

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 remotely on Monday, July 13, 2020. In attendance from staff were Messrs. Crovo, Kane, Wallace, Cutrone, Johnson and Mses. Lewis, Katsiaficas, Clements and Demers. President Douglas convened the Workshop at 6:35 p.m.

All Trustees were present.

1. **Renewable Energy Program**. David Kane, Director of Administration, described a modification to energy credit contracts that is being considered in contracts to replace those of solar developers who dropped out of the program due to the pandemic.

Mr. Kane reminded the Board of the terms of the net energy billing credit agreements that had already been approved by the Board. He reported that half of the projects that were anticipated to go forward have been abandoned for a variety of reasons. CES has obtained additional bids and selected replacement projects. The new agreements have different terms than the agreements already approved. The new rate structure is more beneficial to PWD.

The average rate could not exceed 9 cents per kwh under the prior Board order. It is the intention of staff to sign the new contracts; although there is a potential that the rate could exceed 9 cents in the future, although it does not do so now.

PWD has signed contracts with 20 energy producers, however some of those producers have backed out of their contracts because they cannot build their projects. The contracts are still for 20 years.

2. **ABC-CMMS**. The Board was updated on the status of the Cayenta billing system by Peter Cutrone, Project Manager, on the Lucity computerized maintenance management system by Gordie Johnson, Engineering Services Manager, and on the communication plan to customers by Michelle Clements, Public Relations Manager.

Peter Cutrone led off the presentation talking about the billing and customer relations system. Mr. Cutrone reviewed the basic requirements of the billing system; among them create and manage accounts and collections. Cayenta organizes information by PALS – Personal Account Location Services. Core testing is being done on 170 profile accounts. They represent all combination of rates, fees, metering and services. The Collections function is the regulatory environment – assessing late fees as prescribed by PUC regulation. Changes in PWD’s Hansen system have been made to make the transition easier.

Cayenta is being tailored for PWD day to day business. There are new features that will enhance PWD work flow. It will improve the data quality and consistency of the data and give efficiencies overall.

There are areas of challenge. COVID-19 is a major challenge – it has slowed the project down a bit overall and will affect the ability to train employees on the new system. There is some outstanding development work Cayenta needs to complete. Lucity integration is an additional challenge. From now till go-live, more testing will occur, customer facing offerings like the title company application will be completed, Lucity integration will continue, training will occur, customers will be prepared, and the bill printing function will be completed.

Gordon Johnson then took over and explained the Lucy CMMS project. Lucy should integrate with Cayenta, and it supports integration with other software platforms. The primary focus right now is integration with Cayenta. Much testing and development is going on now. Mr. Johnson gave an example using a meter to explain the integration process. PWD carries almost 300,000 assets in its system, 220,000 are customer associated assets – this is considered large in the utility industry.

Document linking will be an important function not available in PWD's present system. Lucy will provide this function and documents can be linked to assets or events and available to any user. This will be much more simple than the system PWD uses at this time.

New features that enhance is that Lucy is a customizable interface. It is flexible and can be changed, and it can be tailored to the job type PWD is doing. It is tightly integrated with CMMS and GIS. There is flexible searching capability as well. It is more user friendly, and information can more easily be accessed.

Areas of challenge in CMMS implementation also includes the COVID-19 challenge, the Cayenta integration and Lucy resources available. Lucy is in transition; they were purchased by Central Square after signing the agreement with PWD. From now to go-live, a lot will be accomplished, including software updating, inventory updating, testing and training.

The budget was 4.6 Million for this project, 4.2 Million is committed as of June 12. The Trustees may have a request for up to \$300,000 more to complete the project; this is not clear yet and depends on what happens with unbilled work that is pending.

Trustee Lunt expressed that he was more comfortable now with the finances than he was when the project started.

Michelle Clements then described the Communication Plan to educate customers. Customers will be informed of the upgrade. PWD will educate customers of changes and enhancements to the payment portal, changes and improvements to the paper bill and will support the implementation of the front line teams.

Current customers on MOB will be moved to Invoice Cloud. Attempts will be made to minimize calls to the call center and to direct customer traffic to self-serve options. More customers will be encouraged to go paperless.

Messages will be targeted to different customer types, based on payment methods and behavior. Actual content of the messages have not been developed yet. Messages will be delivered through emails, press releases, bill stuffers and multiple other methods of delivery. Ms. Clements provided a copy of the new bill and the old bill to show the differences.

Trustee Garrison asked about disincentives for maintaining paper bills. Ms. Clements said nothing will be done in the first phase, and there are some constraints placed on incentives by the PUC.

Trustee Cote suggested that if meter reading schedules are going to change, the public should be advised; this lead to a major issue in Westbrook in May/June of this year.

Trustee Lunt asked whether the customer experience will be much different online and whether customers will easily find the information they need. Ms. Clements replied that there will be links customers can follow and it should be simple for customers to use.

The goal is to have a successful launch in February.

3. Upcoming Board Meetings. The Board discussed remote or in person format for upcoming meetings.

President Douglas led the discussion on how future meetings will be conducted, either remote or in person.

Trustee Lunt led off. He wants to maintain either remote meetings, or full meetings in person with the full Board in attendance along with staff. He does not want a hybrid solution. President Douglas agreed.

Trustee Cote agreed – all or nothing. He is in agreement with in person meetings. Trustee Burns agreed, but he respects the health concerns of the other Trustees, and would side with them for remote meetings.

Trustee Levinsky agreed – either all in person or all remote – not a hybrid. He prefers remote.

Trustee Garrison agreed with Trustee Levinsky. He prefers to remain remote. Trustees Beck and Siviski agreed as well.

Trustee Willey prefers hybrid. He also wants to be sure that there would be a large room available in the event that PWD was holding a public hearing, for a rate increase, for instance.

Trustee Rich prefers remote meetings. Consensus appears to be to continue to do meetings remotely until September when the legal authorization runs out.

Trustee Lunt reiterated he felt Trustees need to be all in or not - no hybrid.

4. Other Business.

None

5. Adjourn.

The meeting was adjourned at 8:00 p.m.

Submitted by,

Donna M. Katsiaficas
Clerk