



## BOARD OF WATER COMMISSIONERS MEETING MINUTES

Wednesday, May 15, 2024 - 12:15 p.m.

Lausmann Annex Room 151  
200 S. Ivy Street, Medford, Oregon 97501

The regular meeting of the Medford Water Commission was called to order at 12:15 p.m. on the above date at Lausmann Annex Room 151, with the following commissioners, staff, and guests present:

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

General Manager Brad Taylor, Executive Administrative Assistant Amber Furu, Finance Manger 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): Attorney Mark Bartholomew, Rob Annear\*, Shelby Snow\* (\*Via Zoom)

### 3. Comments from the Audience

None.

### 4. Consent Calendar

4.1 Approval or Correction of the Minutes of the Last Regular Meeting of May 1, 2024

4.2 Quarterly Letter to Mayor and Council

4.3 Resolution No. 1932, A RESOLUTION Adopting and Authorizing the General Manager to Execute the Investment Policy for the Board of Water Commissioners

**Motion: Approve the Consent Calendar.**

**Moved by: Mr. Dailey**

**Seconded by: Mr. Smith**

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

**Motion carried and so ordered.**

### 5. Items Removed from Consent Calendar

None.

### 6. Leadership Team Reports

- Finance Manager Beau Belikoff
  - RFP/Audit Update - To ensure transparency and accountability in reporting audit findings, Medford Water issued a Request for Proposals (RFP) for auditing services. The RFP was sent to four firms, and we received responses from two. Isler CPA was awarded the two-year contract, and has completed the Single Audit, which focuses on federal funds. The audit report has been issued, evaluating key areas such as compliance with contract provisions, laws and regulations, matching requirements, and proper reporting to the Federal Government. The findings include one known questioned cost under the allowable cost principle. The next step involves submitting for reimbursement. As a result of the questioned cost, we will face additional reporting requirements each time we file for federal funds.
- Information Technology Manager Kris Stitt
  - Nexgen, our new Asset Management software, was implemented at the Robert A. Duff Water Treatment Plant on December 4, 2023. Since the initial implementation, we have been conducting user acceptance training and completing interface testing. We are currently in the end-user training phase and are scheduled to go live with the rest of the organization on May 20, 2024.

- Watersmart and Paymentus, our new customer service website and billing system, went live on May 6, 2024. We have encountered a few challenges, such as issues with paying accounts that have credit balances and refreshing the Autopay screen. However, we are making good progress and expect these issues to be resolved in the coming weeks. On go-live day, customer service experienced a peak call volume of 301 calls. Despite the busy period, the implementation has been a significant success for everyone involved.
- Water Resources & Customer Service Manager Julie Smitherman
  - Due to the WaterSmart upgrade, the customer service team has been assisting customers with registering, signing up for autopay, processing payments, and providing step by step instructions to customers. While customers have generally responded positively, some challenges have occurred. Ongoing efforts will focus on utilizing water efficiency programs and monitoring accounts, particularly for Autopay customers with late payments.
- Water Operations Manager Dan Perkins
  - Due to supply chain challenges, staff has proposed pre-ordering the Sensus meters and SmartPoints (AMI Radios) in order to reach our goal of transitioning all meters to radio meters by the end of 2026. The pre-order cost totals \$76,937.60, within the proposed FY 24/25 budget allocation of \$787,356.93. Delivery of all meters will be scheduled after July 1, 2024. Staff will present a memorandum and resolution (after July 1, 2024), seeking authorization for the General Manager to execute the remaining purchase orders to Sensus Metering Systems in accordance with the approved 24/25 budget.
- General Manager Brad Taylor
  - Upcoming Board Schedule – June 5 – Insurance/Rules and Regulations; June 19 – Purchasing Rules and Regulations.
  - Looking ahead to the July 3rd meeting, Commissioners were asked if they would like to consider canceling the meeting due to the July 4th holiday. Commissioner Smith advised that he would not be attending, and Commissioner Anderson indicated that he might also be unable to attend.

## 7. Propositions and Remarks from the Commissioners

- Commissioner Wright asked about the official approval date for the FY 24/25 budget. Taylor explained that at the next meeting on June 5, 2024, we will hold a public hearing followed by the Board taking action on the resolution to approve the budget.
- Commissioner Strosser mentioned he will not be present for the June 5th meeting and is uncertain about his availability for the July 3rd meeting. He also stated that he called customer service with a question and found them to be very helpful.
- Commissioner Dailey commented that he re-registered and paid his bill on the new customer service website. He noted that while it was not particularly easy, it was straightforward.
- Commissioner Anderson inquired about scheduling a study session or discussion on self-insurance. Taylor responded that we can discuss and gather feedback for next year, as our policies need to be finalized by July 1.

## 8. Adjourn

There being no further business, this meeting adjourned at 1:00 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