

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 at 225 Douglass Street, Portland, Maine and via Zoom on Monday, May 8, 2023. In attendance from staff were S. Garrison, C. Crovo, D. Kane, S. Firmin, J. Wallace, J. Hudak, R. Doiron, B. Greene, and C. Cote. Christian Smith, Wipfli Audit Partner, was in attendance as well.

Before the meeting started General Manager, Seth Garrison, informed the Board of the Southern Maine Regional Water Council Annual Meeting. The meeting will take place on June 7, 2023, starting at 5:00 p.m. at the Maine Water Saco River Drinking Water Treatment Facility located at 16 Waterworks Dr., Biddeford, Maine.

All Trustees were present except Trustee Douglas.

President Lunt convened the workshop at 6:45 p.m.

1. 2022 Audit Report

Christian Smith, a representative from Wipfli LLP, the District’s auditor, presented the 2022 Audit Report. An Unmodified Opinion was issued, the highest level of assurance that can be received. No material weaknesses or deficiencies were identified. Mr. Smith noted that the financial condition of the District is very good.

Key Financial Ratios and Results

All Funds Combined	<u>2022</u>	<u>2021</u>
Current Ratio	2.561	2.20
Debt Coverage Ratio	1.88	1.74
Change in Net Position	\$8,634,092	\$7,221,174

2. Customer Service Department Overview

Robin Doiron, Customer Service Manager, and Brianna Greene, Customer Service Foreperson, provided an overview of the services provided to customers in the Customer Services group and the underlying activities necessary to provide those services.

Ms. Greene walked the Board through the process of billing meter cycles and explained that multiple cycles are in different parts of the process simultaneously. Of the thousands of meter readings in a given cycle, roughly 200-300 trigger an anomaly detection flag and must be investigated. The majority are resolved leaving roughly 30 reads that require further examination to determine if there is an issue that will need to be addressed with a field visit or another follow-up activity.

Ms. Doiron spoke about customer engagement and the questions asked on a daily basis. She also touched on information management and performance improvement activities. A Customer Service Representative needs to know a little about everything at PWD and a lot about some things.

A copy of the PowerPoint presentation is attached as part of the minutes.

3. **Other Business**

President Lunt reminded the Board that the General Manager's six-month review is still outstanding. He asked the Board to plan on conducting the review at the June workshop.

4. **Adjourn**

The meeting adjourned at 7:29 p.m.

Submitted by,

Carrie E. Cote
Assistant Clerk