and COVID-19 Issues

Types of COVID-19 Expenses

- Direct expenses
- Leave-related expenses
- Intangible expenses
- Bad debt expense
- Customer Emergency Assistance Fund

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64



Questions and Comments

COVID-19 and Financial Performance

Paul L. Matthews
Chief Financial Officer





Commissioner Bernice Bagnall

Date	Meeting or Function	Purpose	\$	Claimed
9/24/2020	Westside Economic Alliance	Economic outlook for Oregon	\$50.00	X Yes □ No
10/6/2020	Board work session	Goals/WWSS/CIS update	\$50.00	X Yes □ No
10/9/2020	JWC/BRJOC	Wholesale water/Emergency interties/IGAs	\$50.00	X Yes □ No
10/12/2020	CEO & Board VP	Agenda planning	\$50.00	X Yes □ No
10/21/2020	Regular Board meeting	District business	\$50.00	X Yes □ No
			\$250	□ Yes □ No
		Ok to pay -	K. L. DeSau	□ Yes □ No
		1 (2)		□ Yes □ No
		1		□ Yes □ No
		1		□ Yes □ No
				□ Yes □ No
				□ Yes □ No
				□ Yes □ No

Date <u>10/21/2020</u>	Requested by Bernice Bagnall Commissioner
Date 10/21/22	Approved by See attached email
	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.

Katherine DeSau

From: Todd Sanders

Sent: Wednesday, October 21, 2020 5:44 PM

To: Katherine DeSau

Subject: RE: Request for Approval - Meeting Attendance Form

I approve Commissioner Bagnall's October 2020 Meeting Attended form.

Todd Sanders

From: Katherine DeSau < Katherine. DeSau@tvwd.org>

Sent: Wednesday, October 21, 2020 12:35 PM **To:** Todd Sanders < Todd. Sanders @tvwd.org>

Subject: Request for Approval - Meeting Attendance Form

Greetings,

In lieu of your signature, please review and email me your approval of Commissioner Bagnall's attached Meeting Attendance Form.

Thank you,

Katherine Lipari DeSau

Executive Assistant

1850 SW 170th Ave, Beaverton, OR 97003 direct 503-848-3078 // office 503-848-3000 katherine.desau@tvwd.org www.tvwd.org

Tualatin Valley Water District

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Commissioner Doane

Date	Meeting or Function	Purpose	\$	Claimed
21 October	Regular Meeting		50	□ Yes X No
9 October	JWC/BJOC		50	□ Yes X No
6 October	Work Session		50	□ Yes x No
23 Sept	Interview Concerning WIF		50	□ Yes X No
30 Sept	Virtual Meeting		50	□ Yes X No
		\$	250 to CEAP	□ Yes No
		Ok to pay	- K. L. DeSau	□ Yes □ No
				□ Yes □ No
				□ Yes □ No
				□ Yes □ No
				□ Yes □ No
				□ Yes □ No
				□ Yes □ No

Date <u>19 Oct 2020</u>	Requested by <u>Jim Doane</u> Commissioner
Date 10/22/20	Approved by See attached email
	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.



Commissioner Jim Duggan

Date	Meeting or Function	Purpose	\$	Claimed
10/01/2020	WWSS Board Mtg./Exec. Session	Exec. Session & Reg. Mtg	50	× Yes □ No
10/06/2020	TVWD Board Work/Exec. Session	WWSS, Public Info Prgm.	50	× Yes □ No
10/07/2020	RWPC Board Meeting	Reg. 1/3 rd Mtg.; Updates	50	× Yes □ No
10/08/2020	WWSS Documents/Faye Branton	Sign documents	50	× Yes □ No
10/20/2020	Washington County CCI Meeting	Tanya Ange – Vision/Plan	50	× Yes □ No
10/21/2020	TVWD Board Mtg./Exec Session	Reg. Monthly Mtg.	50	× Yes □ No
			\$300	□ Yes □ No
		Ok to pay	K. L. DeSau	□ Yes □ No
				□ Yes □ No
				□ Yes □ No
				□ Yes □ No
				□ Yes □ No
	4			□ Yes □ No

Date10/21/2020	Requested byJames J. Duggan
	Commissioner
Date 10/22/2020	Approved by See attached email
	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.



Commissioner Sanders

Date	Meeting or Function	Purpose	\$	Claimed
Oct 6	TVWD Work Session	Work session	\$50.00	X Yes □ No
Oct 13	Willamette River Water Coalition mtg	Semi-annual mtg	50	x Yes □ No
Oct 21	Monthly Board Meeting	Monthly meeting	50	x Yes □ No
			\$150	□ Yes □ No
		Ok to pay	- K. L. DeSau	□ Yes □ No
				□ Yes □ No
				□ Yes □ No
				□ Yes □ No
				□ Yes □ No

Date <u>10/21/2020</u>	Requested by <u>Todd Sanders</u> Commissioners
Date 10/22/2020	Approved by See attached email
	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.



Commissioner Dick Schmidt

Date	Meeting or Function	Purpose	\$	Claime	d
10062020	Work Session	WWSS, CIS	50	⊠ Yes	
				No	
1012020	Agenda meeting, Tom,	Board meeting	50	⊠ Yes	
	Bernice	agenda		No	
10212020	Regular board		50	⊠ Yes	
				No	
			\$150	□ Yes	
		Ok to pay - K.	. DeSau	No	
				□ Yes	
				No	
				□ Yes	
				No	
				□ Yes	
				No	

Date 10/21/2020 Requested by <u>Dick Schmidt</u> Commissioner

Date 10/22/2020 Approved by See attached email
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.

Katherine DeSau

From: Bernice Bagnall

Sent: Thursday, October 22, 2020 9:38 AM

To: Katherine DeSau

Subject: Re: Request for Approval - Meeting Attendance Forms

Hi Katherine:

I approve these four meeting attendance forms.

Thanks, Bernice Bagnall

From: Katherine DeSau < Katherine. DeSau@tvwd.org>

Sent: Wednesday, October 21, 2020 6:49 PM **To:** Bernice Bagnall
 bernice.bagnall@tvwd.org>

Subject: Request for Approval - Meeting Attendance Forms

Greetings,

In lieu of your signature, please review and email me your approval of Commissioner Doane, Duggan, Sanders and Schmidt's attached Meeting Attendance Forms.

Thank you,

Katherine Lipari DeSau

Executive Assistant

1850 SW 170th Ave, Beaverton, OR 97003 *direct* 503-848-3078 // *office* 503-848-3000 <u>katherine.desau@tvwd.org</u>

www.tvwd.org

Tualatin Valley Water District

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