

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 8, 2019. In attendance from staff were Messrs. Crovo, Kane, Firmin, Johnson, Cutrone and Meses. Lewis, Katsiaficas, and Demers.

All Trustees were present except Trustee Douglas.

President Cote convened the workshop at 6:36 p.m.

1. ABC-CMMS Project Update. Peter Cutrone, Project Manager - Administration, provided an update on the status of the Billing and Customer Service aspect of the project, and Gordon Johnson, Engineering Services Manager provided an update on the Computerized Maintenance Management System aspect of the project.

Carrie Lewis, General Manager began the presentation by discussing billing issues that arose with CMP when it changed its billing system, and what PWD is doing to avoid a similar result when it implements its new billing system. Efforts include staff training, customer communications and outreach and adequate testing of the new system.

Mr. Cutrone took over the presentation, and emphasized that PWD staff had implemented a new billing system successfully before. He explained that PWD tests and retests all the time and will not go live until PWD is satisfied that the system will work. Staff will be extensively trained in the new system before it is launched.

Cayenta is the product that will deal with billing and customer relations. It will interface with the CMMS system. The Cayenta product will process payments, and will offer customer enhanced self serve options. The overall plan remains the same as the plan that was presented to the Board at the beginning of the project.

Mr. Cutrone explained that testing will begin with the “core” which is billing. The next step is the receipt of payments. Deployment will occur only after staff is satisfied with all of the testing of the various core functions of the product. PWD has defined 170 profile accounts on which it is performing its testing. He described the various staged of testing, and noted that Cayenta has a tool to track all testing scenarios.

The transition from Hansen was explained. Some transitions have already been completed. These include changing the billing cycle to recurring Friday and a late fee assessed within 28 days, as well as payment arrangement due date tracking to bill due date as of August 2019. He showed the Board a sample bill that would be issued using the Cayenta product. The new bill will have more detail than the present bill.

PWD is paying special attention to integration with the CMMS system. PWD will be changing from Myonline Bill to Invoice Cloud for its electronic billing system. Trustee Willey and President Cote asked questions regarding the electronic billing and communication with customers. Mr. Cutrone said that Invoice Cloud is already integrated with Cayenta. Myonline bill was not. Myonline bill had limited software offerings.

Mr. Cutrone went over the Cayenta schedule. Go live has moved to the latter end of Q2 in 2020. The schedule has changed because everything is taking longer than we thought it was going to

take. The complete project is anticipated to go live in October of 2020. The project remains within the budget; most of the budget will be consumed. As the project gets closer to completion, staff will review the anticipated expenses and review what must be done and what may be cut in order to keep the project on budget if possible.

Trustee Willey asked about customer communications. Mr. Cutrone indicated that everyone will get a mailer. Michelle Clements will be charged with coming up with the communications plan. Trustee Willey indicated a preference for customers receiving a piece of mail. Trustee Beck noted many people don't look at their mail and throw it away. Trustee Rich noted Ms. Clements will likely work her magic with the Portland Press Herald to get the word out. Trustee Garrison recommended doing television ads to get people's attention.

Mr. Johnson provided the CMMS update. He described the core team involved on the project from PWD. He then described the vendor selection process. Two vendors were chosen for proposals – Cityworks and Lucity. PWD had presentations from both companies and reviewed both products. Lucity's cost was lower than Cityworks by close to \$500,000. PWD visited a Lucity site, which had integrated with Cayenta. It also received assistance from Hazen in reviewing the products of the vendors. Ultimately it chose Lucity. The contract with Lucity was signed on June 29, 2019. The Lucity kickoff will happen next week.

Mr. Johnson provided a background for the Lucity Company, describing their size and customer base. He provided a description of the modules available with the Lucity product. He highlighted that the product had mobile access modules which would be helpful to PWD.

The goals of the CMMS implementation is to match Cayenta go-live with service-associated assets/work processes, move the remainder of the current Hansen assets and work process, implement high value additional capabilities, and ensure that structures are in place to continue development of the system.

The current CMMS project schedule was presented to the Board. The schedule begins next week. An October 2020 roll out is targeted.

Mr. Johnson presented screen shots of various interfaces that will be provided by the Lucity product. He explained the foundation of the system and PWD's philosophy in setting its priorities and the goals of putting the system together.

President Cote asked if the merger of Lucity with Central Square would lead to changes in costs of the system. Mr. Johnson explained PWD has a firm contract for the product; he does not know if future costs would be impacted after this contract is completed.

Trustee Willey asked why the Lucity product was so much cheaper than Cityworks. Mr. Johnson said most of the cost differences were because of the integration and data migration. Mr. Crovo said that the product was not chosen based on numbers. Mr. Cutrone noted that the migration effort will largely be on PWD; integration will largely be on the vendor.

2. Bylaws and Standing Rules. President Cote reviewed suggested changes to the Bylaws and Standing Rules with the Board.

President Cote discussed the proposed by laws change and indicated that because the change in compensation will require a vote of a majority of PWD town councils, he is not pursuing that change.

He is proposing a change to the rules which would provide votes of the President and Vice President. The consensus of the Board is that it should go forward.

The Board also discussed appointing an Assistant Clerk, who will be the executive assistant. The Assistant Clerk will sign documents in the absence of the Clerk. The item will be discussed at the next business meeting.

Trustee Willey spoke about how the agenda is set, and noted he was correct, that the President sets the agenda for the workshops and has final approval of the agendas for the committees.

He also asked about the list of policies, and said there were 80 of them. He would like an update later this year about what policies have been reviewed and finalized. He said that Ms. Lewis had said that Trustees are generally not involved in formulating and developing changes in the administrative policies, staff is responsible. Ms. Lewis noted that revised policies that are within the purview of the General Manager will not be provided to the Board. Policies that are within the purview of the Board are developed with the Board. She noted that she was hired to do the administrative duties of the managing the District. Trustee Willey stated that he was simply asking for a report at the end of the year of the policies that had been reviewed and cleared. Ms. Lewis said that it was a complex process, but she could do that. Trustee Garrison asked if there should be a policy about what is in the Board's purview and what is under the General Manager's purview. He suggested some guidance on this would be helpful.

Trustee Rich asked about inviting members of the public to Committee meetings. President Cote said the meeting were public and they could be invited, but they should understand they may not be able to participate. Trustee Willey noted he was uncomfortable having one Trustee add things to the agenda. Trustee Garrison said any item could be added to the agenda by a vote of the Board.

3. Other Business.

Ms. Lewis said the employees were happy to have July 5 off. She noted that LD 1436 was in their packets at the request of Trustee Willey.

4. Executive Session regarding Labor Union Negotiations. Pursuant to 1 M.R.S. §405(6)(D) labor negotiations, the Board went into executive session to discuss the status of labor union contract negotiations.

A motion was made by Trustee Cote and seconded by Trustee Lunt to go into executive session to discuss the status of labor union contracts negotiations. Executive session began at 7:48 p.m.

A motion was made by Trustee Siviski and seconded by Trustee Garrison to come out of executive session.

5. Adjourn.

The Board came out of executive session and adjourned the meeting at 8:47 p.m.

Submitted by,

Donna M. Katsiaficas
Clerk