

Tualatin Valley Water District



Delivering the Best Water 💧 Service 💧 Value

Board Meeting Minutes

October 20, 2021

This meeting was held by phone and the internet.

REGULAR SESSION – 6:01 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; Clark Balfour, General Counsel; Paul Matthews, Chief Financial Officer; Carrie Pak, PE, Chief Engineer; Andrew Carlstrom, Customer Service Manager; Matt Oglesby, Asset Management Division Manager; Dave Kraska, PE, Water Supply Program Director; Andrea Watson, Communications and Public Affairs Supervisor; Debbie Carper, District Recorder

REPORTS BY THE CHIEF EXECUTIVE OFFICER AND MANAGEMENT STAFF

Mr. Hickmann reported on Portland *Cryptosporidium* testing results, provided reminders of the next Talkin' Water forum events and shared insights from his recent attendance at the Association of Metropolitan Water Agencies Executive Management Conference (see attached memo).

Mr. Carlstrom presented the safety moment on earthquake safety. He also provided the Customer Service Department report on the Customer Information System and Advanced Metering Infrastructure projects (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 September 15, 2021 regular meeting minutes.
- B. Approve the October 5, 2021 work session minutes.
- C. Approve the addition of Juneteenth and one floating holiday as an employee benefit starting in 2022.
- D. Adopt Resolution 11-21, a resolution approving the application for grant funds through the Bureau of Reclamation for the WaterSMART: Water and Energy Efficiency Grants for Fiscal Year 2022.

Motion was made by Bagnall, 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. BUSINESS AGENDA

- A. Consider adopting Resolution 12-21, a resolution adopting revised policies of the Board of Commissioners. *Staff Report – Clark Balfour*

Motion was made by Duggan, seconded by Schmidt, to adopt Resolution 12-21, a resolution adopting revised policies of the Board of Commissioners. The motion passed unanimously with Bagnall, Doane, Duggan, Sanders and Schmidt voting in favor.

- B. Consider approving the surplus and disposal of the Cornell Road water reservoir, a vehicle (Unit 130) and a piece of equipment (Unit 700). *Staff Report – Matt Oglesby*

Mr. Oglesby reviewed the three items for surplus and noted that Units 45 and 119 were also recently sold at auction for more than their estimated value and more than the \$25,000 threshold requiring Board approval (see attached presentation). The dump truck sold for \$27,500 and the backhoe for \$26,700.

Commissioner Doane announced a potential conflict of interest as a stockholder of Navistar/International and said he would not vote.

In response to a question, staff said an assessment of the reservoir site will determine if best value can be achieved by marketing the land with the reservoir or if staff will coordinate reservoir removal first.

Motion was made by Bagnall, seconded by Schmidt, to approve the surplus and disposal of the Cornell Road water reservoir, a vehicle (Unit 130), a piece of equipment (Unit 700), a dump truck

(Unit 45) and a backhoe (Unit 119). The motion passed unanimously with Bagnall, Duggan, Sanders and Schmidt voting in favor. Commissioner Doane abstained.

3. INFORMATIONAL PRESENTATION

- A. Consideration of Amendment to the District's Rules and Regulations for Civil Penalties for Unauthorized Work Upon or Tampering with the District's Water System. *Staff Report – Clark Balfour*

Mr. Balfour shared staff's proposal for the amounts assigned to civil penalties for unauthorized work upon or tampering with the water system (see attached presentation).

Commissioner feedback included the desire to see the fees and penalties automatically index with inflation in \$100 increments.

In response to a question about stop work provisions, Mr. Balfour said staff intended to address the topic within the body of the Rules and Regulations but it can be added to the new exhibit as well.

ADJOURNMENT

There being no further business, President Sanders adjourned the meeting at 6:59 p.m.

Todd Sanders, President

Jim Doane, Secretary



MEMO

Date: October 20, 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 September 2021, the Portland Water Bureau reported no *Cryptosporidium* oocyst detections in water samples collected from the Bull Run Headworks. 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. October Talkin' Water** – As a reminder, the following Talkin' Water virtual forum events will be held this month:
 - October 26, 12:00 - 1:00 p.m., Future of Water in Washington County
 - October 28, 12:00 - 1:00 p.m., Winter Irrigation System Preparation

Registration information is available via the District's website:

<https://www.tvwd.org/district/page/talkin-water>

- 3. AMWA Conference** – I attended the AMWA Executive Management Conference October 3 – 6. Here are some of the major takeaways from that conference:
 - Panel discussions and presentations on COVID challenges.
 - All are facing significant divides among staff over vaccination and work-from-home policies.
 - Threats of staff resignations.
 - Many have mandatory vaccination policies; some have lost staff due to non-compliance.
 - All are dealing with nonpaying customers and looking at different ways to manage them.
 - DEI work was a significant theme and considered critical work to be done in the industry.
 - Several presentations on challenges and opportunities along with importance.

CEO & Management Staff Report to the TVWD Board of Commissioners

October 20, 2021

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- Childcare is a growing serious problem; Salt Lake City is building childcare on site.
- Boston ransomware attack and panel discussions on cybersecurity.
 - Significant threats and growing. Hackers are generating approximately \$100M a month in various ransomware attacks globally.
 - Embedded code has found that if default settings on computer are Russian, the virus will not infect.
 - Ransomware takes a system offline for at least two weeks, even in best case scenarios.
 - It is almost certain every entity will be attacked and need to be prepared to answer the question of paying the ransom or not.
 - Many recommended tools to minimize risk, most of which TVWD has implemented or in the process of implementing.
 - Biggest risk is people clicking on links in email, USB devices and paying bills.

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





Modernization: CIS and AMI

Department Report to Board
 October 20, 2021
 Andrew Carlstrom
 Customer Service Manager



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District Vision, Mission, Values

- **TVWD Vision:**
 - Delivering the Best: Water – Service – Value
- **TVWD Mission:**
 - To Provide Our Community Quality Water and Customer Service
- **TVWD Values:**
 - Reliability
 - Integrity
 - Stewardship
 - Excellence
 - Safety



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CIS and AMI: Foundational Upgrades

- **Meter to Cash Cycle**
 - In aggregate, the processes of enrolling customers and maintaining appropriate account data, reading meters, billing customers, receiving payments, addressing collections issues, providing refunds, and applying the payments to the proper accounting ledger (source >).
- **Meter to Cash Modernization at TVWD**
 - Foundational changes: CIS and AMI.
 - Upgrades support fulfillment of District’s current mission, vision, and values.



Tailored Collaboration

Planning and Implementing CIS and AMR/AMI Projects

PDF Report #4583

Subject Area: Management and Customer Relations



Customer Information System (CIS)



Customer Information System (CIS) – A Partnership Project

- **Purpose:** Replace TVWD's aging, customized utility billing system with a commercial, off-the-shelf* CIS, Open Smartflex.
- **Continue to:** Build on the collaborative relationship between TVWD and CWS.



CIS Key Project Objectives

1. Address current and projected business needs
2. Provide improved system reliability
3. Increase customer satisfaction
4. Improve supportability through:
 - ✓ Minimizing (goal is zero) new system customization
 - ✓ Regular, vendor-provided technology updates
 - ✓ Complete legacy platform retirement
5. Provide greater integration with key business systems
6. Manage risk through:
 - ✓ Better controls
 - ✓ Data management, including customer information
 - ✓ Vendor support
7. Provide a sustainable, predictable support cost model



Key Ingredients for CIS Success

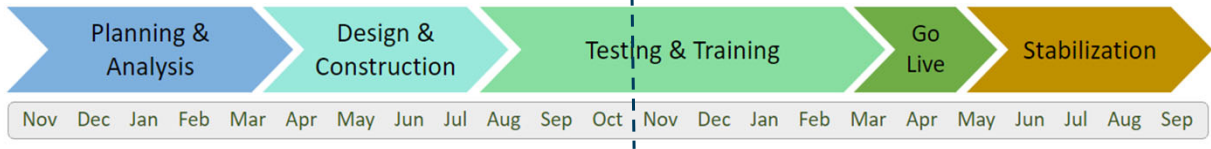
- Strong Partnership – TVWD/CWS/Open/AAC
- Organizational Support & Prioritization
- Project Oversight
- Commitment to Configuration NOT Customization
- Strong Staff Engagement
- External Expertise – Project Implementation Services



Project Work Completed to Date



Sample of Functional Highlights from Project Team



Non-Technical Loss-Usage Exceptions: Will reduce manual work of scanning meter reads for rechecks.

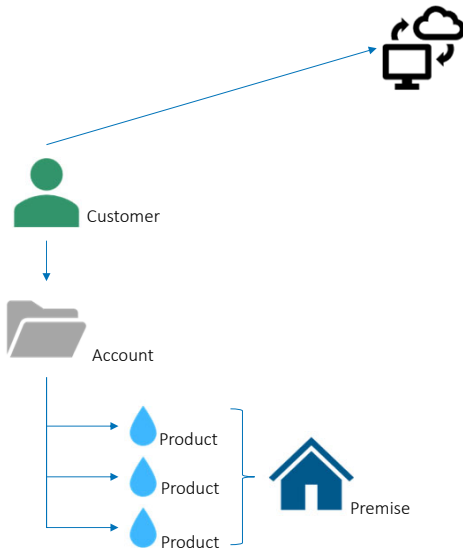
Stop Service: Will automatically trigger meter read workflows, an improvement for customers and operations.

Exceptions: Moving from paper to paperless will be a tremendous process improvement.

Bill Presentment: Bills will automatically attach to the customer record.

Meter Changeout: Workorders will automatically close after work is complete and field comments will automatically populate for the CSRs.

Sample of Functional Highlights from Project Team

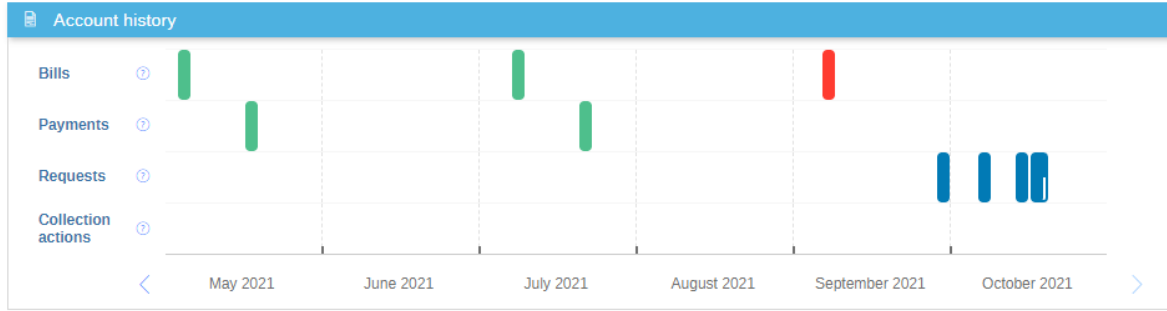


The new self service customer portal will provide additional ways for customers to connect with TVWD.

A future Board presentation will include a demo of the portal.

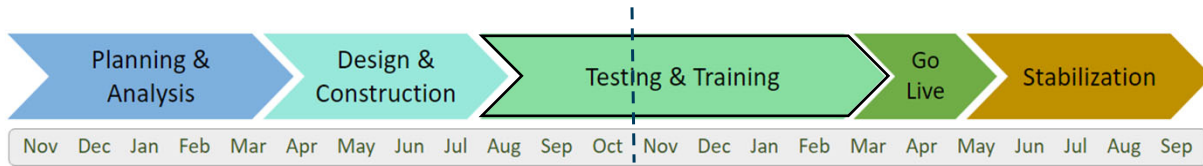
Sample of Functional Highlights from Project Team

- **User-friendly interface in back-end system.**
 - This screen clip is from the primary CSR screen – showing account information.
 - Green is completed or paid bills and payments.
 - Red is outstanding payments, and blue is for requests; filled in means completed; hollow is pending or active.



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Work Ahead



Testing:

- Data Conversion
- Integration Testing
- Bill Parallel Testing
- Report Testing
- Stress/ Performance Testing

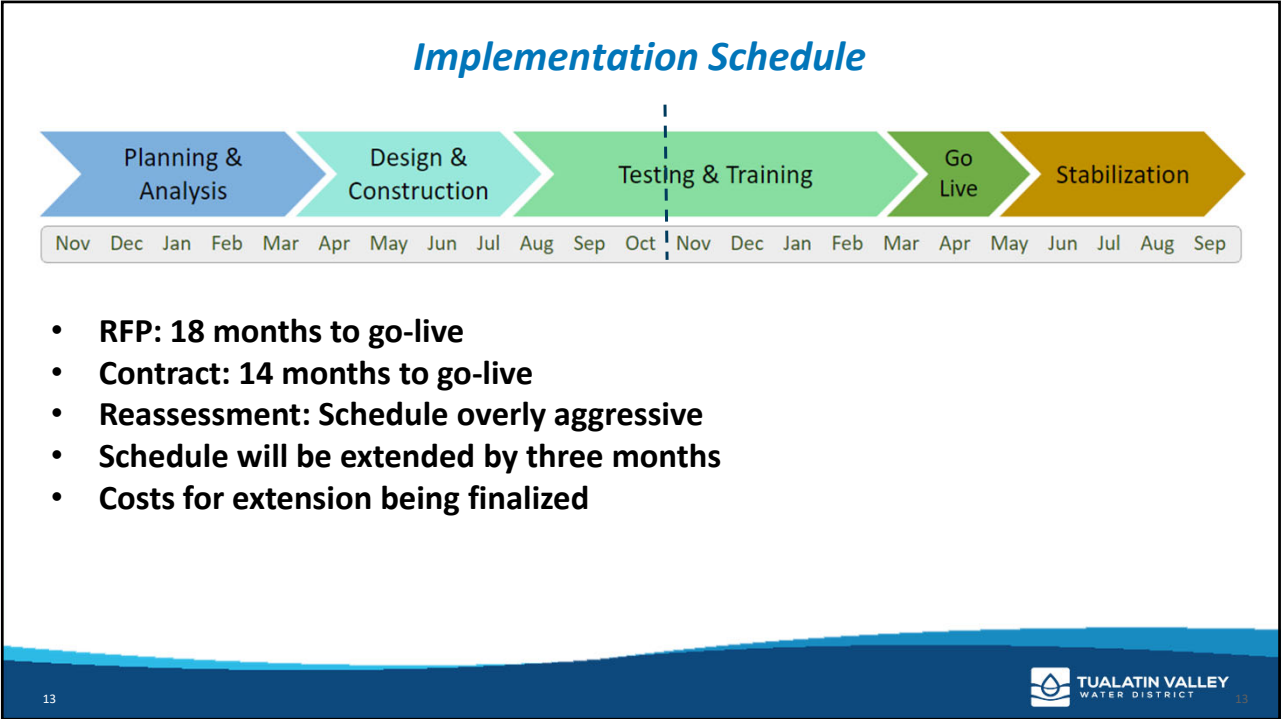
Training:

- Approve Training Schedule
- Create Job Aid & How to Guides
- Create Instructor Materials
- Create Customer Outreach Materials

Go Live Prep:

- Final Configuration
- Production Support Plan
- Policy Decisions
- Customer Outreach
- Call Center Preparation
- Address Collections
- Cutover Checklist
- Mock Go Live 1 & 2

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Upcoming Board CIS Briefing Topics



Note to Board: Expect more frequent briefings

- **Update on schedule, costs**
- **Implementation IGA and new operations IGA with CWS**
- **Product overview**
- **Customer portal demo**
- **Collections during go-live, stabilization**
- **Go-live preparations**
- **Customer communication & outreach**

Advanced Metering Infrastructure (AMI)

Review from 2021-2023 Budget Workshop #2

What is Advanced Metering Infrastructure, or AMI?

- **AMI is a system that collects time-differentiated consumption information.**
- **Rather than collecting one/two readings per month, an AMI system (with “smart meters”) is configurable to take meter data multiple times per day.**
- **Some of the benefits of an AMI system include:**
 - Improved consumption information to customers
 - Automating the meter reading process
 - Reduced estimated reads
 - Reduced truck rolls to investigate reads
 - Improved leak detection
 - Reduced theft
 - System water loss and distribution information



Sources: Water Research Foundation, Report #4583, TVWD AMI Business Case

Review from 2021-2023 Budget Workshop #2

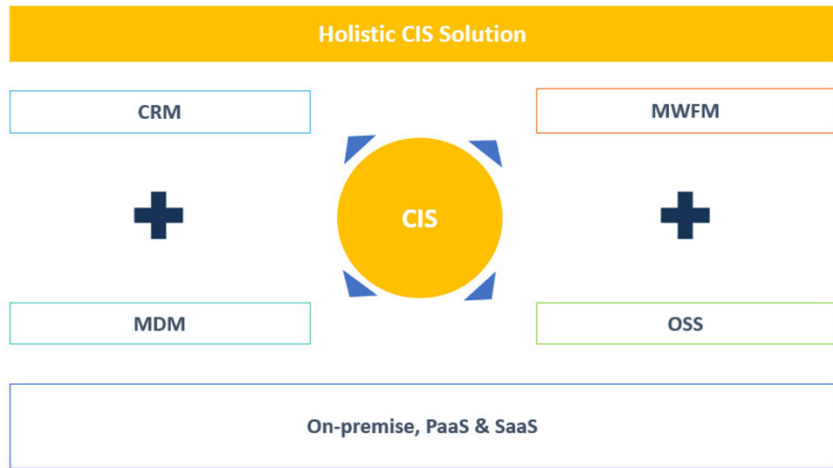
TVWD AMI Initiative

- **AMI will be an integral component of modernizing TVWD’s meter to cash cycle.**
 - The purpose of the AMI initiative is to provide innovative AMI technologies that support the needs and expectations of TVWD customers and operations.
 - The new CIS is an integrated solution with AMI-required meter data management functionality built into the product.
 - AMI is one path for TVWD to achieve implementation of monthly billing, a key recommendation of the Rate Advisory Committee.


AMI Update

- **AMI initiative included in 2021 – 2023 District initiatives**
 - As included in adopted budget and subsequent communication
- **TVWD currently pursuing external funding to advance AMI**
 - To benefit both customers and operations
 - Resolution in support of one grant opportunity included in tonight’s meeting agenda
- **AMI information from 2021 AMWA conference**
 - CEO will share perspectives
- **Conservation will provide staffing role for AMI at TVWD**
 - Synergy with other modernization (CIS) work in Customer Service
 - Consistent with work on AMI business case, related activities

Open Smartflex and Meter Data Management



Questions?



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TUALATIN VALLEY
WATER DISTRICT



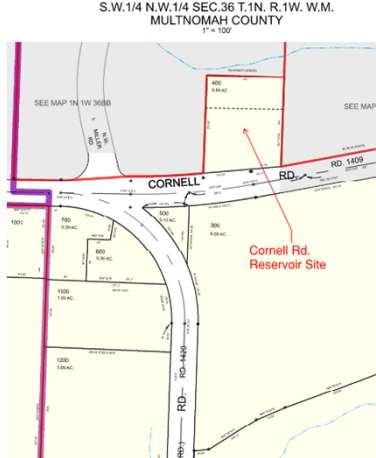
SURPLUS ASSETS APPROVAL

Matt Oglesby

10/20/2021

22

CORNELL ROAD RESERVOIR



23 |



23

UNIT 130

2013 International Work Star 7600 Hydro Excavator



24 |



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UNIT 700

2014 Caterpillar 308 Track Hoe



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UNITS: 45 AND 119

Unexpectedly sold at auction over the \$25,000 limit

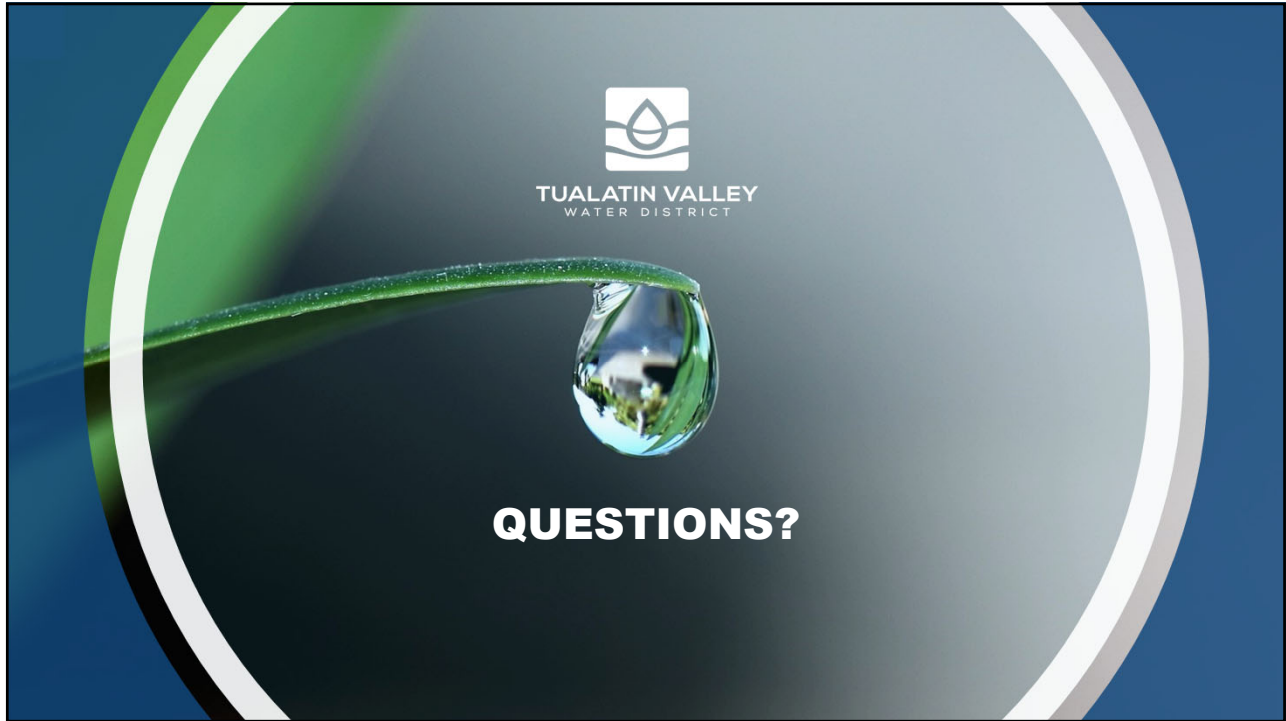


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QUESTIONS?

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The logo for Tualatin Valley Water District is located at the top center of the slide. It features a blue square icon with a white water drop and waves, followed by the text "TUALATIN VALLEY WATER DISTRICT" in blue.

Rules and Regulations Update
Civil Penalties for Unauthorized Work

Clark Balfour
General Counsel

A smaller version of the Tualatin Valley Water District logo is positioned in the bottom right corner of the slide, above a blue wavy footer graphic.

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Proposal

- Rules and Regulations are reviewed and updated occasionally
- Prohibition on any unauthorized work or tampering with the District water system
- Amend Rules and Regulations to include an Exhibit with civil penalties that would be assessed for unauthorized work



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Options

- Move all existing penalties and fines:
 - Illegal use of water
 - Illegal use of fire line
 - Illegal use of fire hydrants
- New system tampering penalties
 - Unauthorized alteration or manipulation
 - Escalating penalties based on severity and frequency


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Alteration or manipulation without causing impacts to customers	\$5,000 per occurrence (plus reimbursement of staff response)
Alteration or manipulation causing impacts to customers	\$10,000 per occurrence (plus reimbursement of staff response)
Additional infractions	Base fee listed above plus \$10,000

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TUALATIN VALLEY
WATER DISTRICT

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Tualatin Valley Water District



Delivering the Best Water 💧 Service 💧 Value

Report of Meetings Attended

Commissioner Bernice Bagnall

Date	Meeting or Function	Purpose	\$	Claimed
9/17/2021	Comm. Duggan, CEO, CFO	Finance committee Budget discussion	50.00	X Yes <input type="checkbox"/> No
10/5/2021	Board Work Session	WWSS, Bd Policies, new holiday, initiatives	50.00	X Yes <input type="checkbox"/> No
10/8/2021	BRJOC & JWC	Plant and budget updates	50.00	X Yes <input type="checkbox"/> No
10/20/2021	Regular Board Meeting	District Business	50.00	X Yes <input type="checkbox"/> No
			\$200	<input type="checkbox"/> Yes <input type="checkbox"/> No
			OK to pay D Carper	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
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				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> 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.

Tualatin Valley Water District



Delivering the Best Water  Service  Value

Report of Meetings Attended

Commissioner Jim Doane

Date	Meeting or Function	Purpose	\$	Claimed
23 Sept	OSBEELS	PDH	0	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
24 Sept	OSBEELS	PDH	0	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
5 Oct	Board Work Session		50	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
8 Oct	BRJOC and JWC		50	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
14 Oct	Aloha Business Association		50	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
20 Oct	Regular Meeting		50	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
			\$200	<input type="checkbox"/> Yes <input type="checkbox"/> No
			OK to pay CEAP	<input type="checkbox"/> Yes <input type="checkbox"/> No
			D Carper	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

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Tualatin Valley Water District



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Report of Meetings Attended

Commissioner Jim Duggan

Date	Meeting or Function	Purpose	\$	Claimed
09/16/2021	Talkin' Water: Cust. Emer. Asst.	Virtual Open House	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
09/17/2021	Board Finance Committee Mtg.	Updates & Projections	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
09/18/2021	Washington County Town Hall	American Rescue Plan Act Priorities -Tranche 2	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10/05/2021	Board Exec. & Work Sessions	CEO Eval. & Updates	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10/06/2021	RWPC Board Meeting	Regular 1/3 Yr. Mtg.	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10/07/2021	WWSS Meeting	Regular Monthly Mtg.	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10/12/2021	Board Agenda Planning Meeting	Agenda Review w/CEO	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10/20/2021	TVWD Board Meeting	Regular Monthly Mtg.	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
			\$400	<input type="checkbox"/> Yes <input type="checkbox"/> No
			OK to pay D Carper	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

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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.



Report of Meetings Attended

Commissioner Dick Schmidt

Date	Meeting or Function	Purpose	\$	Claimed
10052021	Work session		50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10082021	JWC meeting		50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10202021	Regular board		50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
			\$150	
			OK to pay D Carper	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

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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.

Debbie Carper

From: Todd Sanders
Sent: Wednesday, October 20, 2021 7:29 PM
To: Debbie Carper
Subject: Re: Meetings attended forms approval

I approve the Meetings attended forms for all commissioners for the month of October, 2021.

From: Debbie Carper <Debbie.Carper@tvwd.org>
Sent: Wednesday, October 20, 2021 6:26 PM
To: Todd Sanders <Todd.Sanders@tvwd.org>
Subject: Meetings attended forms approval

Hi Commissioner Sanders,

In lieu of a physical signature, can you please email me your approval of the attached meetings attended 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

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Tualatin Valley Water District



Delivering the Best Water 💧 Service 💧 Value

Report of Meetings Attended

Commissioner Todd Sanders

Date	Meeting or Function	Purpose	\$	Claimed
09/16/21	September Talkin' Water	Customer Emergency Assistance Program	50	X Yes <input type="checkbox"/> No
09/23/21	One on One with CEO	TVWD organizational explanations	50	X Yes <input type="checkbox"/> No
09/29/21	One on One with CEO	TVWD organizational explanations	50	X Yes <input type="checkbox"/> No
10/5/21	Monthly Board Work Session	Monthly meeting	50	X Yes <input type="checkbox"/> No
10/12/21	Willamette River Water Coalition	Meeting every third month with water rights partners	50	X Yes <input type="checkbox"/> No
10/12/21	Board Agenda Meeting	Meet with CEO and Vice-President to set agenda	0	<input type="checkbox"/> Yes <input type="checkbox"/> No
10/18/21	One on One with CEO	TVWD organizational explanations	50	X Yes <input type="checkbox"/> No
10/20/21	Monthly Board Meeting	Customer Service, AMI, Surplus Equipment sales	50	X Yes <input type="checkbox"/> No
			\$350	<input type="checkbox"/> Yes <input type="checkbox"/> No
			OK to pay D Carper	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

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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.

Debbie Carper

From: Jim Doane
Sent: Wednesday, October 20, 2021 7:21 PM
To: Debbie Carper
Cc: Todd Sanders; Jim Doane
Subject: RE: Meetings attended form approval

I approve.

Jim Doane

From: Debbie Carper <Debbie.Carper@tvwd.org>
Sent: Wednesday, October 20, 2021 5:31 PM
To: Jim Doane <jim.doane@tvwd.org>
Subject: Meetings attended form approval

Hi Commissioner Doane,

In lieu of a physical signature, could I please get your email approval of Commissioner Sanders' attached 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

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