



BOARD OF WATER COMMISSIONERS MINUTES

Wednesday, November 4, 2020

Via teleconference

The regular meeting of the Medford Water Commission was called to order at 12:07 p.m. on the above date via teleconference with the following commissioners, staff, and guests present:

Chair Daniel Bunn; Commissioners Jason Anderson, John Dailey, Greg Jones, and Michael Smith

General Manager Brad Taylor; Executive Administrative Coordinator Yvette Finstad; Finance & Administration Services Director Tessa DeLine; Information Technology Manager Kris Stitt; Human Resources Manager Tanya Haakinson; Water Maintenance Supervisor Lester McFall; Water Meter & Controls Supervisor Ken Johnson; Capital & Special Projects Coordinator Andy Huffman; Water Treatment & Quality Director Ben Klayman

Guest(s): Attorney Mark Bartholomew; Medford Council Liaison Tim D'Alessandro

2. Comments from the Audience

None.

3. Approval or Correction of the Minutes of the Last Regular Meeting of October 21, 2020

The Chair put forth the question on the approval of the minutes of the last regular meeting. The minutes were approved by voice vote.

4. Review of Vouchers

Commissioners reviewed the vouchers; Commissioner Dailey inquired about the power bill for the water treatment plant, as it was not included. DeLine will look into the power bill and report back.

5. Management Reports

5.1 Engineering Report (Principal Engineer Eric Johnson)

- Current projects
 - Construction – Rancheria UV, Engineered Lagoons 5-8, BBS Fiber/Communication upgrade, and Duff Backup Power projects.
 - Pre-Design – Duff 65 MGD and the related Filter Expansion to 65 MGD, Wetland Mitigation, Reservoir Expansion, and Filters 1-12 Seismic Retrofit projects.
 - Design – WQIP, Ozone generator replacement, Existing reservoir baffling, Duff entrance relocation, and Point of Entry projects.
- Rancheria UV – The system has been commissioned and the fiber connection to chlorination building established; process is online and ready to function.
- Engineered Lagoons – Concrete pouring and 36" tie-in has been completed; hydrostatic testing of basins and then project completion will occur in November.
- Duff WTP 65 MGD Expansion – Design/Construction items
 - Ozone – the solicitation document will be completed in December; design will continue during procurement period, and construction is anticipated to take place during winter FY 21/22.
 - Baffles on Existing Reservoir – Adding baffles to the existing reservoirs has been on the CIP list for a number of years to increase residence time in reservoir and improve Contact Time (CT). Jacobs has identified an approach to baffle installation, and the Engineer's estimate is \$800,000 for construction, which can be completed this winter using the Construction Manager/General Contractor (CM/GC) delivery method; this will require a motion from the Board. Taylor added that the aforementioned \$800,000 is within the approved budget, not in addition to any previously approved capital plan

spending. Commissioner Anderson put forth a motion to approve the CM/GC approach, which was seconded by Commissioner Jones.

The Chair put forth the question on adoption of Commissioner Anderson’s motion to authorize the CM/GC delivery method for the project to construct reservoir baffles at the Robert A. Duff Water Treatment Plant. The adoption of the motion was approved by voice vote.

5.2 Operations Report (Water Meter & Controls Supervisor Ken Johnson)

- Charlotte Ann Water District (CAWD) Contractual Agreement & Alameda Fire Update
 - Overview of Contract and System – Provide surplus water to 192 metered services; CAWD owns water system from point of master meter at the CAWD pump station south to Colman Creek, and has 15 meters off of MWC-owned water mains prior to master meter. MWC manages the reading of meters, billing, customer service, maintenance, repair (emergency and non-emergency; requires prior approval over \$1800), and required water quality monitoring. Taylor noted that the agreement with CAWD is up for renewal in 2021.
 - Alameda Fire – 192 total active metered services pre-fire; post fire: 55 active services outside of fire zone, 25 active services inside fire zone, 112 service not active, and 80 total active metered services.
 - Water Quality – Sampling related to Alameda Fire to OHA recommendations.
 - Facility and System Improvements – MWC has recommended that CAWD perform a professional evaluation of their pump station to modernize 1973-era pump controls, refurbish pumps and valves as needed, and evaluate system demands. MWC staff will attend the CAWD Board Meeting on November 12 to answer questions related to these recommendations. The generator is not sized for fire pumps, which will also be shared, indicated Taylor. Johnson affirmed that it was sized to run the two smaller pumps; the larger pumps are for fire or other extreme demand event.

5.3 Water Treatment & Quality Report (Water Treatment & Quality Director Ben Klayman)

- Springflow remains at a near 20-year minimum; the new water year is beginning with below average flow. The springs will continue dropping through December or January.
- Duff operating intermittently to meet system demands – Duff has to make up the difference that springs are not supplying and will continue operating earlier (and later) in the year until springflow trends comes back up. Klayman will detail the numerous operating records set by the plant this year at a future meeting.
- Watershed – Fuels treatment contractor selection ongoing; staff is wrapping up stream temperature monitoring program for the year, and post-fire watershed sampling continues. Baseline samples have been taken ahead of the first major rainfall since the fires, which is expected later this week and could potentially cause surface runoff of contaminants. We are assisting Grants Pass by collecting samples at Bear Creek so that they can assess risks to their water treatment plant as well.
- Water quality
 - Post-fire activity – Reduced water demand in CAWD; we are continuing to monitor water quality through ongoing flushing and water quality sampling, and coordination with Oregon Health Authority, as well as our Partner Cities.
 - Compliance with water quality regulations is 100%.

With regards to reduced water demand, Commissioner Dailey asked for clarification on the number of metered connections; Klayman replied that the information applies to CAWD only. There is no damage to our infrastructure, but there is damage to that of CAWD, Phoenix, and Talent. Commissioner Bunn queried staff about CAWD’s ability to pay for the improvements that are needed; Taylor responded that at this point he is unaware of any inability to pay but will inform the Board if he learns differently.

5.4 Finance Report (Finance & Administration Services Director Tessa DeLine)

In response to Commissioner Dailey's inquiry about the power bill for the treatment plant, DeLine stated that the bill was received yesterday and sent to the plant for review; it will be on the next voucher list.

- Southern Oregon Credit Service has been awarded the contract for Debt Collection Services.
- RFP for Bond Counsel Services is still ongoing; proposals are due Friday, November 6.
- Will begin the process of soliciting a Municipal Advisor for services relating to the structure and sale of bonds and to assist with obtaining the lowest financing cost.
- Continuing work with FEMA and Oregon Coronavirus Relief Fund for reimbursements for fire and COVID-19 related expenses.

5.5 IT Report (IT Manager Kris Stitt)

- Asset Management – Received the Final Draft Report from Woolpert; currently under staff review.
- Invoice Cloud Review – Invoice Cloud is a service that we use to process credit, debit, and electronic check payments and well as providing a service that our customers can use to make and manage payments and enroll in paperless billing.
 - About Invoice Cloud/History – MWC Started using Invoice Cloud to process payments starting in July 2018. Invoice Cloud has an existing interface to our Customer Service website and billing system, and gives our customers more flexibility when making payments such as the ability to schedule payments, manage multiple payment sources, and manage payment options on their account.
 - Monthly fees include charges for Biller Portal Access (Monthly Access fee to host the webservices and website), Encrypted Card Reader (for the use of card reading devices at the counter), Credit Card Transactions (charged to process a credit/debit card payment), Electronic Funds Transfers (fee to process an electronic check, typically for automatic payments), Paperless Billing Presentment (for paperless billing), Online Bank Direct service (to process checks from the customer's bank when they use the bank's bill payment service), and Chargeback Fee (when there is a chargeback against Credit Card, due to payment cancellation or other issue).
 - Interchange fees – The fees charged by Invoice Cloud do not include the processing fees that are assessed by the credit card providers (Visa, Master Card, Discover, and American Express) or the processing fees charged by the processing bank (Chase Paymentech). Interchange fees are usually charged at a flat fee plus a percentage of the total transaction.
 - Our customers make payments using checks through Invoice Cloud, checks directly to us, credit cards, cash (although this has changed since the pandemic began), electronic, and other manual transactions. Credit cards are utilized through CSR phone payments, counter payments, online payments, IVR (automated phone system), and automatic payments.
 - Staff plans to return with more information during a Study Session, which will include a breakdown of Interchange Rates/Bank Fees, and a comparison of costs between payment types: cash, checks, and credit card.

5.6 HR Report (Human Resources Manager Tanya Haakinson)

- Gift certificate – To interact with and honor employees, each has been given a \$25 voucher through Sherm's ahead of the Thanksgiving holiday.
- Open Enrollment – Employee elections have been completed. Sent out confirmation statements for employee review, due by end of week. As of Friday, all selections made are final for 2021 healthcare benefits.

- **Votes**
 - Pay In Lieu of Vacation – All employees vote to cash out 6 days of vacation to be placed on the 11/20/2020 paycheck. Votes due this week.
 - HRA/VEBA OPSRP – For eligible OPSRP employees; vote for 24-hour sick leave to HRA VEBA account sent out, effective 12/31/2020. Votes are due this week.
- **Recruiting**
 - Water Resources Coordinator – Job offer has been accepted; former MWC employee Julie Smitherman to start on December 30.
 - Water Engineering Director – Continuing to recruit.

5.7 General Manager's Report (General Manager Brad Taylor)

- Community Fire Support – Before approving the use of an existing irrigation meter to supply a temporary housing project at Providence in Medford, Taylor reached out to Commissioner Bunn to confirm he was amenable to the request. Due to the fact that it utilizes an existing meter, there are no associated installation or SDC fees. At this point, we have active projects with both Asante and Providence to help assist fire victims.
- Two longtime former commissioners passed away in October: Jack Day, who served approximately 20 years (Feb. 1989-Jan. 2009; passed 10/26/20), and Doug Gordenier, who served approximately 21 years (Feb. 1974-Jan. 1995; passed 10/09/20).
- Upcoming Board Schedule – 11/18-Cost of Service Part II, 12/2-No scheduled Study Session; the audit was tentatively planned, but most likely will not occur until first meeting in January.

6. Propositions and Remarks from the Commissioners

Commissioner Jones announced that he will not be applying for another term before his expires in January 2021. He remarked that it has been an honor to serve the last couple years, filling former Commissioner Leigh Johnson's unexpired term in 2018.

7. Adjourn

There being no further business, this Commission meeting adjourned at 12:51 p.m. The proceedings of the Medford Water Commission meeting were recorded and are on file along with the complete agenda of this meeting.

Yvette Finstad
Assistant Clerk of the Commission