

As voted by the Board of Trustees and in accordance with the notice of the meeting, the monthly Workshop Meeting of the Board of Trustees of the Portland Water District was held in the Nixon Training Center at the general offices of the District, 225 Douglass Street, Portland, Maine on July 12, 2021. In attendance from staff were Messrs. Crovo, Kane, Wallace, Firmin, and Mses. Lewis, Katsiaficas and Clements. President Douglas convened the Workshop at 6:45 p.m.

All Trustees were present except Trustee Garrison.

1. ABC-CMMS

The Board was shown a live demonstration of the EAM Asset Management system by Gordie Johnson, Engineering Services Manager and the Cayenta billing system by Peter Cutrone, Project Manager. Michelle Clements, Public Relations Manager, presented an overview of the communication plan to customers.

Mr. Johnson began the presentation. He gave a live demonstration of the new EAM asset management system. The development and training phase has begun. Mr. Johnson showed the new dashboard for the system, and led the Board through an exercise of showing them what a user would see if the user were to do a query of wastewater assets, specifically wastewater pump stations. In response to a question from Trustee Cote, Mr. Johnson said records in the system will be edited by people who have the appropriate permissions to edit. Mr. Johnson showed how information could be accessed and retrieved in the new system.

The new CMMS system will be used by everyone at PWD to do their time card. Mr. Johnson showed how employees will account for their time in the new system.

Peter Cutrone spoke about the billing/customer service side of the new CMMS system. He went through an example of the work flow when a customer calls in for new service. He showed the steps that a customer service representative would go through to set up the new account. He showed how the service order would be linked to the work order for the new customer. Mr. Cutrone also explained the meter readings and billing that would occur on the account.

Mr. Cutrone showed what a new bill will look like when a customer is in a payment arrangement. Using the new system, the customer will be better informed as to amounts owed, and the date when payments are due.

Mr. Cutrone then gave a demonstration of the self-service aspect of the new system, took the Board through a sample bill and water usage record on an account, and showed how a bill could be payed online.

Ms. Clements addressed the communications plan to customers regarding the new system. Ms. Clements provided the goals of the plan, which mainly centered around educating and informing customers. Messaging will be target to various customer types dependent on their payment behaviors. The pre-launch messaging will begin soon. The next step after that will be targeted based on billing behaviors and actions required. New services and paperless options will also be marketed to customers. The PWD website has been updated in anticipation of the improvements that will occur as a result of implementation of the new system. A new newsletter is being provided to customers who have registered email addresses with PWD. Pre-launch initiatives will begin August 13. Ms. Clements detailed the types of messages that will be provided to customers during this pre-launch time. Post launch will begin on or around October 15. She

provided information on the types of messaging that will occur during the post launch period. Everything is focused on getting the word out about the new system.

Trustee Willey put in a plug for email blasts for more than just the CMMS system, including an email blast for work opportunities at the water district.

2. North Windham Wastewater Project Update

Chris Crovo, Director of Asset Management and Planning, briefed the Board on the North Windham Wastewater Project. The Windham Town Council will be briefed at their meeting on Tuesday, July 13th.

Mr. Crovo provided the update for the Board because the Town Council of Windham will be receiving an update on the project on July 13.

Mr. Crovo provided a project schedule; the schedule is aggressive. Completion is targeted for 2024-2025. At this time, site investigation and testing is occurring, with a goal of entering into a purchase and sale agreement for a site soon. Preliminary design should be completed by the end of 2021.

The Town is taking the initiative to find a suitable location for the treatment system. One possible location is near the Manchester school; another is near the Home Depot; another is near the Veteran's Memorial drive. Approximately 10 acres will be needed for the disposal site. Approximately 4-5 acres will be needed for the treatment plant.

The design goals for the Town are to contain and treat all the odors, little to no traffic and architecturally, to have the building fit in. There will be pre-permitting meetings with DEP to assure that the design, when final, is something that can be permitted.

A search has begun by the Town for funding sources to build the system. PWD is assisting the Town and made a pitch for funding to the Cumberland County Commissioners seeking an award of funds.

3. Remote Meetings

Donna Katsiaticas, Corporate Counsel, described the provisions of the new state law allowing remote meetings in certain circumstances and the Board discussed whether it desires to have staff draft up a policy for Committee review.

Corporate Counsel Katsiaticas provided a brief overview of LD 32 which was signed by the Governor, which allows remote public meetings to continue in certain circumstances, providing that a written policy is adopted by the Board after a public hearing.

President Douglas wants to see what other government entities are doing. Trustee Cote noted technology improvements need to be made, and it could be as long as a year away before PWD could be ready.

Trustees Lunt and Cote have no desire to have remote meetings. They both support not doing anything now; something could be done later.

Trustee Levinsky asked to have staff present the Board something to look at. He noted some people have had to schedule vacation around meetings or miss meetings.

President Douglas agreed and stated maybe the public would be more inclined to be involved if a remote access was available.

Trustee Rich stated full support for remote meetings, as she wants more public participation and wants to make it easier for the public to participate.

Trustee Siviski noted the new statute is quite limiting.

Trustee Garrison sent an email expressing support for a remote option.

Trustee Cote noted the public would have to be given the ability to attend committee meetings as well as the workshop remotely. Ms. Lewis responded that PWD is close to being able to have the public attend committee meetings remotely.

Trustee Lunt stated that he believed that elected officials who are dedicated to their public service roles will schedule their time to attend meetings. He does not want to encourage members to not attend a meeting by making it too easy by participating remotely. Remote meetings discourage dedication.

The General Manager noted Trustees could be required to attend meetings, while allowing the public to attend remotely. President Douglas believed that makes sense.

Trustee Siviski noted that when he is away for work, he appreciates being able to attend remotely.

Trustee Beck prefers to be meeting in person, but sees no harm in staff seeing what options may be available.

The President then polled the Trustees to see what each Trustee's preference was. The consensus was to have staff explore options in a few months, after the implementation of the ABC project.

The business meeting in July will be remote.

4. Other Business

General Manager Lewis provided general information to the Board about the rail corridor study authorized by LD 672. The rail corridor study will be conducted by MDOT. PWD staff is preparing to participate in the study. The Board will be kept apprised of the situation.

5. Adjourn

The meeting adjourned at 8:20 p.m.

Submitted by,

Donna M. Katsiaficas
Clerk