REGULAR SESSION – 6:00 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; Clark Balfour, General Counsel; Dave Kraska, PE, Water Supply Program Director; Andrew Carlstrom, Customer Service Manager; Tim Boylan, IT Services Director; Andrea Watson, Communications and Public Affairs Supervisor; Debbie Carper, District Recorder

Other Attendees: Norm Eder, CFM Strategic Communications

REPORTS BY THE CHIEF EXECUTIVE OFFICER AND MANAGEMENT STAFF

Mr. Hickmann reported on recent Cryptosporidium detections in Bull Run water, shared that staff is analyzing recently passed federal funding legislation, gave an update on the Oregon legislative session, provided details on an upcoming TVWD virtual forum and asked if the Board agrees the April 6 work session can be cancelled (see attached memo). He also mentioned a draft federal bill related to infrastructure funding will be released soon.

Commissioners agreed to canceling the April work session.

Mr. Carlstrom presented the safety moment on healthy eating and offered tips about building a salad. He also provided the department report on meter box repairs (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 February 17, 2021 regular meeting minutes.

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

Motion was made by Doane, seconded by Sanders, 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. Consider approving the Tualatin Valley Water District’s 2022-23 Financial Strategy.
   
   Staff Report – Tom Hickmann and Paul Matthews

Mr. Hickmann reviewed management’s concerns regarding financial risks and corresponding recommendations before reminding the Board of the challenges inherent in large public works projects given the unpredictability of future events (see attached presentation).

Mr. Matthews highlighted the District’s financial management process interdependencies. Staff’s goal is to present the Financial Plan to the Board for consideration in April. He reviewed problem statements regarding revenues and construction costs, provided a visual of lagging water sales revenue and detailed three financial strategies analyzed by staff. Management’s recommendation is to pursue the third scenario with 9.5% rate increases in the next two years.

In response to Commissioner questions, staff said:

- The Willamette Water Supply System (WWSS) delays and deferrals under consideration relate to the PLW_2.0 pipeline project and one storage reservoir as well as smaller water treatment plant items.
- Operations staff are comfortable with proposed delays and deferrals.
- If the Environmental Protection Agency (EPA) denies the District’s request for WWSS buildout flexibility regarding Water Infrastructure Finance and Innovation Act (WIFIA) funding, the District could default to the second financial strategy scenario.
- Upon Board approval, the District could also ask the EPA to remove PLW_2.0 and the storage reservoir from the original WIFIA loan, and the District and Hillsboro could reapply for a WIFIA loan for the two projects when needed.
- Beaverton is supportive of the decisions Hillsboro and TVWD are making regarding delays and deferrals.
• The Board can adopt rates for any length of time desired; the Rate Advisory Committee recommended the Board set rates on a biennial basis. One Commissioner did not want to obligate future boards and wanted no more than a biennial rate-setting timeline.
• The Board is not being asked to set rates at this meeting but rather to provide support for a strategy that will be incorporated into the Finance Plan, which would inform the rate process. Rate setting will occur in August or September.
• Staff will ask for funding for a rate study within the 2021-23 biennial budget approval process.

Motion was made by Schmidt, seconded by Doane, to approve the Tualatin Valley Water District’s 2022-23 Financial Strategy, pursuing the third scenario. The motion passed unanimously with Bagnall, Doane, Duggan, Sanders and Schmidt voting in favor.

Mr. Matthews provided a brief update on the District’s financial performance (see attached presentation).

In response to a Commissioner question, Mr. Matthews said staff regularly examines the average consumption of a typical customer over a period of time to evaluate any changes.

3. INFORMATIONAL PRESENTATION

   A. Draft Plan to Enhance Collections from Customers Affected by COVID-19. Staff Report – Andrew Carlstrom, Paul Matthews and Tom Hickmann

Mr. Carlstrom provided data on customer arrearages and staff’s goal of providing a plan to support customers in bringing their accounts current (see attached presentation). All customers with past due balances will be notified by June, starting with those who carry the largest balances. They will be offered incentivized payment plans. If customers do not respond, staff will issue shutoff notices, starting with the irrigation customer class. Staff will continue to promote the Customer Emergency Assistance Program, which is currently being reviewed for possible updates. Staff is also examining potential revisions to business processes and practices.

Mr. Carlstrom described short-term collections plan activities, and Mr. Matthews described intermediate and long-term collections plan activities.

Commissioners and Mr. Hickmann commended Customer Service’s recent outreach efforts encouraging utilization of federal funding to pay customers’ utility bills.

In response to a Commissioner question, staff said they are working closely with Clean Water Services finance and billing staff to work through collections plan ideas.

Mr. Hickmann asked if the Board is comfortable resuming shutoffs for customers who do not respond to or engage in communications with the District about their past due bills.
Commissioner feedback included:

- Support for shutoffs if staff makes a reasonable effort and are not met with a reasonable response.
- The desire to have thorough documentation of District outreach efforts before initiating a shutoff.

Mr. Hickmann emphasized the goal of getting customers current rather than pursuing a shutoff, which is a tool staff uses only if met with no willingness by the customer to work with the District.

Mr. Matthews provided data on customers currently eligible for shutoffs as well as the average age of accounts receivable, which affects the District’s bad debt expense.

**ADJOURNMENT**

There being no further business, President Bagnall adjourned the meeting at 7:39 p.m.

____________________  __________________________
Bernice Bagnall, President                  Todd Sanders, Secretary
MEMO

Date: March 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 February 2021, the Portland Water Bureau reported a total of six 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 City’s website: https://www.portland.gov/water/water-quality/test-results#toc-cryptosporidium.

2. **US Congress passed and President Biden signed the American Rescue Act** – Included in the latest COVID-19 relief effort, is $500 million in grants to states and tribes to reduce arrearages and water rates for low-income customers and $130.2 billion for Coronavirus Local Fiscal Recovery Fund, with some of these funds set aside to make necessary investments in water, sewer or broadband infrastructure; premium pay for essential workers; and to provide aid to households and small businesses and nonprofits. We are reviewing this legislation closely to see how we can help our eligible customers access money that can help with their water bills. In addition, we are looking at what other funding opportunities there may be for water system infrastructure.

3. **Oregon Legislative Session** – TVWD is closely monitoring 26 bills in the Oregon Legislature. We have sent opposition letters to all members on the House of Representative’s Water Committee and testified against HB 2310 on plastic pipe. Clark Balfour and Joel Cary are working with our partners at Oregon Water Utility Council, Oregon Association of Clean Water Agencies and Special Districts of Oregon.

4. **TVWD Virtual Forum Renamed “Talkin’ Water”** – The District’s customer forum has been renamed Talkin’ Water, and our next event will be held Wednesday,
March 24, from 12:00 - 1:00 p.m. Carrie Pak, PE, Chief Engineer, will serve as the host. Scott Fortman, Geographic Information Systems Analyst, will be the speaker. Scott will talk about how ESRI ArcGIS is being used to provide Willamette Water Supply System construction information visually.

5. April 6 Board Work Session – There is only a single agenda item for the April 6 Board work session, the WWSS Update. In light of the other meetings related to the 2021-2023 Budget, we are suggesting that we cancel the April 6 work session.

6. Safety Minute and Department Report – Andrew Carlstrom, Customer Service Manager, will present the safety minute and department report this evening.
Meter Box Repairs

Department Report to Board
March 17, 2021

Andrew Carlstrom
Customer Service Manager

• Meter boxes incur a variety of insults
  – Including a frequent problem: damage from tree roots
• TVWD Field Customer Service (FCS)
  – Staff have significant expertise
  – Successfully tackle repairs in a range of situations
  – Meter box repairs are only one type of repair FCS addresses
• Image tour
  – The following slides provide insight into meter box issues and repair
The Roots of the Problem (1 of 3)

- View of unexcavated meter box impacted by tree roots.

The Roots of the Problem (2 of 3)

- With the soil removed, root damage is clearly visible.
The Roots of the Problem (3 of 3)

- Meter box surrounded by encroaching roots.

Crushed Boxes

- Two meter boxes needing repair by TVWD crews.
Meter Box Repair Example (Images Follow)

- The following slides provide insight into a meter box repair.
- Issue represented a safety hazard to employees and the public.
- The condition assessment was one of the “discoveries” made by TVWD’s COVID-era meter box assessment project:
  - An effort which involved an inter-department team of Field Customer Service (FCS) and Operations crew members.

FCS has removed one of the box tops to show the hole created by having an incorrect type of box for a sidewalk meter. The adjacent box is crumbling, and the box lid has fallen inside.
To correctly place the new boxes, the FCS crew had to cut into the sidewalk to clear enough room for the sidewalk-friendly boxes which will have metal lids.

The FCS crew packs the gravel around the box to ensure that the concrete will set exactly how it is poured and not sink in any one spot.
The finished product. After the concrete sets, the color will fade and blend in with the existing surrounding sidewalk.

Development of Financial Strategies

March 17, 2021
Management’s Concern

Risks
- Significant risk that future rate increases could be higher than planned
- Economy may not recover to pre-COVID levels for water sales
- Significant construction risk remains

Recommendation
- Build financial capacity
- Adopt rates that provide financial resources in advance
- Enhance the customer emergency assistance program
- Pursue federal and state assistance

Challenges Facing Major Public Works Projects

The Environment
- Higher expectations of the accuracy of cost estimates
- Increasing sensitivity to public investments
- Customers’ expectations of future costs
- Projects with longer duration present more risk
- COVID-19
Limitation on Cost Details

<table>
<thead>
<tr>
<th>Estimate Class</th>
<th>Expected Accuracy Range</th>
<th>Level of Project Definition</th>
<th>Typical Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 5</td>
<td>Low: -20% to -50% High: +30% to +100%</td>
<td>0% to 2%</td>
<td>Concept Screening</td>
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<tr>
<td>Class 4</td>
<td>Low: -15% to -30% High: +20% to +50%</td>
<td>1% to 15%</td>
<td>Study or Feasibility</td>
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<tr>
<td>Class 3</td>
<td>Low: -10% to -20% High: +10% to +30%</td>
<td>10% to 40%</td>
<td>Budget, Authorization, or Control</td>
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<tr>
<td>Class 2</td>
<td>Low: -5% to -15% High: +5% to +20%</td>
<td>30% to 70%</td>
<td>Control or Bid/ Tender</td>
</tr>
<tr>
<td>Class 1</td>
<td>Low: -3% to -10% High: +3% to +15%</td>
<td>50% to 100%</td>
<td>Check Estimate or Bid/Tender</td>
</tr>
</tbody>
</table>

Source: The Association for the Advancement of Cost Engineering (AACE) International Recommended Practice No. 18R-97.

Nature of Knowledge

- Things you know
- Things you know you don’t know
- Things you don’t know you don’t know
- Things you thought you knew but didn’t
Topic for Discussion

Identifying Financial Planning Strategies

- Evaluate the financial implications of alternative financial strategies
- Identify approach that matches District’s current financial situation with inherent risks
- Provide a basis for the requested CIP and rates for 2021-23 biennium

District Financial Management Process Interdependencies
Problem Statement

Revenues
- Declines began in summer of 2019
- Commercial declines became more pronounced during COVID
- Residential (both single-family and multifamily) have stabilized at a lower level
- Lower sales and collection challenges could reduce effective revenue by over $12 million in the biennium

Construction Costs
- WWSS costs are somewhat higher than planned
- Cost increases are within the normal range for projects of this type and complexity
- We’re still early in the program, a lot of construction risk is ahead of us

Water Sales Revenue Are Lagging

![Bar chart showing water sales revenue over time](chart.png)
Strategies Analyzed

<table>
<thead>
<tr>
<th>#</th>
<th>Risk Level</th>
<th>Description</th>
<th>Fiscal Year Ending[1]</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Most Risk</td>
<td>Scenario presented at January Board Mtg.</td>
<td>7.5% 7.5% 7.5% 7.5% 3.6% 3.6%</td>
</tr>
<tr>
<td>2</td>
<td>Less Risk</td>
<td>Same costs as #1; build financial capacity in next biennium.</td>
<td>9.5% 9.5% 4.4% 4.4% 3.75% 3.75%</td>
</tr>
<tr>
<td>3</td>
<td>Least Risk</td>
<td>Same rates as #2 and reduce WWSP outlays.</td>
<td>9.5% 9.5% 3.6% 3.6% 3.6% 3.6%</td>
</tr>
</tbody>
</table>

[1] Rate adjustments projected for Nov. 1 of each fiscal year (i.e., rates adjusted on 11/1/2021 for FY2022).
[2] Scenarios 1b and 3b do not meet TVWD’s net leverage target in FY2024 and FY2025, respectively.

Financial Strategies

**Strategy 1 – Baseline**
- Forecast of even rate increases funding capital program
- Does not provide additional financial capacity
- Presented at the January Board meeting
- Less likely to achieve rate stability

**Strategy 2 – Higher Rate Increases Now**
- Baseline funding of capital program
- Requires higher rate increases this year
- Increases financial capacity
- More likely to achieve rate stability

**Strategy 3 – Higher Rate Increases with Project Deferrals**
- Higher near-term rate increases
- Reduce near-term capital outlays by deferring some WWSS projects
- Increases financial capacity the most
- Most likely to achieve rate stability
But Uncertainty Persists

- Things you know
- Things you know you don’t know
- Things you don’t know you don’t know
- Things you thought you knew but didn’t

Staff’s Recommended Financial Strategy

Build Financial Capacity
- Lower the risk of future rate shock

Adopt Higher Near-term Rate Increases
- 9.5% rate increases for FY2022 and FY2023

Work to Delay Elements of the WWSS
- Continue to assess feasibility of deferring selected projects
Questions and Answers

Recommended Financial Strategies

Regular Board Meeting
March 17, 2021

Next Steps

• Staff prepares Financial Plan for Board approval
• Goal is to complete Financial Plan for April regular meeting
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
Improvements in Labor Market Slows

![Graph showing labor market improvements in Oregon, Portland Metro, and Washington County from 1/20 to 1/21.]

- Oregon: 3.3, 3.3, 3.5, 14.9, 14.3, 11.6, 10.4, 8.5, 7.9, 6.8, 6.0, 6.4, 6.2
- Portland Metro: 3.2, 3.2, 3.2, 14.3, 14.2, 11.6, 11.0, 8.9, 8.2, 6.8, 6.2, 6.1, 6.2
- Washington County: 2.7, 2.7, 2.8, 12.2, 12.2, 9.9, 9.2, 7.3, 6.6, 5.8, 5.1, 5.4, 5.6

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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
Water Deliveries Remain Below 5-Year Average

Customer Demands Remain Soft
Comparison of Gallons Per Capita Per Day
Unfavorable Variance in Water Sales Continues

Volume Water Sales Revenue Continues to Lag
Fixed Charge Revenue Also Lags

Despite Uptick, System Development Charge Remain Weak
Revenue Trends by Customer Class

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

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

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

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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
Long-Term Trend
Volume Revenue per Dollar of Fixed Revenue

Single-Family Residential Volume Revenue per Dollar of Fixed

Delivering the Best Water  Service  Value
Commercial Volume Revenue per Dollar of Fixed Charges

Irrigation Volume Revenue per Dollar of Fixed Charges
Irrigation Volume Revenue per Dollar of Fixed Charges

Production Volume Revenue per Dollar of Fixed Charges
What We’ve Learned This Month

Revenue for February

- Volatility in volume water sales is lower – expected in winter months
- Commercial class remains down – future sales may be affected by reopening of local economy
- 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

Collections
• Capacity for customers to pay their water bills

Expenses
• Effect on budget to respond to COVID-19

Average Age of Accounts Receivable Continues to Increase

Number of Days
0 5 10 15 20 25 30 35 40 45
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**

![Graph showing average age of accounts receivable with data points for 2019, 2020, and 2021.]

- **AR aging increased 1.6 days from Jan 21 to 41.4 days for Feb 21.**
- **Beginning in Dec 20 the age of AR became significantly older than prior years.**

<table>
<thead>
<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>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
<td>2019</td>
<td>22.8</td>
<td>21.8</td>
<td>21.8</td>
<td>23.1</td>
<td>23.9</td>
<td>22.3</td>
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<td>24.8</td>
<td>27.5</td>
<td>29.5</td>
<td>35.3</td>
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<tr>
<td>2021</td>
<td>39.8</td>
<td>41.4</td>
<td></td>
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<td></td>
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</table>

**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

Current DSO continues to be significantly higher (4-7 days) than similar periods in prior years.

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
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<td>14.7</td>
<td>15.4</td>
<td>15.1</td>
<td>12.8</td>
<td>13.7</td>
<td>15.0</td>
<td>21.3</td>
<td>20.5</td>
<td>26.9</td>
<td>21.4</td>
<td>20.0</td>
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<td>2020</td>
<td>15.1</td>
<td>15.0</td>
<td>14.0</td>
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<td>29.4</td>
<td>27.0</td>
<td>26.6</td>
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<tr>
<td>2021</td>
<td>19.2</td>
<td>19.0</td>
<td></td>
<td></td>
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</tbody>
</table>
Number of Customers in “Shutoff” Status

<table>
<thead>
<tr>
<th>Month</th>
<th>Apr 20</th>
<th>May 20</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Aug 20</th>
<th>Sep 20</th>
<th>Oct 20</th>
<th>Nov 20</th>
<th>Dec 20</th>
<th>Jan 21</th>
<th>Feb 21</th>
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<tbody>
<tr>
<td>Count</td>
<td>1,180</td>
<td>1,771</td>
<td>1,317</td>
<td>1,468</td>
<td>1,263</td>
<td>1,757</td>
<td>1,572</td>
<td>2,066</td>
<td>2,047</td>
<td>2,094</td>
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Accounts Receivable of Customers in “Shutoff” Status

<table>
<thead>
<tr>
<th>Month</th>
<th>Apr 20</th>
<th>May 20</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Aug 20</th>
<th>Sep 20</th>
<th>Oct 20</th>
<th>Nov 20</th>
<th>Dec 20</th>
<th>Jan 21</th>
<th>Feb 21</th>
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<tbody>
<tr>
<td>Amount</td>
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<td>$352</td>
<td>$338</td>
<td>$366</td>
<td>$427</td>
<td>$610</td>
<td>$602</td>
<td>$728</td>
<td>$764</td>
<td>$790</td>
<td>$914</td>
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</table>
Age of Accounts Receivable of Customers in “Shutoff” Status

<table>
<thead>
<tr>
<th>Age in Days</th>
<th>Apr 20</th>
<th>May 20</th>
<th>Jun 20</th>
<th>Jul 20</th>
<th>Aug 20</th>
<th>Sep 20</th>
<th>Oct 20</th>
<th>Nov 20</th>
<th>Dec 20</th>
<th>Jan 21</th>
<th>Feb 21</th>
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<tbody>
<tr>
<td>Age</td>
<td>51</td>
<td>58</td>
<td>63</td>
<td>69</td>
<td>67</td>
<td>68</td>
<td>72</td>
<td>74</td>
<td>80</td>
<td>86</td>
<td>90</td>
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</tbody>
</table>

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

Reminder on Bad Debt Expense

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

Recent Adjustments
• Allowance for doubtful accounts increased from 0.11% of sales to 0.85% of sales (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
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

Collections Plan

Tom Hickmann, PE
Chief Executive Officer

Andrew Carlstrom
Customer Service Manager

Paul Matthews
Chief Financial Officer
Customer Arrearages Growing

- Shutoffs have been suspended since March 2020
- As of February 2021
  - 2,094 customers are in shutoff status and owe about $914,000 in past due water charges.
  - $404,011 of this total is past due more than 120 days.
  - 27% of customers participated in the CARES Utility Assistance Program, which expired in December 2020.

Support Customers to Bring Accounts Current

The collections plan includes the following components:

- Tailored communication and outreach to elicit a response.
- Incentivized payment plans for customers who pay their outstanding balances.
- Modified customer emergency assistance program.
- Revised business processes to reduce the past due account balances.
- Revised business practices to help customers to avoid shutoff status.
Management of the Plan

Short Term
April - June
- Examine existing policies
- Assess resource needs
- Train staff
- Manage payment plans

Intermediate Term
July - COVID emergency operations end
- Continuous improvement by analyzing data and revise programs
- Pursue federal assistance programs to support customers
- Conduct rate study to include customer affordability and assistance needs

Long Term
Post COVID
- Establish permanent customer support policies and programs to support low-income customers and prevent shutoffs

Policy Question

Are you comfortable resuming shutoffs for customers who do not respond to or engage in communications with TVWD about their past due bills?
Number of Customers in “Shutoff” Status

Accounts Receivable of Customers in “Shutoff” Status
Age of Accounts Receivable of Customers in “Shutoff” Status

Age in Days

Apr 20: 51
May 20: 58
Jun 20: 63
Jul 20: 69
Aug 20: 67
Sep 20: 68
Oct 20: 72
Nov 20: 74
Dec 20: 80
Jan 21: 86
Feb 21: 90
Report of Meetings Attended

**Commissioner Bagnall**

<table>
<thead>
<tr>
<th>Date</th>
<th>Meeting or Function</th>
<th>Purpose</th>
<th>$</th>
<th>Claimed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/23/2021</td>
<td>CEO &amp; B Bagnall</td>
<td>Rate scenarios</td>
<td>$50.00</td>
<td>X Yes □ No</td>
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<tr>
<td>3/2/2021</td>
<td>Board Work Session</td>
<td>WWSS, LCR update/Cyber security</td>
<td>$50.00</td>
<td>X Yes □ No</td>
</tr>
<tr>
<td>3/9/2021</td>
<td>CEO and Board VP</td>
<td>Agenda planning</td>
<td>$50.00</td>
<td>X Yes □ No</td>
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<tr>
<td>3/17/2021</td>
<td>Board meeting</td>
<td>District business</td>
<td>$50.00</td>
<td>X Yes □ No</td>
</tr>
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</table>

$200

☐ Yes □ No

OK to pay
DCarper

☐ Yes □ No

☐ Yes □ No

☐ Yes □ No

☐ Yes □ No

☐ Yes □ No

☐ Yes □ No

☐ Yes □ No

☐ Yes □ No

☐ Yes □ No

☐ Yes □ No


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 the March 2021 Meetings Attended form for Commissioner Bagnall.

Todd Sanders

Commissioner Sanders: Could I please get your email approval on Commissioner Bagnall’s 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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<thead>
<tr>
<th>Date</th>
<th>Meeting or Function</th>
<th>Purpose</th>
<th>$</th>
<th>Claimed</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 March</td>
<td>Regular Meeting</td>
<td></td>
<td>50</td>
<td>□ Yes   X No</td>
</tr>
<tr>
<td>11 March</td>
<td>Aloha Business Association</td>
<td></td>
<td>50</td>
<td>□ Yes   X No</td>
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<tr>
<td>2 March</td>
<td>Work Session</td>
<td></td>
<td>50</td>
<td>□ Yes   X No</td>
</tr>
<tr>
<td>24 Feb</td>
<td>TVWD Webinar</td>
<td></td>
<td>50</td>
<td>□ Yes   X No</td>
</tr>
<tr>
<td>4 March</td>
<td>CPO 5</td>
<td></td>
<td>50</td>
<td>□ Yes   X No</td>
</tr>
<tr>
<td>22 Feb</td>
<td>Financial Strategies</td>
<td></td>
<td>50</td>
<td>□ Yes   □ No</td>
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<tr>
<td></td>
<td></td>
<td></td>
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<td>$300 OK to pay CEAP</td>
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Report of Meetings Attended

**Commissioner Jim Duggan**

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<tr>
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<th>Meeting or Function</th>
<th>Purpose</th>
<th>$</th>
<th>Claimed</th>
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<tbody>
<tr>
<td>02/24/2021</td>
<td>H2KNOW with Tom Hickman</td>
<td>Virtual Forum</td>
<td>50</td>
<td>× Yes</td>
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<tr>
<td>03/01/2021</td>
<td>WWSS Update with Staff</td>
<td>Financial Concerns</td>
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<td>× Yes</td>
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<tr>
<td>03/02/2021</td>
<td>TVWD Board Work Session</td>
<td>WWSS, Pb&amp;Cu Rules, Cyber Security Updates</td>
<td>50</td>
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<tr>
<td>03/04/2021</td>
<td>WWSS Board Meeting</td>
<td>Reg. Monthly Mtg.</td>
<td>50</td>
<td>× Yes</td>
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<tr>
<td>03/06/2021</td>
<td>Washington County Commissioners</td>
<td>Virtual Town Hall 2021 Priorities</td>
<td>50</td>
<td>× Yes</td>
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<tr>
<td>03/09/2021</td>
<td>Washington County CPO#1 Mtg.</td>
<td>WWSS Presentation Disaster Prep.</td>
<td>50</td>
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<td>03/11/2021</td>
<td>WWSS Mtg. - Faye Branton</td>
<td>Sign Documents</td>
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<tr>
<td>03/17/2021</td>
<td>TVWD Board Meeting</td>
<td>Reg. Monthly Mtg.</td>
<td>50</td>
<td>× Yes</td>
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Report of Meetings Attended

**Commissioner Todd Sanders**

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<tr>
<td>2/22/21</td>
<td>Finance Meeting with CEO and CFO</td>
<td>Rates plan</td>
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<td>2/24/21</td>
<td>H2Know with Tom Hickman</td>
<td>Public Relations</td>
<td>50</td>
<td>X Yes □ No</td>
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<td>3/2/21</td>
<td>Work Session</td>
<td>Monthly meeting on WWSS progress, Finances</td>
<td>50</td>
<td>X Yes □ No</td>
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<tr>
<td>3/17/21</td>
<td>Board Meeting</td>
<td>Financial Strategy, Collections</td>
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<td>DCarper</td>
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<tbody>
<tr>
<td>03022021</td>
<td>Work session</td>
<td>TP update, Financial forecast</td>
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<td>☒ Yes</td>
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<tr>
<td>03092021</td>
<td>Meeting with Bernice and Tom</td>
<td>Agenda planning</td>
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<td>03172021</td>
<td>Regular board</td>
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<td>DCarper</td>
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Debbie Carper

From: Bernice Bagnall
Sent: Wednesday, March 17, 2021 7:58 PM
To: Debbie Carper
Subject: Re: Commissioners' meetings attended forms

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

-Bernice Bagnall

From: Debbie Carper <Debbie.Carper@tvwd.org>
Sent: Wednesday, March 17, 2021 6:22 PM
To: Bernice Bagnall <bernice.bagnall@tvwd.org>
Subject: Commissioners’ meetings attended forms

Commissioner Bagnall: Could I please get your email approval on Commissioners’ meetings attended form?

Debbie Carper, MMC
District Recorder
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direct 503-848-3014
debbie.carper@tvwd.org
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