



MEMORANDUM PORTLAND WATER DISTRICT

TO: Board of Trustees

FROM: Donna Katsiaticas, Clerk

DATE: December 30, 2011

RE: **Workshop Meeting – Monday, January 9, 2012**

There will be a Workshop Meeting of the Board of Trustees of the Portland Water District on Monday, January 9, 2012 at 6:30 p.m. in the Nixon Training Center at the general offices of the District, 225 Douglass Street, Portland, Maine.

The workshop will be preceded by meetings of the following Board committees:

<u>Committee</u>	<u>Room / Location</u>	<u>Time</u>
Administration & Finance	General Manager's Conference Room	5:30 p.m.
Operations	EOC 2 nd Floor	5:30 p.m.
Planning	Nixon Training Center	5:30 p.m.

AGENDA – WORKSHOP

1. **Customer Satisfaction Results.** Public Relations Manager, Michelle Clements, will present the results of the 2011 customer satisfaction survey. (See Attachment A – Research Report)
2. **Discussion regarding pension adjustment.** The Board will have a follow up discussion about a possible adjustment in pension benefits in the amount of 1.61% effective January 1, 2012. (See Attached Memo - Agenda Item 2)
3. **Discussion on the impact of SCADA on Operations.** Chris Crovo, Director of Asset Management and Planning and Scott Firmin, Director of Wastewater Operations will discuss the impact of SCADA on the District's operations.
4. **Other Business.**
5. **Adjourn.**