



# BOARD OF WATER COMMISSIONERS MEETING MINUTES

**Wednesday, January 17, 2024**

Medford Police Department Prescott Room  
219 S. Ivy Street, Medford, Oregon 97501

The regular meeting of the Medford Water Commission was called to order at 12:34 p.m. on the above date at Medford Police Department's Prescott Room, with the following commissioners, staff, and guests present:

Chair Michael Smith; Commissioners Jason Anderson, John Dailey, Bob Strosser, and David Wright.

General Manager Brad Taylor, Executive Administrative Assistant Amber Furu, Finance Manager Beau Belikoff, HR Manager Tanya Haakinson, Engineering Manager Brian Runyen, Information Technology Manager Kris Stitt, Water Operations Manager Dan Perkins, Water Resources & Customer Service Manager Julie Smitherman

Guest(s): Medford Council Liaison Nick Card, Eagle Point Mayor Kathy Sell

### **3. Comments from the Audience**

None.

### **4. Approval or Correction of the Minutes of the Last Regular Meeting of January 17, 2024**

**Motion: Approve the minutes of the last regular meeting as presented.**

**Moved by: Mr. Dailey**

**Seconded by: Mr. Strosser**

**Roll Call: Commissioners Anderson, Dailey, Smith, Strosser, and Wright voting yes.**

**Motion carried and so ordered.**

### **5. Resolution No. 1920, Awarding and Authorizing the General Manager to Execute a Contract Amendment in the Amount \$75,000 and Set the Not-to-Exceed Contract Amount to \$703,000 and Extend the Contract Date to June 1, 2024, with Invoice Cloud**

Medford Water is in the process of switching to a new electronic payment provider, Paymentus, and is anticipated to go-live in about 4 months. This switchover has taken more time than anticipated and we are now up against the \$628,000 contract limits and have exceeded the contract end date of October 2023 with our existing payment processor Invoice Cloud. We are requesting approval to add \$75,000 to the existing contract with Invoice Cloud and extend the contract period to June 1, 2024, to cover the costs needed to complete the switchover to Paymentus. Implementation requires integration with our billing system and VXSmart, our upcoming customer service website replacement. We will need to continue to utilize Invoice Cloud to process payments until we are ready to go live with the new system. Once we have set a go-live date for the new site we will begin rolling out our communications plan to notify customers.

**Motion: Approve Resolution 1920**

**Moved by: Mr. Dailey**

**Seconded by: Mr. Strosser**

Commissioner Dailey inquired if the nature of the delay was that it was just not planned out in the details; Stitt explained there are a lot of moving pieces to implement. Integration is needed between the new VX Smart customer service website, our phone payments system, and our billing system. It has been a bit of an exercise getting things to work out, but integration is in place, and we are in the process of testing. Commissioners and staff discussed if we are paying the full contract price to Paymentus during this time; we are still in the set-up phase with Paymentus, as long as we are not processing payments we are not being charged.

**Roll Call: Commissioners Anderson, Dailey, Smith, Strosser, and Wright voting yes.**

**Motion carried and so ordered.**

## 6. Leadership Team Reports

- Human Resources Manager Tanya Haakinson
  - Recruitment Update - Watershed and Water Quality Specialist (refill) Jenna Outwater started on 1/2/2024; Water Quality Technician II (internal) Bryan Goodrich started on 1/16/2024. Open positions: Water Treatment Plant Operator (closes 1/18/2024), Utility Person I (closes 1/19/2024), and Staff Engineer (seeking candidates).
  - 2023 OSHA Update – We had 3 recordable work-related injuries, 2 required medical treatment and only 1 had restrictions.
- General Manager Brad Taylor
  - Upcoming Board Schedule – February 7 City of Medford, City Manager and Water Efficiency, February 21 Website Improvements

## 7. Propositions and Remarks from the Commissioners

Commissioner Anderson asked when is the projected closing date for the new Medford Water Operations Center. Taylor explained we had some minor modifications to the purchase agreement and are currently waiting for the final planning process between the owners and the City; once the surveyors have verified and filed, we are expecting to close around the middle of February. Commissioner Strosser asked if there is any news regarding the Carey Pond. Taylor explained the landowners now have a contractor in place to remove additional amounts of the embankment to comply with the requirements of the order given, which is to get that work done as soon as weather permits it to occur. The last update was for the first week of January, the contractor has not yet set a date at this time; Oregon Water Resources Department has been working to get this to resolution, they are keeping in touch and staying on top of the issue.

## 8. Adjourn

There being no further business, this meeting adjourned at 12:57 p.m. The proceedings were recorded and are on file along with the complete agenda of this meeting.



Amber Furu  
Assistant Clerk of the Commission