

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 Tuesday, October 10, 2023. In attendance from staff were S. Garrison, C. Crovo, D. Kane, S. Firmin, J. Wallace, M. Demers, and D. Katsiaficas.

All Trustees were present except Trustees Beck and Cote.

President Lunt convened the workshop at 6:30 p.m.

## **1. Water Meters and the Meter Reading System**

Peter Cutrone, Project Manager – Administration, provided background information on small diameter meters and the current meter reading system, including the need and process to replace the system, and general options available to replace the system. Mr. Cutrone provided a PowerPoint presentation (attached) and touched on the following topics:

### **Background**

Pre-1988 – 2006	Meter readers walked routes and collected meter data via touch pad
2004	Hanson is implemented as the new Billing/ Customer Information System (CIS)
2006 – 2008	Automated Meter Reading (AMR), a drive by read system, introduced the ERT (endpoint receiver and transmitter), a battery-powered radio unit. Each meter has an ERT attached and the drive-by system talks to the ERT to get the meter read.
2021	Cayenta Billing System online and meter reading software update

### **Impact of Automated Meter Reading (AMR)**

- Replaced 42,000 meters with new meters and ERTs
- Added ERTs to 4,560 existing meters (less than 8 years in age, including sub-meters)
- Eliminated ~2,000 sub-meters at customer request
- Reduced meter readers from 6.5 to 1 full time equivalents (FTEs) through attrition
- Reduced estimated bills from 10% per month to 0.7%
- Reduced meter reading-related account adjustments from 4,000 to 400 annually
- Added usage history to bill print

### **Enhancements with Cayenta and Customer Self-Service**

- Reduced estimates to 0.25% per month
- Reduced meter reading-related adjustments to 172 per year
- Bill viewable and payable online
- Consumption visualization available on-line

Meters, especially mechanical meters, decline in accuracy over time. AWWA establishes standards for meter performance and the Board adopted a testing policy to ensure meters are registering correctly. Registration tests are done at low, medium, and high flow rates which varies with meter size. Current testing shows 59% of meters failing, primarily on detecting low flow. Meters must be changed but how we collect information and use it is open to discussion.

PWD is currently in the process of selecting a consultant to help with evaluating metering possibilities. They will help PWD craft an RFP for meters and a meter reading replacement system. PWD anticipates proposals will include AMI in a full or hybrid model. The consultant will help PWD understand where there is additional value to the District and how to apply it.

**2. Other Business**

None

**3. Executive Session**

Pursuant to 1 M.R.S. §405(6)(A) personnel, the Board went into Executive Session to discuss a personnel matter related to provisions in the Americans with Disabilities Act (ADA) and the Family and Medical Leave Act (FMLA).

Trustee Siviski motioned to go into Executive Session, pursuant to 1 M.R.S. §405(6)(A) personnel with a second from Trustee Crockett. Voted all in favor.

Trustee Willett motioned to come out of the Executive Session, with a second from Trustee Shattuck-Heidorn. Voted all in favor.

**4. Executive Session**

Pursuant to 1 M.R.S. §405(6)(A) personnel, the Board went into Executive Session to conduct the General Manager's annual performance review.

Trustee Siviski motioned to go into Executive Session, pursuant to 1 M.R.S. §405(6)(A) personnel with a second from Trustee Shattuck-Heidorn. Voted all in favor.

Trustee Siviski motioned to come out of the Executive Session, with a second from Trustee Douglas. Voted all in favor.

**5. Adjourn**

The meeting was adjourned at 8:48 p.m.

Submitted by,

Carrie E. Cote  
Assistant Clerk