REGULAR SESSION – 6:04 PM

CALL TO ORDER

Commissioners Present: Bernice Bagnall; Jim Doane, PE; Jim Duggan, PE; Todd Sanders; Dick Schmidt

Staff Present: Tom Hickmann, PE, Chief Executive Officer; Paul Matthews, Chief Financial Officer; Carrie Pak, PE, Chief Engineer; Dave Kraska, PE, Water Supply Program Director; Andrew Carlstrom, Customer Service Manager; Tim Boylan, IT Services Director; Andrea Watson, Communications and Public Affairs Supervisor; Clark Balfour, General Counsel; Debbie Carper, District Recorder

REPORTS BY THE CHIEF EXECUTIVE OFFICER AND MANAGEMENT STAFF

Mr. Hickmann reported on recent Cryptosporidium detections in Bull Run water, TVWD’s COVID-19 response efforts, announced the next virtual forum and conveyed that Chief Financial Officer Paul Matthews will be featured in an upcoming virtual discussion panel with the Environmental Protection Agency (see attached memo).

Mr. Balfour presented the safety moment on IRS scams. He also provided the department report on his current work tasks as well as potential state legislation of interest (see attached presentation).

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 January 20, 2021 regular meeting minutes.

   B. Approve the February 2, 2021 work session minutes.

   C. Approve the District’s *Corrective Action Plan* for the Fiscal Year Ended June 30, 2020 Audit.

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

2. **BUSINESS AGENDA**

   A. None.

3. **INFORMATIONAL PRESENTATION**

   A. Update on the District’s Financial Performance. *Staff Report – Paul Matthews*

   Mr. Matthews provided information on local unemployment trends before detailing the District’s financial situation in terms of revenue, collections and expenses (see attached presentation).

   Mr. Hickmann said staff is investigating potential options regarding restarting the shutoff process for the Board to consider in March. Once the Board provides input, staff will reach out to agency partners. He said staff is reaching out to customers who did not take advantage of available federal funding to pay their water bills to better strategize on outreach efforts if another round of federal funding is approved. Staff is advocating for additional state and federal funding. There is concern funding legislation will be tied to a shutoff moratorium.

   Commissioners were interested in considering restarting shutoffs at the conclusion of the eviction moratorium as well as potential outreach to landlords.

   Mr. Balfour highlighted potential funding bills at the state level as well as others that could be broadened to influence how the District supports low income customers.

**ADJOURNMENT**

There being no further business, President Bagnall adjourned the meeting at 7:17 p.m.

____________________________  ______________________________
Bernice Bagnall, President      Todd Sanders, Secretary
MEMO

Date: February 17, 2021
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 January 2021, the Portland Water Bureau reported a total of 14 Cryptosporidium oocyst detections in water samples collected from the Bull Run Headworks. The Oregon Health Authority has determined that the public does not need to take additional protections at this time. Portland Water Bureau will continue increased sampling four times per week until there are at least three weeks without any detections. Complete results of Portland’s Cryptosporidium monitoring are posted on the Water Bureau’s website.

2. COVID-19 Response – TVWD Risk Management and Communications staff continue to educate employees about the COVID-19 vaccine and share information. Those staff who are required to report to the office will take priority and be offered the vaccine once it is available.

3. TVWD Virtual Forum – The next TVWD virtual forum is scheduled for February 24, 12:00-1:00 p.m., and will consist of a discussion with the CEO. To register for this event, please refer to the District’s website.

4. TVWD’s CFO to Participate in EPA Panel – TVWD’s esteemed Chief Financial Officer, Paul Matthews, is one of two water utility managers featured on a virtual discussion panel with the Environmental Protection Agency on March 5. The event titled, “WIFIA: Why Drinking Water Utilities Aren’t Participating and What to Do About It,” is provided by AWWA and highlights how this long-term loan program can assist water utilities with managing the costs of infrastructure.

5. Safety Minute and Department Report – Clark Balfour, General Counsel, will present the safety minute and department report this evening.
Legal Department Report

Clark Balfour, General Counsel

February 17, 2021

SINCE OUR LAST ENCOUNTER

- Completion of:
  - Customer Information System Project Agreement
  - Bradley Corners Water Main Transfer
  - Bradley Corners Emergency Intertie Agreement (TVWD, Beaverton, Tigard)
  - Walker Road Emergency Connection IGA (Beaverton)
  - Close Sale with Trammell Crow (WWSS Water Treatment Plant)
  - Farmington Road Pump/Fluoridation Station Land Use Approval
CURRENT EFFORTS

• CIS Project Implementation Questions
• Bradley Corners Intertie
  – Land Use Permit (Beaverton)
  – Land Acquisition Negotiations for PRV Station
• Portland Contract MOU
• Cooper Mountain Reservoir Intertie
• Metzger Transmission Line

CURRENT EFFORTS

• WWSS Support
  – Land Acquisition
  – Support for Cable Huston
• Legislative Review
• COVID-19
LEGISLATIVE

- Willamette Reallocation (HB 3103)
- SDCs (HB 3040)
- Plastic Pipe (HB 2310)
- Public Places (HB 3111/3115)
- Public Records (Numerous)
- Utility Assistance (HB 2739/3089)
- Water Quality (Numerous)
- County ROW Fees (HB 3049)

COVID

Ongoing Assistance in:

- Emergency Declaration and Response
- Return to Work Policies
- Work at Home Policies/Equipment
- Vaccinations
- Customer Service Issues
- Employee Work Management
Questions?

Update on Financial Performance

Paul L. Matthews
Chief Financial Officer
Overview of Tonight’s Presentation

Updates on:

• Update on unemployment rates
• TVWD’s Financial Performance
  ▪ Revenue
  ▪ Collections
  ▪ Expenses

Slight Reversal in Unemployment Trends

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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

Comparison of Water Deliveries

Historical Avg (5-yr rolling)

Daily Average by Month

10 15 20 25 30 35 40

Comparison of Gallons Per Capital Per Day

Water Sales Revenue Variances
January Reversal in Volume Water Sales Revenue

January Has Corresponding Reduction in Fixed Charge Revenue
System Development Charges Remain Weak

[Bar chart showing monthly system development charges from July 2019 to June 2021, with favorable and unfavorable variances.] 

Revenue Trends by Customer Class

- **Fixed Charge Revenue**
  - Average about $70,000 favorable variance per month
  - Unfavorable variance in January offsets favorable variance in December

- **Volume-based Revenue**
  - Greater volatility
  - January’s performance remains uncertain
  - May be due to reading cycles and impact on UB system

- **Challenges**
  - Bimonthly billing cycles
  - Unbalanced billing cycles by month
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

Volume Revenue per Dollar of Fixed Charges

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Legend: Single Family, Multifamily, Commercial, Production, Irrigation
Irrigation Volume Revenue per Dollar of Fixed Charges

$\text{Vol} / \$ \text{Fixed}$

$\$ 18$ to $\$ 30$

January 2017 to January 2021

- **Irrigation**
- **Linear (Irrigation)**

Delivering the Best Water  Service  Value

27
Production Volume Revenue per Dollar of Fixed Charges

$\frac{\text{Vol}}{\$ \text{Fixed}}$


- Production
- Linear (Production)

Delivering the Best Water • Service • Value
What We’ve Learned This Month

Revenue for January

• Water sales in recent months seem to stabilized
• Commercial class remains down – future sales may be affected by return to economic shutdown
• Single-family and multifamily residential sales seem to have stabilized
• Production class remains strong

Monitoring TVWD’s Financial Performance

Revenue
• Impact on future water sales

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• Capacity for customers to pay their water bills

Expenses
• Effect on budget to respond to COVID-19
Average Age of Accounts Receivable

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

2021 Age of Accounts Receivable 2020 Age of Accounts Receivable 2019 Age of Accounts Receivable

Average Age of Accounts Receivable

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

2019 22.8 21.8 21.8 23.1 23.9 22.3 20.3 20.6 20.2 22.1 24.6 25.7
2020 25.2 24.3 24.7 26.8 27.9 27.8 26.6 25.2 24.8 27.5 29.5 35.3
2021 39.8
Days Sales Outstanding

- Measures average number of days to collect on sales

\[
\text{Days Sales Outstanding} = \frac{\text{Account Receivable}}{\text{Total Sales}} \times 365
\]

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

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<tr>
<th>Year</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
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<td>2019</td>
<td>14.7</td>
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### Number of Customers in Shutoff

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<tr>
<th>Month</th>
<th>Apr 20</th>
<th>May 20</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Aug 20</th>
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<td>1,771</td>
<td>1,317</td>
<td>1,468</td>
<td>1,263</td>
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<td>2,066</td>
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Accounts Receivable of Customers in Shutoff

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<tr>
<th>Month</th>
<th>April 20</th>
<th>May 20</th>
<th>June 20</th>
<th>July 20</th>
<th>August 20</th>
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<td>Dollars Thousands</td>
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<td>366</td>
<td>338</td>
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<td>427</td>
<td>610</td>
<td>602</td>
<td>728</td>
<td>764</td>
<td>790</td>
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Age of Accounts Receivable in Shutoff

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<th>Month</th>
<th>April 20</th>
<th>May 20</th>
<th>June 20</th>
<th>July 20</th>
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<td>68</td>
<td>72</td>
<td>74</td>
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Locations of Struggling Customers

- Based on District’s GIS
- Shows density of dollar balances of bills by location
- Areas of most concern are bluer in color

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
Update on Bad Debt Expense

Definitions
- Bad debt expense (expense account)
- Allowance for doubtful accounts (contra asset account)

Recent Adjustments
- Allowance for doubtful accounts from 0.11% to 0.85% of revenue (historical rate has been about 0.2%)
- One-time bad debt expense of about $247 thousand to bring allowance to about $497 thousand

Future Adjustments
- Staff will continue to monitor collections and allowance for doubtful accounts

Cumulative Operating Expenditures

Note: These graphs are based on unaudited estimates.
Closing Thoughts

Final Thoughts

• Revenue seems to have stabilized at lower levels
• Likely to close the biennium with $8 to $12 million in unfavorable variance
• Taking actions to manage allowance for doubtful accounts

Questions and Comments

Update on Financial Performance

Paul L. Matthews
Chief Financial Officer
Report of Meetings Attended

**Commissioner Bernice Bagnall**

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<th>Meeting or Function</th>
<th>Purpose</th>
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</table>

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.

By Board Resolution 02-14, an amount equal to the unclaimed funds for services will be transferred to the District’s Customer Emergency Assistance Program.
I approve Commissioner Bagnall's Meeting's Attended form for February 2021.

Commissioner Sanders: Could I please have your emailed approval of Commissioner Bagnall's attached meetings attended form?

Debbie Carper, MMC
District Recorder
1850 SW 170th Avenue, Beaverton, OR 97003
direct 503-848-3014
debbie.carper@tvwd.org
www.tvwd.org

Tualatin Valley Water District
Delivering the Best Water • Service • Value
Report of Meetings Attended

**Commissioner Jim Doane**

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### Report of Meetings Attended

**Commissioner Jim Duggan**

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<td>WWSS update; Planning; RWPC Annual Report</td>
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Report of Meetings Attended

**Commissioner Todd Sanders**

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<td>SDAO Conference</td>
<td>Annual SDAO meeting</td>
<td>50.00</td>
<td>X Yes   □ No</td>
</tr>
<tr>
<td>2/4/2021</td>
<td>SDAO Conference</td>
<td>Annual SDAO meeting</td>
<td>50.00</td>
<td>X Yes   □ No</td>
</tr>
<tr>
<td>2/9/2021</td>
<td>Willamette River Water Coalition Meeting</td>
<td>Update on USACE Allocation plan, Financial Update</td>
<td>50.00</td>
<td>X Yes   □ No</td>
</tr>
<tr>
<td>2/17/2021</td>
<td>Regular Board meeting</td>
<td>District Business</td>
<td>50.00</td>
<td>X Yes   □ No</td>
</tr>
</tbody>
</table>

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.

By Board Resolution 02-14, an amount equal to the unclaimed funds for services will be transferred to the District’s Customer Emergency Assistance Program.
# Report of Meetings Attended

**Commissioner Dick Schmidt**

<table>
<thead>
<tr>
<th>Date</th>
<th>Meeting or Function</th>
<th>Purpose</th>
<th>$</th>
<th>Claimed</th>
</tr>
</thead>
<tbody>
<tr>
<td>02022021</td>
<td>Work session</td>
<td>TP update, Financial forecast</td>
<td>50</td>
<td>☒ Yes</td>
</tr>
<tr>
<td>02092021</td>
<td>Meeting with Bernice and Tom</td>
<td>Agenda planning</td>
<td>50</td>
<td>☒ Yes</td>
</tr>
<tr>
<td>02172021</td>
<td>Regular board</td>
<td></td>
<td>50</td>
<td>☒ Yes</td>
</tr>
</tbody>
</table>

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By Board Resolution 02-14, an amount equal to the unclaimed funds for services will be transferred to the District’s Customer Emergency Assistance Program.
Good morning:

I approve the meetings attended forms for Commissioners Doane, Duggan, Sanders, and Schmidt.

Thanks, Bernice Bagnall

---

Hi Commissioner Bagnall,

Could you please send me your approval of the attached forms?

Debbie Carper, MMC
District Recorder
1850 SW 170th Avenue, Beaverton, OR 97003
direct 503-848-3014
debbie.carper@tvwd.org
www.tvwd.org

Tualatin Valley Water District
Delivering the Best Water • Service • Value