AGENDA
BOARD OF TRUSTEES
PORTLAND WATER DISTRICT
225 Douglass Street, Portland, Maine
Jeff P. Nixon Training Center
6:00 p.m., Monday, November 25, 2019

1. Convene Meeting with Pledge of Allegiance and moment of silence. President Cote

2. Roll Call Clerk

3. Declaration of Election Results and Inauguration for the Trustees representing Gorham, Westbrook, Cape Elizabeth and South Portland elected on November 5, 2019. Clerk

4. Acceptance of Minutes of Regular Meeting of October 28, 2019, and the Workshop Meeting of November 12, 2019. President Cote

5. Invitation for Public Comment President Cote

6. Reports:
   ▪ Operations Committee Reports Trustee Siviski
   ▪ Planning Committee Reports Trustee Lunt
   ▪ Administration & Finance Committee Reports Trustee Garrison
   ▪ General Manager’s Report General Manager

7. New Business

   A. Order 19-035 adopting the 2020 Budget and Wastewater Assessments with the exception of the Town of Gorham. Administration & Finance Committee

   B. Order 19-035A adopting the 2020 Wastewater Assessment for the Town of Gorham. Administration & Finance Committee

   C. Order 19-036 adopting the 2020-2024 Capital Improvement Plan. Administration & Finance Committee

   D. Order 19-037 authorizing the General Manager and Treasurer to begin the process of a 2020 water rate increase. Administration & Finance Committee

   E. Resolution 19-016 declaring the Board’s intent to issue debt to reimburse costs incurred for water fund projects identified in the 2020 CIP. Administration & Finance Committee

   F. Resolution 19-017 declaring the Board’s intent to issue debt to reimburse costs incurred for Cape Elizabeth wastewater fund projects identified in the 2020 CIP. Administration & Finance Committee

   G. Resolution 19-018 declaring the Board’s intent to issue debt to reimburse costs incurred for Portland wastewater fund projects identified in the 2020 CIP. Administration & Finance Committee

Over
H. **Resolution 19-019** declaring the Board’s intent to issue debt to reimburse costs incurred for Westbrook, Gorham and Windham wastewater fund projects identified in the 2020 CIP.

I. **Order 19-038** authorizing an adjustment in pension benefits for eligible retirees and annuitants.

J. **Order 19-039** extending the HomeServe USA Corporation warranty program contract.

K. **Resolution 19-020** adopting the Board of Trustees meeting schedule for 2020.

8. **Other Business.** An item may be added to this agenda provided seven trustees vote to waive the rule regarding agendas.

9. **Second Invitation for Public Comment.**

10. **Trustee Comments.**

11. **Executive Session.** A motion may be made to go into Executive Session at any time during the meeting to discuss, pursuant to 1 M.R.S. §405(6)(A) personnel, 1 M.R.S. §405(6)(C) real estate, 1 M.R.S. §405 (6)(D) labor negotiations, or 1 M.R.S. §405(6)(E) legal matters.

12. **Adjournment.**

---

**Donna M. Katsiaficas**

**Clerk**
Portland Water District

Board of Trustees Regular Meeting

November 25, 2019

New Business

Agenda Items 7A-7K
BOARD OF TRUSTEES / AGENDA ITEM SUMMARY

Agenda Items: 7A-H Orders 19-035 through 19-037 and Resolutions 19-016 through 19-019

Date of Meeting: November 25, 2019
Subject: Proposed Budget Orders
Presented By: Carrie Lewis

The Administration and Finance, Operations and Planning Committees reviewed the 2020 Budget and CIP for which they have jurisdiction. Below are the recommended motions to be considered at the regular meeting.

The proposed motion accepts the 2020 budget and authorizes billing the municipalities for wastewater and billing services.

**Order 19-035**

ORDERED that the 2020 Budget and Wastewater Assessments as presented by the General Manager are accepted and adopted and shall be filed with the minutes of this meeting; and pursuant to Section 12 of the District’s Charter, to assess for 2020 the participating municipalities for wastewater related costs as follows:

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town of Cape Elizabeth</td>
<td>$ 1,705,380</td>
</tr>
<tr>
<td>Town of Cumberland</td>
<td>965,292</td>
</tr>
<tr>
<td>Town of Falmouth</td>
<td>314,112</td>
</tr>
<tr>
<td>City of Portland</td>
<td>12,863,340</td>
</tr>
<tr>
<td>City of Westbrook</td>
<td>2,820,768</td>
</tr>
<tr>
<td>Town of Windham</td>
<td>389,004</td>
</tr>
</tbody>
</table>

and to assess non-participating municipal corporations for billing-related costs as follows:

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of South Portland</td>
<td>$ 201,132</td>
</tr>
<tr>
<td>Scarborough Sanitary District</td>
<td>11,328</td>
</tr>
</tbody>
</table>
Order 19-35A

ORDERED pursuant to Section 12 of the District’s Charter, to assess for 2020 to the Town of Gorham the sum of $1,160,676 for wastewater related costs.

The motion accepts the proposed capital improvement plan and authorizes staff to implement the 2020 projects within the restrictions stated below and in compliance with the purchasing policy guidelines.

Order 19-036

ORDERED that the 2020-2024 Capital Improvement Plan is hereby adopted and the General Manager is authorized to solicit bids or proposals for the year 2020 projects and to authorize the General Manager to award contracts for approved projects to the lowest bidder if the bid is within the project budget.

BE IT FURTHER ORDERED that the General Manager shall solicit bids or proposals and to partner with Municipalities, MDOT and Developers for the year 2020 for the replacement and extension of water mains, services, valves and hydrants as outlined in the Water Distribution Systems Upgrades Program and to authorize the General Manager to award and enter into contracts if the bid or partnering proposals are within the overall program budget.

Before approving water rate adjustment, staff will provide additional information for the Board’s consideration. Additionally, if the Board decides a rate adjustment is necessary, public notice will be provided to all customers and a public hearing will be held.

Order 19-037

ORDERED that the Board of Trustees directs the General Manager and Treasurer to undertake the preliminary steps necessary to prepare a rate adjustment of approximately 3.5% for further Board consideration.
In compliance with Internal Revenue Service (IRS) regulation, an ‘intent to borrow’ motion must be approved by the Board before expenditures are incurred on a project that may be financed with tax-exempt financing. Resolutions 19-016 to 19-019 are intent to borrow motions for each fund. Before a bond is actually authorized or issued, a public hearing will be held. Subsequent to the hearing, the Board will consider authorizing the bond.

**Resolution 19 - 016**

RESOLVED the Board hereby declares its intent to issue debt to reimburse costs incurred by the District for water fund projects identified in the 2020 CIP. The full form of the resolution is attached hereto and incorporated herein by reference, and shall be part of the minutes of this meeting.

**Resolution 19 - 017**

RESOLVED the Board hereby declares its intent to issue debt to reimburse costs incurred by the District for the Cape Elizabeth wastewater fund projects identified in the 2020 CIP. The full form of the Resolution is attached hereto and incorporated herein by reference, and shall be part of the minutes of this meeting.

**Resolution 19 – 018**

RESOLVED the Board hereby declares its intent to issue debt to reimburse costs incurred by the District for the Portland wastewater fund projects identified in the 2020 CIP. The full form of the Resolution is attached hereto and incorporated herein by reference, and shall be part of the minutes of this meeting.

**Resolution 19 – 019**

RESOLVED the Board hereby declares its intent to issue debt to reimburse costs incurred by the District for the Westbrook, Gorham and Windham wastewater fund projects identified in the 2020 CIP. The full form of the Resolution is attached hereto and incorporated herein by reference, and shall be a part of the minutes of this meeting.
WHEREAS, the Portland Water District (the “Issuer”) intends to proceed with the projects described in section 2 below (the “Projects”); and

WHEREAS, the Issuer intends to finance some or all of the costs of the Projects through the issuance of tax-exempt bonds or notes in anticipation thereof; and

WHEREAS, the Issuer may incur certain of the costs of the Projects prior to the issuance of such bonds or notes and the Issuer expects to be reimbursed from the proceeds thereof; and

WHEREAS, Treasury Regulation §1.150-2 requires that the Issuer declare its official intent to reimburse itself for such expenditures with the proceeds of such bonds or notes.

NOW, THEREFORE, the Issuer does hereby declare its official intent as follows:

1. Declaration of Intent. The Issuer reasonably expects to reimburse itself for expenditures made on the Projects with the proceeds of tax-exempt bonds or notes in anticipation thereof to be issued by the Issuer to finance the costs of the Projects in the maximum principal amount of $15,415,000.

2. General Description of Property to which Reimbursement Relates. The following is a reasonably accurate general functional description of the type and use of the property with respect to which reimbursements will be made:
   - Construction or installation of new water mains, valves, hydrants, services and meters;
   - Acquisition of vehicles, leak detection and related equipment;
   - Renovation of various water facilities;
   - Acquisition and installation of various computer-related equipment; and
   - Building improvements at the Douglass Street facilities;


4. Treasury Regulations. This is a declaration of official intent pursuant to the requirements of Treasury Regulations § 1.150-2.

5. Authority for Declaration. This declaration is adopted pursuant to the following action of the Issuer: Resolution adopted by the Portland Water District Board of Trustees.
DECLARATION OF OFFICIAL INTENT PURSUANT TO
TREASURY REGULATION §1.150-2
(Cape Elizabeth Sewer Fund)

WHEREAS, the Portland Water District (the “Issuer”) intends to proceed with the projects described in section 2 below (the “Projects”); and

WHEREAS, the Issuer intends to finance some or all of the costs of the Projects through the issuance of tax-exempt bonds or notes in anticipation thereof; and

WHEREAS, the Issuer may incur certain of the costs of the Projects prior to the issuance of such bonds or notes and the Issuer expects to be reimbursed from the proceeds thereof; and

WHEREAS, Treasury Regulation §1.150-2 requires that the Issuer declare its official intent to reimburse itself for such expenditures with the proceeds of such bonds or notes.

NOW, THEREFORE, the Issuer does hereby declare its official intent as follows:

1. Declaration of Intent. The Issuer reasonably expects to reimburse itself for expenditures made on the Projects with the proceeds of tax-exempt bonds or notes in anticipation thereof to be issued by the Issuer to finance the costs of the Projects in the maximum principal amount of $530,000.

2. General Description of Property to which Reimbursement Relates. The following is a reasonably accurate general functional description of the type and use of the property located in the Town of Cape Elizabeth with respect to which reimbursements will be made:
   - Replacement of obsolete assets or installation of new equipment at various pump stations, including Maiden Cove pump station, and
   - Replacement or installation of equipment at the treatment plant.


4. Treasury Regulations. This is a declaration of official intent pursuant to the requirements of Treasury Regulations § 1.150-2.

5. Authority for Declaration. This declaration is adopted pursuant to the following action of the Issuer: Resolution adopted by the Portland Water District Board of Trustees.
WHEREAS, the Portland Water District (the “Issuer”) intends to proceed with the projects described in section 2 below (the “Projects”); and

WHEREAS, the Issuer intends to finance some or all of the costs of the Projects through the issuance of tax-exempt bonds or notes in anticipation thereof; and

WHEREAS, the Issuer may incur certain of the costs of the Projects prior to the issuance of such bonds or notes and the Issuer expects to be reimbursed from the proceeds thereof; and

WHEREAS, Treasury Regulation §1.150-2 requires that the Issuer declare its official intent to reimburse itself for such expenditures with the proceeds of such bonds or notes.

NOW, THEREFORE, the Issuer does hereby declare its official intent as follows:

1. Declaration of Intent. The Issuer reasonably expects to reimburse itself for expenditures made on the Projects with the proceeds of tax-exempt bonds or notes in anticipation thereof to be issued by the Issuer to finance the costs of the Projects in the maximum principal amount of $4,545,000.

2. General Description of Property to which Reimbursement Relates. The following is a reasonably accurate general functional description of the type and use of the property located in the City of Portland with respect to which reimbursements will be made:
   - Renovation and repair of equipment and facilities at the East End Treatment Plant, including projects related to the Main 12.4 kV Power Distribution Upgrades;
   - Renovation and repair of equipment and facilities at the Peaks Island Treatment Plant; and
   - Replacement of equipment at various pump stations, including Baxter Boulevard Pump Stations.


4. Treasury Regulations. This is a declaration of official intent pursuant to the requirements of Treasury Regulations § 1.150-2.

5. Authority for Declaration. This declaration is adopted pursuant to the following action of the Issuer: Resolution adopted by the Portland Water District Board of Trustees.
WHEREAS, the Portland Water District (the “Issuer”) intends to proceed with the projects described below (the “Projects”); and

WHEREAS, the Issuer intends to finance some or all of the costs of the Projects through the issuance of tax-exempt bonds or notes in anticipation thereof; and

WHEREAS, the Issuer may incur certain of the costs of the Projects prior to the issuance of such bonds or notes and the Issuer expects to be reimbursed from the proceeds thereof; and

WHEREAS, Treasury Regulation §1.150-2 requires that the Issuer declare its official intent to reimburse itself for such expenditures with the proceeds of such bonds or notes.

NOW, THEREFORE, the Issuer does hereby declare its official intent as follows:

1. Declaration of Intent. The Issuer reasonably expects to reimburse itself for expenditures made on the Projects with the proceeds of tax-exempt bonds or notes in anticipation thereof to be issued by the Issuer to finance the costs of the Projects in the maximum principal amount of $11,685,000.

2. General Description of Property to which Reimbursement Relates. The following is a reasonably accurate general functional description of the type and use of the property located in the City of Westbrook with respect to which reimbursements will be made:
   - Replacement of obsolete assets or installation of new equipment at various pump stations, and
   - Renovation and repair of equipment and facilities at the Westbrook Regional Treatment Plant, including aeration and secondary clarifier project, and
   - Replacement of the Little River Bridge Force Main and related infrastructure.


4. Treasury Regulations. This is a declaration of official intent pursuant to the requirements of Treasury Regulations § 1.150-2.

5. Authority for Declaration. This declaration is adopted pursuant to the following action of the Issuer: Resolution adopted by the Portland Water District Board of Trustees.
BOARD OF TRUSTEES/AGENDA ITEM SUMMARY

Agenda Item: 7I Order 19-038
Date of Meeting: November 25, 2019
Subject: 2020 Pension Adjustment
Presented By: David Kane, Director of Administrative Services

RECOMMENDATION
The following proposed language is presented for Board of Trustee approval:

ORDERED, effective January 1, 2020 an adjustment of 0.82% in pension benefits is authorized for eligible retirees and annuitants in accordance with Article X of the District’s pension plans.

BACKGROUND
Since 1989, the Board of Trustees has authority to grant an annual adjustment in pension benefits equal of one-half of the previous year’s consumer price index (CPI) increase up to a maximum of 5%. The adjustment is not automatic; it is subject to the Board’s approval each year. The table below indicates increases given since 2009:

<table>
<thead>
<tr>
<th>Year</th>
<th>CPI Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1989 - 2008:</td>
<td>50% of CPI</td>
</tr>
<tr>
<td>2009:</td>
<td>Eligible for 2.41%, no increase granted</td>
</tr>
<tr>
<td>2010:</td>
<td>CPI negative, no increase granted</td>
</tr>
<tr>
<td>2011:</td>
<td>Eligible for 1.14%, no increase granted</td>
</tr>
<tr>
<td>2012:</td>
<td>50% of CPI, 1.61%</td>
</tr>
<tr>
<td>2013:</td>
<td>50% of CPI, 1.20%</td>
</tr>
<tr>
<td>2014:</td>
<td>50% of CPI, 0.72%</td>
</tr>
<tr>
<td>2015:</td>
<td>50% of CPI, 0.82%</td>
</tr>
<tr>
<td>2016:</td>
<td>CPI negative, no increase granted</td>
</tr>
<tr>
<td>2017:</td>
<td>50% of CPI, 0.36%</td>
</tr>
<tr>
<td>2018:</td>
<td>50% of CPI, 1.03%</td>
</tr>
<tr>
<td>2019:</td>
<td>50% of CPI, 1.29%</td>
</tr>
<tr>
<td>2020:</td>
<td>50% of CPI, 0.82%</td>
</tr>
</tbody>
</table>

The CPI average for 2019 (November 2018 to October 2019) increased 1.64% (estimated; final number will be available in mid-November) over the 2018 average. Therefore, pension benefits for eligible retirees and beneficiaries could increase 0.82%. The impact of providing the adjustment would be approximately $967 per month, and would bring the pension payments total to
approximately $122,980, per month for 122 pensioners and beneficiaries. Retirees eligible for an increase are pensioners receiving a pension as of January 1, 2019.

ALTERNATIVES CONSIDERED
The increase is discretionary and no increase is necessary. The Board could grant any increase up to 0.81%, which is 50% of the consumer price index.

FISCAL REVIEW / FUNDING
The last actuary study was done as of May 1, 2020. At the time, the District’s unfunded pension liability was $2,940,087.

<table>
<thead>
<tr>
<th></th>
<th>Assets</th>
<th>Liabilities</th>
<th>Funded Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Non-Union</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>$11,686,704</td>
<td>$12,678,329</td>
<td>92%</td>
</tr>
<tr>
<td>2019</td>
<td>$11,425,586</td>
<td>$12,535,710</td>
<td>91%</td>
</tr>
<tr>
<td>2018</td>
<td>$10,277,099</td>
<td>$12,227,607</td>
<td>84%</td>
</tr>
<tr>
<td><strong>Union</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>$13,342,710</td>
<td>$15,291,172</td>
<td>87%</td>
</tr>
<tr>
<td>2019</td>
<td>$12,816,477</td>
<td>$15,183,851</td>
<td>84%</td>
</tr>
<tr>
<td>2018</td>
<td>$11,279,940</td>
<td>$14,772,892</td>
<td>76%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>$25,029,414</td>
<td>$27,969,501</td>
<td>89%</td>
</tr>
<tr>
<td>2019</td>
<td>$24,242,063</td>
<td>$27,719,561</td>
<td>87%</td>
</tr>
<tr>
<td>2018</td>
<td>$21,557,039</td>
<td>$27,000,499</td>
<td>80%</td>
</tr>
</tbody>
</table>

The proposed COLA adjustment would require an additional cash payment of $11,604 ($967*12 months) a year. The proposed change increases the pension liability by an estimated $80,000.

LEGAL REVIEW
Corporate Counsel reviewed the proposed motion and approved it as to form.

CONCLUSION
The Administration Committee recommends forwarding this order to the Board for their consideration.

ATTACHMENT(S)
None
BOARD OF TRUSTEES / AGENDA ITEM SUMMARY

Agenda Item: 7J Order 19-039
Date of Meeting: November 25, 2019
Subject: Service Line Warranty Program Contract Renewal
Presented By: David M. Kane

RECOMMENDATION
The following proposed language is presented for Board of Trustee approval:

ORDERED, the contract with HomeServe USA Corporation to provide a water and wastewater line warranty program is hereby extended for a period of three years according to the same terms as the present contract with the District.

BACKGROUND
Since 2006, the District has partnered with HomeServe (formerly Home Service USA) to provide an optional, customer paid warranty program. The program currently provides financial assistance for water lines, sewer lines and internal plumbing. Currently, the number of customers participating in the program is 8,348. The current monthly fees for the program are listed below:

<table>
<thead>
<tr>
<th>Service Line Type</th>
<th>Monthly Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Service line</td>
<td>$6.99</td>
</tr>
<tr>
<td>Sewer Service line</td>
<td>$10.49</td>
</tr>
<tr>
<td>Internal Plumbing</td>
<td>$11.49</td>
</tr>
</tbody>
</table>

Unlike most HomeServe partners, the District chose not to receive a portion of the fee charged to customers and instead the customer’s fee is reduced by 5%. HomeServe has reported that 2,571 customers have received over $2.1M in benefits from the program.

The District provides HomeServe with a list of current customers and their address. After reviewing and approving the letter to be sent to the customers, HomeServe sends out an introductory letter to customers noting the availability of the program.

The Administration Committee requested staff to inquire on whether HomeServe would increase their limits and incorporate into their letters how customers can ‘opt out’ from future mailings. HomeServe responded that limits were increased 5 years ago. They also reviewed PWD claims and noted only 1 instance where the full limit was paid. They agreed to include ‘opt out’ language in future mailings. The Committee agreed to HomeServe’s suggestion to offer a new add-on product, Enhanced Restoration, which provides for an additional $1,000 for property restoration.
FISCAL REVIEW / FUNDING
The District is not charged to provide the program. HomeServe remits $200 per month to cover the administrative costs of providing customer information. On average, the District received 15 contacts per month from customers in the past year. Most customer contacts are either related to verifying whether HomeServe is a legitimate organization or to obtain general program information. Customers are referred to HomeServe for detailed information and program registration.

LEGAL REVIEW
Corporate Counsel reviewed the proposed motion and approved it as to form.

CONCLUSION(S)
The Committee recommended the proposed motion be forwarded to the full Board for their consideration.

ATTACHMENT(S)
A. Historical Summary (see Attachment A).
B. HomeServe’s Partnership Review Report (see Attachment B).
Historical Background

In 2005, the Administration and Finance Committee considered several proposals designed to assist the District’s customers with the expense of replacing or repairing water and sewer lines. After reviewing the options, the Committee selected Home Service USA to provide the service. At two Board workshops, the Board reviewed and provided feedback on the program specifics. Based on the Board’s involvement, the following provisions were added to the contract:

- All customer contacts and documents must be approved by the District and mandate compliance with a ‘do not mail list’ for customers who do not want to be contacted regarding the program;
- Wastewater coverage includes all costs, including street opening fees;
- Monthly fee reduced by 5% by waiving the District’s commission, and
- The program would be offered only to municipalities where the District provides water or wastewater service.

The Board approved the following motion at their May 2006 meeting:

ORDERED, to authorize the general manager to execute a contract with Home Service USA Corporation to provide a water and wastewater line warranty program, subject to the Public Utilities Commission’s approval of the terms and condition allowing a water service line warranty program.

The District signed a 5-year contract running until 2011. The water line program was offered to customers beginning in September 2006. The cities of Westbrook and Portland and town of the Cumberland requested that we offer the sewer line program with the first mailing during the summer of 2007. Cape Elizabeth, Falmouth, Gorham, Scarborough, South Portland and Windham requested that their residents be allowed to participate in the sewer line program in 2010.

At its December 10, 2007 workshop, the Board reviewed the letters sent to customers and requested that the letters clearly indicate the program is being offered by Home Service, and requested that frequency of letters be reduced. Also, the Board requested that the sewer line coverage be expanded, which was agreed to by Home Service.

At its October 5, 2009 meeting, the Administration and Finance Committee further reviewed the letters and requested the following changes:

- Renewal letter should be sent by Home Service in an envelope with the District’s logo. This will encourage customers to open the letter.
- The renewal letter should not contain the District’s logo and the return address should not include the District’s name.
- The introduction letter should contain both the District and Home Service logo.
- The intro letter needs to explain PWD is waiving the 5% fee, normally paid to Home Service partners for the use of the utility’s mailing list, to reduce the rate our customers pay for the Home Service product.

- Trustee Lunt requested a price for Home Service to offer the drainage product from the house to the property line only (same as water service product).

The requested changes were incorporated into the letters. Home Service created a separate sewer line product and began offering in 2010. The Board voted to extend the contract for an additional 2 and 3 years, respectively, in 2011, 2013 and 2016.
Portland Water District
HomeServe USA

Who We Are

➢ Since 2003, HomeServe has protected homeowners against the expense and inconvenience of water, sewer, electrical, HVAC and other home repair emergencies by providing affordable repair coverage, installations and quality local service.

➢ HomeServe is a leading provider of home repair solutions serving over 4 million customers across the US and Canada.

➢ As an A+ rated Better Business Bureau Accredited Business, HomeServe is dedicated to being a customer-focused company supplying best-in-class repair plans and other services to consumers directly and through over 700 leading municipal and utility partners.

4.7 Stars
Out of 5 ratings from customers after providing services

A BBB Accredited Business with an A+ rating

Winner of 33 Stevie Awards for Sales and Customer Service
What We Do

- Homeowners who face a home repair emergency must deal with finding a qualified repair person quickly and paying for the unexpected expense.

- Not knowing who to call or how much a repair will cost can be frustrating and overwhelming. That’s where HomeServe can help.

- At HomeServe, we offer affordable repair service plans that provide homeowners prompt, easy solutions, saving them time and money.

- **Water Service Line Coverage**
  - $7,000 annual benefit amount
  - $5.99/month

- **Sewer/Septic Line Coverage**
  - $5,000 annual benefit amount
  - $7.99/month

- **Interior Plumbing & Drainage Coverage**
  - $5,000 annual benefit amount
  - $9.99/month
HomeServe USA + Portland Water District

Partnership Overview

- Maintain home emergency coverage for over 8,369 customers.
- Maintain over 14,492 coverage policies.
- Achieve 30% penetration on eligible customers.
- Completed over 2,570 repairs.
- Saved customers over $2.1 million in repair costs.
- All while maintaining 4.7 out of 5 stars for customer satisfaction.
HomeServe USA + Portland Water District

Customer Claims
Many customers have received quality service from a policy through the HomeServe/Portland Water District relationship.

<table>
<thead>
<tr>
<th>Completed Repairs to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product</strong></td>
</tr>
<tr>
<td>Water Service Line</td>
</tr>
<tr>
<td>Sewer/Septic Line</td>
</tr>
<tr>
<td>Interior Plumbing &amp; Drainage</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Together we have saved customers over $2.1 million!
Opportunities

- HomeServe recently developed an “add-on” product; *enhanced restoration*.
- For an additional $1.99 a month customers can receive an additional $1,000 of enhanced restoration per call.

*Additional Restoration:* In addition to the Basic Restoration, We will arrange and pay for the restoration of Your pavement, yard, or landscaping ("Additional Restoration") disturbed or excavated as part of a covered repair on Your Property for which You have sole responsibility. Additional Restoration to landscaping includes sod, mulch, shrubs not exceeding five (5) gallons in size, trees not exceeding six feet (6’) in height, and resetting of landscaping bricks and stones for sidewalks, driveways, walls, and patios. If any shrub exceeding five (5) gallons in size or tree exceeding six feet (6’) in height is disturbed or excavated during the course of a covered repair, We will replace with a comparable shrub under five (5) gallons in size or tree under six feet (6’) in height, as appropriate. Additional Restoration to pavement includes patching or repairing asphalt or concrete sidewalks, driveways, steps, porches, and patios, as appropriate. Debris will be removed from the restoration area.
Customer Promise

The Customer Promise demonstrates the key points of a customer’s journey and our commitment to delivering award winning service.

- Commitment to our customers
- Living our values with integrity and honesty
- Making sure we do the right thing
- Embedding the promise in our culture
Meet Your Team

Mike Rauscher  
Chief Relationship Officer  
michael.rauscher@homeserveusa.com  
203.356.4220

Mike Rauscher, Chief Relationship Officer, joined HomeServe USA December 2008 and served as CMO for seven years. Mike is responsible for Management of all US water and energy partnerships and profitability, sales-through-service/IVR channels, new partner launches, and securing organic growth opportunities. He brings more than 25 years of experience in the marketing of affinity branded membership clubs and insurance programs.

Monica Valera  
Director, Account Management  
Monica.Valera@homeserveusa.com  
203.356.4227

Monica Valera is Director of Account Manager for our water utility partners, responsible for the overall management of partner relationships as well as facilitating growth within those partnerships. Monica joined HomeServe in July 2010, initially working for 2 years in the Marketing department on both water and energy partner campaigns. She has over 10 years of experience in marketing and account management, working with partners in the utility, real estate, and online retail space.

Michael Twardowski  
Vice President, Account Management  
Michael.Twardowski@homeserveusa.com  
203.351.4903

Michael Twardowski is Vice President of Account Management for our water utility partners. Michael is responsible for the overall partner relationship. He has over 16 years of account management experience working with partners in the utility, banking, airline, and online retail space. Michael joined HomeServe in January 2011 following his time at Synapse Group, Inc. (a Time Inc. subsidiary), Webloyalty.com, and Converge Direct, where he worked on the DirectTV account.

Jennifer Montanaro  
Sr. Manager, Account Management  
Jennifer.Montanaro@homeserveusa.com  
203.541.8701

Jennifer Montanaro is Senior Account Manager for our water utility partners, responsible for supporting partner needs and functioning as their advocate within the organization. Jennifer joined HomeServe in March 2015 following her time at Synapse Group, Inc. (a Time Inc. subsidiary) where she managed direct mail and digital marketing campaigns from conception to completion for partners in the airline industry and online retail space.
Thank You for Your Partnership!
BOARD OF TRUSTEES / AGENDA ITEM SUMMARY

Agenda Item: 7K Resolution 19-020
Date of Meeting: November 25, 2019
Subject: Board’s Meeting Schedule for 2020
Presented By: Carrie Lewis, General Manager

The attached Board of Trustees’ 2020 meeting schedule is proposed for Board of Trustees’ approval:

RESOLVED, to adopt the proposed Board of Trustees’ meeting schedule for 2020.
# Portland Water District
## Board of Trustees’ 2020 Meeting Schedule

<table>
<thead>
<tr>
<th>Month</th>
<th>Day</th>
<th>Meeting</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>13</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>27</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>February</td>
<td>10</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>24</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>March</td>
<td>9</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>23</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>April</td>
<td>13</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>27</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>May</td>
<td>11</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>(Tues.) 26</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>June</td>
<td>8</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>22</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>July</td>
<td>13</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>27</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>August</td>
<td>10</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>24</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>September</td>
<td>14</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>(Tues.) 29*</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>October</td>
<td>(Tues.) 13</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>26</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>November</td>
<td>9</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>23</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>December</td>
<td>7</td>
<td>Standing Committees</td>
<td>5:30 p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workshop</td>
<td>6:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>21</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
</tbody>
</table>

*Yom Kippur - Sept. 28

Industry Conferences:
- AWWA June 14 – 17 Orlando, Florida
- WEFTEC Oct. 3 – 7 New Orleans, Louisiana