



TUALATIN VALLEY
WATER DISTRICT

Board Meeting Minutes

June 15, 2022

REGULAR SESSION – 6:00 PM

CALL TO ORDER

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

Staff Present: Clark Balfour, General Counsel; Paul Matthews, Chief Financial Officer; Pete Boone, PE, Chief Operating Officer; Joelle Bennett, PE, Water Supply Program Assistant Director; Tim Boylan, IT Services Director; Andrew Carlstrom, Customer Service Manager; Andrea Watson, Communications and Public Affairs Supervisor; Debbie Carper, District Recorder

REPORTS BY THE CHIEF EXECUTIVE OFFICER AND MANAGEMENT STAFF

Mr. Matthews reported on Portland *Cryptosporidium* testing results, displayed a graph showing how the current lower-than-normal water demand compares to the past five years and described how Commissioners could participate in the Special Districts Insurance Services Best Practices Program so the District can receive credit on insurance fees (see attached presentation). He also mentioned the District received \$103.4 million in Water Infrastructure and Finance Innovation Act funds, which will achieve a net savings of \$4.9 million for customers.

In response to a question, he said Commissioners can connect with Mike Jacobs, Risk Management Coordinator, for more information about participating in the Best Practices Program.

Mr. Carlstrom gave the safety moment on service animals and the Americans with Disabilities Act.

Mr. Carlstrom gave the department report on the Customer Information System implementation project, noting everything is progressing toward go-live as planned, including cutover to the new system during the Fourth of July holiday weekend. He also provided reminders about the customer self-service portal, reviewed customer communication efforts and described the stabilization period (see attached presentation).

In response to a question, he said special messages will accompany bills in the next billing cycle; existing autopay arrangements will remain in place.

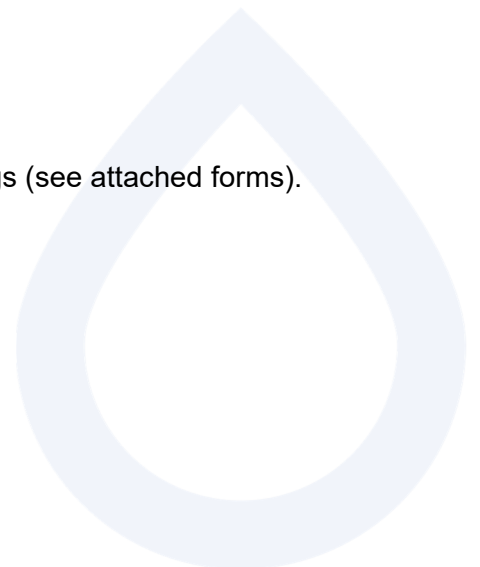
COMMISSIONER COMMUNICATIONS

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 May 18, 2022, regular meeting minutes.
- B. Approve the June 7, 2022, work session minutes.

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

2. BUSINESS AGENDA

- A. Consider approving a motion to read by title only the draft ordinance of the Tualatin Valley Water District, Oregon, authorizing the issuance of water revenue bonds, and receive oral testimony or written comments and direct that the ordinance be brought back for a second reading and adoption at the July 20, 2022, Board meeting. *Staff Report – Paul Matthews*

Mr. Matthews reviewed the prior amount of approved revenue bonds, the key provisions of the proposed ordinance and dates that Commissioners have discussed the new bonds (see attached presentation).

Motion was made by Doane, seconded by Bagnall, to read by title only the draft ordinance. The motion passed unanimously with Bagnall, Doane, Duggan and Sanders voting in favor.

Mr. Balfour read the ordinance title into the record.

Motion was made by Duggan, seconded by Doane, to direct that the ordinance be brought back for a second reading and adoption at the July 20, 2022, Board meeting. The motion passed unanimously with Bagnall, Doane, Duggan and Sanders voting in favor.

- B. Consider adopting Resolution 09-22, a resolution approving the First Amendment to the Intergovernmental Agreement Between Tualatin Valley Water District and the City of Beaverton for Emergency Water Use. *Staff Report –Clark Balfour*

Mr. Balfour gave an overview of the amendment (see attached presentation).

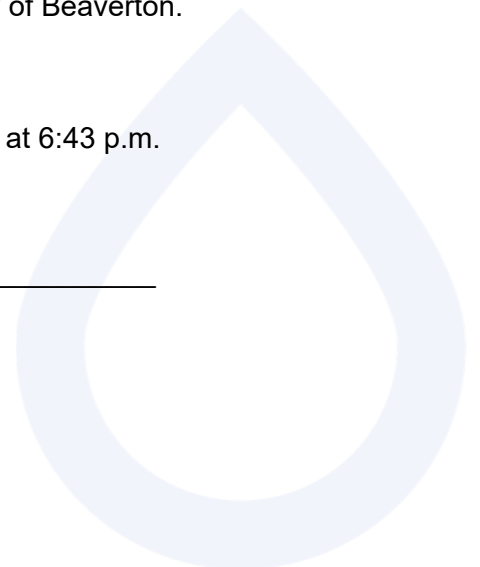
Motion was made by Doane, seconded by Bagnall, to adopt Resolution 09-22, a resolution approving the First Amendment to the Intergovernmental Agreement Between Tualatin Valley Water District and the City of Beaverton for Emergency Water Use. The motion passed unanimously with Bagnall, Doane and Sanders voting in favor. Commissioner Duggan abstained since he is employed by the City of Beaverton.

ADJOURNMENT

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

Todd Sanders, President

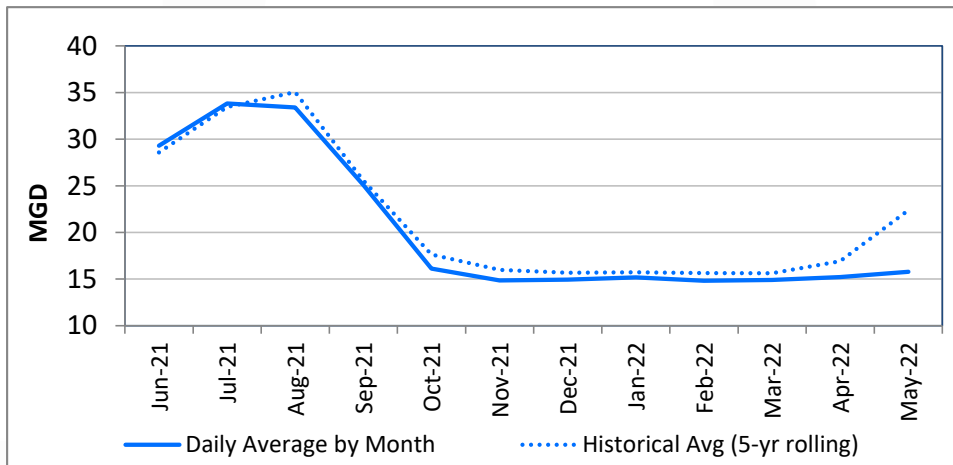
Jim Doane, Secretary



PORTLAND CRYPTOSPORIDIUM RESULTS

For the month of May 2022, the Portland Water Bureau reported one *Cryptosporidium* oocyst detection in water samples collected from the Bull Run Headworks. Prior to this detection, *Cryptosporidium* was last detected from the Bull Run Watershed intake on March 16, 2022. Complete results of Portland's *Cryptosporidium* monitoring are posted on the City's website.

MONTHLY SYSTEM NET DEMAND (MGD)



SDIS BEST PRACTICES PROGRAM

The Special Districts Insurance Services (SDIS) Best Practices Program was designed to assist special districts with implementing best practices to mitigate risk in areas of high exposure. By participating, TVWD can receive 10% credit on our property/casualty insurance fees for the 2023 policy year. The District participates in this program annually and consistently receives the full 10% credit. This year, the Board can help the District receive full credit. There are two categories (each worth 2%) that require Board Member participation.

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SDIS BEST PRACTICES PROGRAM

First, all members of the Board have to complete a course regarding board members duties and responsibilities. This training will be assigned through the District's online training provider, and Board Members will receive an email with details on how to access the assigned course.

Second, at least two members of the Board will need to enroll in the SDAO Board Leadership Academy. Board members do **not** need to complete any trainings in the Academy for the District to receive credit in this category. They simply need to enroll. Board Members that choose to enroll will be provided a link so that they can complete enrollment.

These tasks need to be completed by November 4, 2022 to receive credit.

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Department Report: Customer Information System (CIS) Update

June 15, 2022

Andrew Carlstrom
Customer Service Manager



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The Customer Information System (CIS) Project

Project Purpose

- **Replace TVWD's aging, customized Utility Billing system with a commercial, off-the-shelf Customer Information System**
 - Product: Open Smartflex
 - Collaboration between TVWD and Clean Water Services
 - TVWD/CWS sharing CIS costs, decision-making, and ownership
 - TVWD is serving the CIS "managing agency"
 - Core CIS implementation is foundational for future improvements

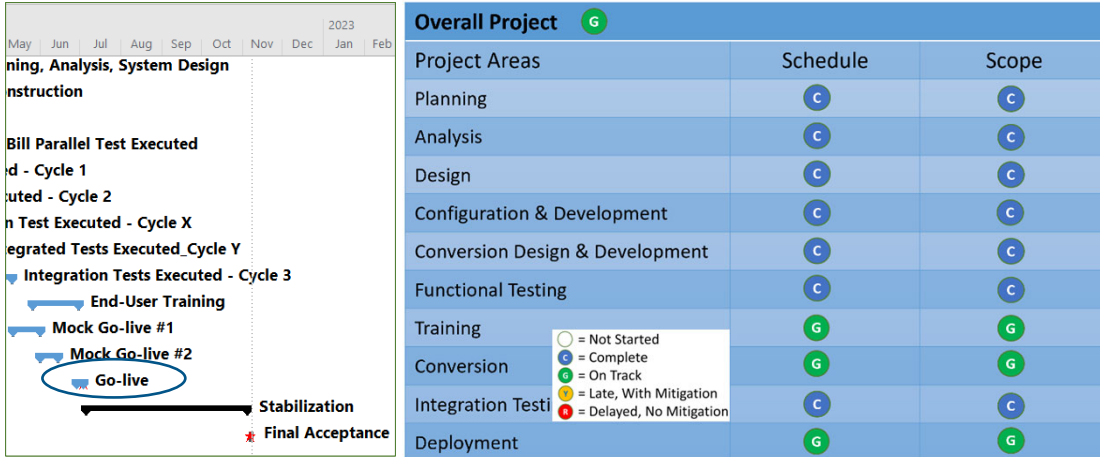


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CIS Implementation Project Overview

- Cutover preparations underway
- Less than three weeks to go-live (July 5)



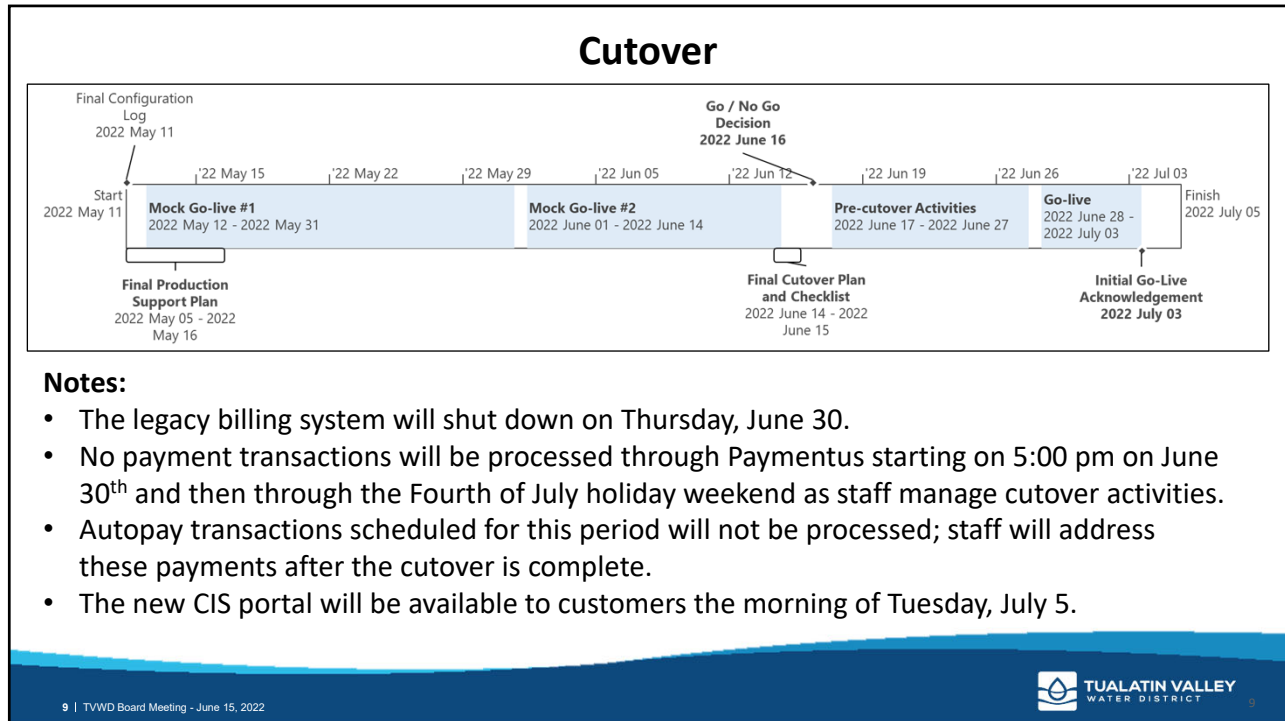
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On Track for July 5 Go-Live

- No showstopper defects
- More than 1,500 test cases completed
- Final integration testing completed
- KPIs for data conversion have been met/exceeded
- Parallel bill testing yielded 99.99% accuracy
- Financial balancing/reconciliation work near completion
- Staff user training progressing to plan
- Mock go-live #1, #2 completed
- Production support preparations being finalized
- Customer communications plan being executed
- **Go / no go decision completed today – Partners are proceeding to cutover phase**

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Reminder: New Customer Self-Service Portal

- **Customer Inquiry: Will I have to re-register with the new portal? Will my autopay still work?**
 - Autopays will transfer in the CIS system cutover.
 - Accessing the new portal services, as well as making changes to Paymentus autopays, will first require customer registration.

Simple Registration

1. Register

Registration

Please Note: A valid Water/Sewer account number is needed to enroll in the Customer Self-Service Portal.

Enter your information

Name*

Last name*

Customer*

Login email address*

Password*

Confirm password*

Agree to the [Terms and Conditions](#)

I'm not a robot

2. Verify

Verification code

Please enter the verification code sent to the given email address

Verification code*

Didn't get the verification code? [Click here to resend](#)

3. Connect

Account lookup

Please enter the following details to find your account.

Account number*

Find account using

Service or billing address zip code

Service or billing address zip code*

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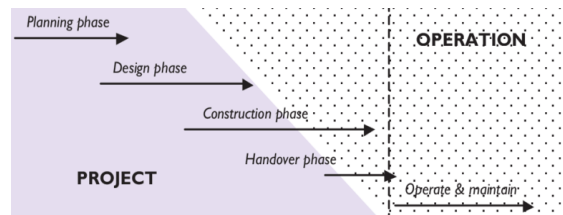
Reminder: CIS Customer Communications

When	What
June	<ul style="list-style-type: none"> • “Coming soon” email • Remind monthly pay plan customers
July 5	<ul style="list-style-type: none"> • Open Smartflex Go-Live
July/August	<ul style="list-style-type: none"> • Bill message • Distribute informational handout • Newsletter articles
September/October	<ul style="list-style-type: none"> • Bill inserts • Printing on envelopes • Email to customers • Banners, fliers

Social media messages will be posted throughout the summer.
Talkin’ Water live virtual portal demonstration will be scheduled for Fall.

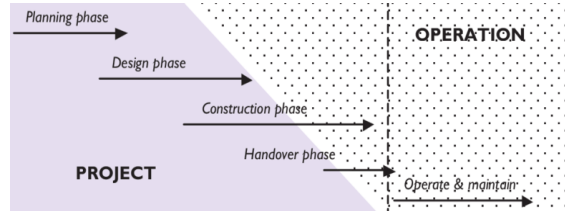
What is “Stabilization?”

- From another utility’s CIS experience:
 - Stabilization of the solution refers to the period following go-live where the business adjusts to their new processes, procedures, and policies of the new system. In concert, the new system may also be adjusted – defect corrections and changes are implemented that were not identified during the implementation phase.
 - The end of the stabilization phase is often tied to the end of the implementation [consultant] contract...and often the close out of the project itself.



Transition to Operations and Ownership


- **Go-Live: July 5**
 - Significant activity over next three weeks
- **Contractual stabilization: July through October**
 - Final system acceptance in November
- **Actual stabilization: expect longer timeframe**
 - We should not expect to be unique in this respect
- **TVWD**
 - Managing agency of new CIS partnership w/CWS
 - Primary system administration and user support responsibilities
 - Adhere to governance model with CWS and Open
 - Vendor performance/contract management, including service level agreements (SLAs)



Improvements After CIS Stabilization

Potential "Phase 2" Projects After Stabilization*
Account consolidation
Advanced payment methods
Monthly billing
Items deferred from core CIS implementation
Bill redesign
Items identified by RAC
Advanced metering infrastructure (AMI)


*Partnership: Projects to be prioritized and implemented in alignment with TVWD/CWS operations governance.



PROJECT CUMULUS
A CWS & TVWD Partnership

QUESTIONS?

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Proposal for New Bond Ordinance
Board Regular Meeting

June 15, 2022



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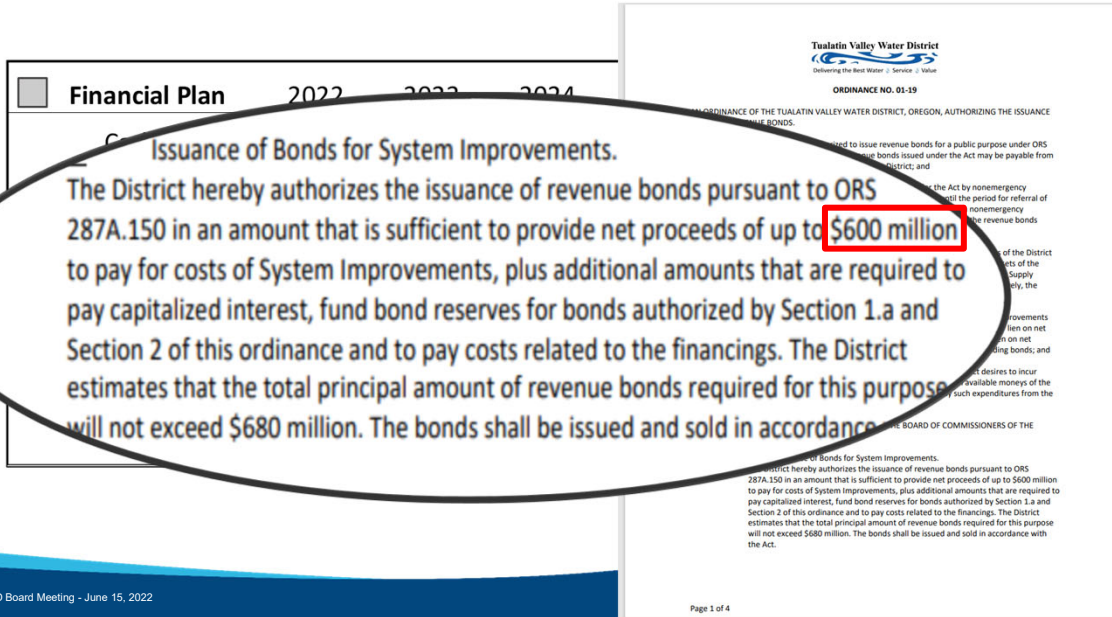
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Outline

- 1. Review current situation
- 2. Highlight Key Provisions of proposed ordinance
- 3. Present preliminary recommendation

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Impact on Long-Term Debt



Financial Plan 2022 2023 2024

Issuance of Bonds for System Improvements.
 The District hereby authorizes the issuance of revenue bonds pursuant to ORS 287A.150 in an amount that is sufficient to provide net proceeds of up to **\$600 million** to pay for costs of System Improvements, plus additional amounts that are required to pay capitalized interest, fund bond reserves for bonds authorized by Section 1.a and Section 2 of this ordinance and to pay costs related to the financings. The District estimates that the total principal amount of revenue bonds required for this purpose will not exceed \$680 million. The bonds shall be issued and sold in accordance with the Act.

Tualatin Valley Water District
 Delivering the Best Water • Service • Value
 ORDINANCE NO. 01-19
 AN ORDINANCE OF THE TUALATIN VALLEY WATER DISTRICT, OREGON, AUTHORIZING THE ISSUANCE OF REVENUE BONDS...


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Same Key Provisions as Ordinance 01-19

<p>Authorized Borrowing</p> <ul style="list-style-type: none"> • Authorizes \$100 million of additional borrowing for capital expenditures of the District including investments in joint ventures (e.g., WWSS) 	<p>Special Obligation</p> <ul style="list-style-type: none"> • Authorizes borrowings like revenue bonds – Not general obligations 	<p>Refundings</p> <ul style="list-style-type: none"> • Allows refundings within the authorized amount
<p>Delegation</p> <ul style="list-style-type: none"> • Delegates responsibilities to management to issue the bonds and take other necessary actions 	<p>Reimbursement Declaration</p> <ul style="list-style-type: none"> • Allows the District to reimburse its cash balances for capital projects 	<p>Non-Emergency Ordinance</p> <ul style="list-style-type: none"> • Unless referred, effective 30 days after enactment

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Overview of the Process




Completed Actions

- Finance Committee May 27, 2022
- Work session June 7, 2022

Recommended Actions

- First reading tonight
- Second reading and adoption July 20, 2022


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Recommendation

Approve a motion to read by title only the proposed ordinance of the Tualatin Valley Water District, Oregon, authorizing the issuance of water revenue bonds, and receive oral testimony or written comments and direct that the ordinance be brought back for a second reading and adoption at the July 20, 2022, Board meeting.



TUALATIN VALLEY
WATER DISTRICT



**IGA AMENDMENT FOR EMERGENCY
WATER USE – WALKER ROAD / IGA
AREA 4 PHASE IV**
Clark Balfour & Peter Boone

June 15, 2022

QUESTIONS?

Consider adopting a resolution approving the first amendment to the Intergovernmental Agreement Between Tualatin Valley Water District and the City of Beaverton for Emergency Water Use.

Tualatin Valley Water District



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Report of Meetings Attended

Commissioner Bernice Bagnall

Date	Meeting or Function	Purpose	\$	Claimed
5/27/2022	Comm. Duggan, Bagnall, CEO and CFO	Finance Committee – RAC and Debt	\$50.00	X Yes <input type="checkbox"/> No
6/7/2022	Board work session	WWSS, CIS, Jt. Ventures and Debt Issuance	\$50.00	X Yes <input type="checkbox"/> No
6/10/2022	JWC special meeting	FEMA grants, ammonia sulfate contract	\$50.00	X Yes <input type="checkbox"/> No
6/15/2022	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
				<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

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.*

In accordance with Board Policies, an amount equal to the unclaimed reimbursements for meetings will be transferred to the District’s Customer Emergency Assistance Fund.

Tualatin Valley Water District



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Report of Meetings Attended

Commissioner Jim Doane



Date	Meeting or Function	Purpose	\$	Claimed
6/15/22	Regular Meeting		50	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6/10/22	JWC Special Meeting		50	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6/7/22	Webinar on Rates		50	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6/6/22	Work Session		50	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
			\$200	<input type="checkbox"/> Yes <input type="checkbox"/> No
			OK to pay CEAP 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

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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
05/27/2022	TVWD Finance Committee	Revenue Bond Updates	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
06/01/2022	RWPC Board Meeting	Reg 1/3 Yr Mtg; elections	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
06/02/2022	WWSS Board Meeting	Regular Monthly Mtg.	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
06/07/2022	Affordability Rate Design	Webinar		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
06/07/2022	TVWD Board Work Session	WWSS, Fin., CIS, Updates	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
06/14/2022	TVWD Agenda Planning	Mtg. W/CEO & President	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
06/14/2022	CPO #1 Meeting	Com. Pam Treece		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
06/15/2022	TVWD Board Mtg.	Regular Monthly Mtg.	50	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
			\$300	<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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In accordance with Board Policies, an amount equal to the unclaimed reimbursements for meetings will be transferred to the District's Customer Emergency Assistance Fund.

Debbie Carper

From: Todd Sanders
Sent: Thursday, June 16, 2022 8:43 AM
To: Debbie Carper
Subject: Re: Meetings attended forms approval

I approve the June 2022 Meetings attended forms for Commissioners Bagnall, Doane and Duggan.

From: Debbie Carper
Sent: Thursday, June 16, 2022 7:14 AM
To: Todd Sanders
Subject: Meetings attended forms approval

Hi Commissioner Sanders,

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

Debbie Carper
District Recorder
Debbie.Carper@tvwd.org
phone: [\(503\) 848-3014](tel:(503)848-3014)



www.tvwd.org

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Tualatin Valley Water District



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Report of Meetings Attended

Commissioner Todd Sanders

Date	Meeting or Function	Purpose	\$	Claimed
5/23	CFM & Tom Hickmann	Legislative update, hiring update, partnership discussion	50	X Yes <input type="checkbox"/> No
5/31	Tom Hickmann	Partnership discussion, lobbying planning	50	X Yes <input type="checkbox"/> No
6/6	CFM & Tom Hickmann	Legislative update, lobbying planning	50	X Yes <input type="checkbox"/> No
6/7	Board Work Session	CIS update, WWSP update, RAC	50	X Yes <input type="checkbox"/> No
6/8	Tom Hickmann	Board Member changes	50	X Yes <input type="checkbox"/> No
6/10	JWC Special Meeting	Contract updates, grant application paperwork	50	X Yes <input type="checkbox"/> No
6/13	Tom Hickmann	Board Member changes, lobbying agenda	50	X Yes <input type="checkbox"/> No
6/14	Tom Hickmann & Jim Duggan	Board agenda planning meeting	50	X Yes <input type="checkbox"/> No
6/14	Willamette River Water Coalition	Spring/summer meeting	-	<input type="checkbox"/> Yes <input type="checkbox"/> No
6/15	Monthly meeting	Bond ordinance, Beaverton IGA amendment	50	X Yes <input type="checkbox"/> No
			\$450	<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

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In accordance with Board Policies, an amount equal to the unclaimed reimbursements for meetings will be transferred to the District's Customer Emergency Assistance Fund.

Debbie Carper

From: Jim Doane
Sent: Wednesday, June 15, 2022 7:00 PM
To: Debbie Carper
Cc: Jim Doane
Subject: RE: Commissioner Sanders form approval

I approve.

James Doane

From: Debbie Carper
Sent: Wednesday, June 15, 2022 5:49 PM
To: Jim Doane
Subject: Commissioner Sanders form approval

Hi Commissioner Doane,

In lieu of a physical signature, could you please send your email approval of Commissioner Sanders' meetings attended form?

Debbie Carper
District Recorder
Debbie.Carper@tvwd.org
phone: [\(503\) 848-3014](tel:(503)848-3014)



TUALATIN VALLEY
WATER DISTRICT



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