

**South Central Connecticut Regional Water Authority**  
**November 19, 2020**  
**Meeting Transcription**

A regular meeting of the South Central Connecticut Regional Water Authority (“RWA” or “Authority”) took place on Thursday, November 19, 2020, via remote access. Chair DiSalvo presided.

**Present:** Authority Members Present – Messrs. DiSalvo, Borowy, Cermola, Curseaden, and Ms. Sack  
Long Wharf Partners LLC: Mr. Gershman  
Management – Mss. Collins, Kowalski, Reckdenwald, Nesteriak, and Messrs. Bingaman, Norris, and Singh  
RPB –Mr. Oslander  
Staff – Mrs. Slubowski

Tony:

Okay, I guess we should start. That's my job to start this, isn't it? Okay, let's see. Get the right agenda here. Larry, are you ready for the safety moment? Larry?

Larry:

Yes, Tony. As a matter of fact, Jeanine's is going to do the Safety Moment today and going forward.

Tony:

You can't screw me up with these changes. You know that? I don't handle changes well.

Jeanine:

This is easy.

Larry:

All right, Jeanine. All yours.

Jeanine:

Okay, this is easy. I'll remind you every month. No worries. So the safety moment is particularly appropriate as the world is swirling with a surge number two of COVID. So it's all about staying away from complacency and keeping safe. So now, more than ever, it's important to remember to practice social distancing, using your best hygiene, wearing face masks in public and in group settings. I notice myself as well, not from a mass perspective, because I do keep my mask on, but I know I've been lax lately in the hand washing category. So, just trying to remember these protective measures.

Jeanine:

Some of the signs of complacency are using unsafe behaviors. Having a never happened to me syndrome, ignoring social distancing rules, not washing your hands regularly, that's me. And not staying home when you aren't feeling well. That's a huge error. We've even found that internally at the Regional Water Authority.

Tony:

I would never go out.

Jeanine:

Yeah, but a lot of people don't really. They kind of miss the signs or they come to work feeling not particularly well. Don't tell you until they get here. And unfortunately, it's a little late for that. So while the country and particularly New Haven has kind of rolled back their opening plan or are still seeing many challenges, we're seeing that everybody can agree that they should be staying as safe as they possibly could. Know the facts, social distance and practice good hygiene.

Tony:

Thank you.

Jeanine:

You're welcome.

Larry:

Thank you.

Tony:

Position discussion, Larry, you want to lead it?

Larry:

Yes, we should first of all, go into executive session.

Joe:

I vote to go into executive session.

Tony:

Is there a second? Thank you.

David:

Second.

Tony:

All in favor, aye.

Group:

Aye.

[EXECUTIVE SESSION FROM 12:34 P.M. TO 1:21 P.M.]

Larry:

South Central Connecticut Regional Water Authority  
November 19, 2020

David:

Okay. We're in the regular authority meeting. Entertain a motion to go into strategic planning committee.

Joe:

So moved.

Tony:

Second. All in favor, aye.

Group:

Aye.

[STRATEGIC PLANNING COMMITTEE MEETING STARTS AT 1:21 P.M.]

Joe:

Here it is.

Tony:

Thank you.

Larry:

Let's see. And then I would ask that because we're going to be covering matters of strategy, that we go into executive session for this particular session.

Tony:

Entertain a motion to move into executive session. It's getting monotonous.

Larry:

Yes. It's so moved.

Tony:

Second.

Donald:

Second.

Tony:

All in favor, aye.

Donald:

Yep, second.

Ted:

Aye.

Tony:

We're in executive [inaudible 00:08:14]

Joe:

Can you hear me?

Tony:

I can hear you, but I can't see you, Joe.

Joe:

I'm up here in this corner.

Tony:

You're in a corner?

Joe:

He's in a lower left hand corner.

Jennifer:

Oh, I see, Joe. He's here.

Tony:

Oh, there he is. Hi, Joe.

Joe:

Good afternoon.

Tony:

Good. We are going on to section C3, which is the strategic plan update with Larry and Prem. Okay, guys.

Larry:

So, thank you. I'll take a shot at reviewing, providing an overview of our 2025 strategic goals and the fiscal 21 targets. And then Prem will walk through the fiscal 21 specific actions. So the next slide is just by way of background and as a reminder, we have six goals across the four perspectives of the balanced scorecard, which includes the customer perspective, putting the customer first, the employee perspective by enabling our workforce to continue to improve, and retaining employees operational through managing our business effectively. And then exercising fiscal accountability from a financial standpoint. So those six goals across the balanced scorecard have been essentially what we've been working on since 2009 when we put together the first strategic plan using the balanced scorecard as the foundational approach.

Larry:

The next slide reviews are strategic themes and targets. So in goal one, in terms of the customer service area, are themes there as we're trying to get customers to use more self-service options and we're providing multiple channels to interact with the customer so that they can have a seamless experience with the RWA. Second goal concerning employees focuses not only on safety, but also part of our succession planning, using both recruitment as well as a utility management program to achieve water industry trades and utility management in terms of and increasing the diversity of our workforce as well by 2025. And then finally, in the third goal we're looking to take on a number of programs to focus the RWA on being a 21st century environmental services organization.

Larry:

Next slide, please. In the operational management area that concerns all of our asset management and water quality efforts, the next goal is essentially focusing on gaining efficiency in the organization through the automation of processes and process improvement rather than just cost cutting. We really feel like that we have kind of gone to the bone in terms of cost cutting and that now we need to get better at improving our processes and become more efficient so that we can do them better. And perhaps without having as many people get involved in a particular process as we do now.

Larry:

And then finally on our sixth goal concerns are financial update and that's all about improving our financial position and improving our market based commercial revenues. So with that as a foundation of strategic targets, I'd be glad to take any questions that you might have on those.

Tony:

Anything guys?

Larry:

Okay. So, I'll turn it over to Prem, who will highlight our fiscal 21 action plans by each one of the balanced scorecard perspectives and the goals that I just outlined.

Prem:

Thank you, Larry. So, again, I don't want to bore everybody with all the details, but I'm going to keep it at a very high level, very specific actions. If there are any questions, this is more of an interactive session. So you could ask questions as we go. As Larry mentioned, for the need to exceed customer expectations, we talked about the goal of 42% that you saw in the strategic target for [inaudible 00:13:23] customers and multi-channel etc. So in order to cover that, we are looking at doing a couple of things. For example, restructuring our customer care group that, as you know, we pretty have done it, pretty much done it. We have a full AI collection focus now. We had started to work on that collections targets that we have. Along with that, we also have looked at technology supporting as part of our monthly billing business case. If you remember, we talked about technology helping to reduce costs. So one of the key things they're looking is developing a customer portal and a mobile applications development. So we need to increase our multi-channel experience for our customer.

Prem:

We are on target for our Bill Redesign project. This is a project where we are outsourcing some of the bills that we print in-house today. It's much more cost effective to have them printed through [COBRA 00:14:17] So there's a project going live in February of next year. So that's one of our action items that we have and will continue to work on our monthly billing project that's planned to go live January 2022. So those are some highlights here.

Prem:

Jennifer, next slide, please. For the Attract, retain and develop high quality talent, obviously, we are trying to beef up our safety protocols and training around that. A couple of things we are trying to do is more customer centric training. We have prepared some of the modules. We have come up with a hybrid model, if you will, for training. An online system in order to get it more effective, especially with the COVID environment we are right now. As you're aware, we do have a challenge from a resource standpoint. That's why you see a Yellow there. But at the same time, we are trying to make sure that we can complete this training. As I mentioned, the modules have been completed. We just have to make sure we enable the training to a hybrid model.

Prem:

Right. As you could see, one of our global metric is preventable injuries. If you recollect, we had a situation in September with the meter reading employee spraining his ankle, etc. So that's why you see a red over there. But other than that, I think we have been doing pretty good in this space. You've heard multiple times from Beth and Jeanine on the return to work plan. We have been really focused on and more recently, there was a communication from Larry, if you remember, that talked about extending our plan to Jan 19th as a date. We are reducing our workforce, going back a little bit to kind of reduce the number of positive cases that we have recently seen.

Prem:

There's an uptake in Connecticut so we're being vigilant about making sure we have a more robust plan. So that's as high level update. Any questions on this specific one? I know there were a couple of things. If not, I can move to the next one.

Tony:

Move. [inaudible 00:16:24] move.

Prem:

Okay, next slide. So this again, all green here. Except if you remember, we talked about two new recreational service. I know Ted is pretty close to more than myself. We are looking to do [inaudible 00:16:39] fishing as one of them. We looked at an activity for mountain biking as being one of the recreational facility. But now we're looking to put together more trails in Lake Champlain and Lake Saltonstall. So those are the two we're working to the plan. We'll get it ready. Right now it's yellow. That's on this one. We go to the next one.

Prem:

High quality water. You heard loud and clear from Lisa and Beth. We talked about the Centennial Plan for Asset Management, the three Rs presentation that Lisa did more recently, kind of ties back into that. We have been doing some of bidding on hydraulic modeling, for example. We're also looking to put

together a D&G and operational plan. So all that is in progress. Everything is in green here. We want to make sure we tie our asset management plan to our 2025 capital plan. So there's been some work that's been going on with that. So far so good, so it's all green here.

Prem:

And go to the next one. Technology, I know, process improvement that Larry mentioned, we are trying to pick our innovation hub, it's very focused on process and center of excellence. We have internally formulated four different teams. Meter to cash, procure to pay and looking at source to consumption and recruit to retire. Those are the four streams. So, a lot of work happening to put more process improvements. So, there are bare bones, as Larry mentioned. So there's some work going on in that space, we're all green here. Cyber security is also an interest. We completed our phishing test, penetration test. We have a full plan in terms of things that we need to do from a DHS standpoint. So all green here. More to come. I'll be presenting something for the next committee, for this committee about cyber security. So far, so good here. There are no issues in this space. Go to the next slide.

Prem:

This is, again, financial health, a lot of resonation that happened today. Again, to Larry's point on amount advisers presenting next month, we have a whole non-core focus there. So a lot of work happening in that space. We are looking at extending PipeSafe [inaudible 00:18:52] So there is a plan that is put in place to actually meet town officials and decision makers. We're also looking at our [inaudible 00:19:00] program. Some work has started with actuaries information there. So a lot of good stuff happening, but we have a target to really achieve the goal by end of this fiscal year. Capital efficiency program, as you remember, we did have some unplanned capital projects because of all the pipe bursts and more than myself, Beth knows about it. So there is a little bit of that. But we are trying to contain our capital projects within the dollars we have. We are underspent at this point. In terms of efficiency, I would say a 3% efficiency is work in progress, we don't have the number yet, but hopefully we'll have it next month. But that's the only yellow. But we'll be working through the plan.

Prem:

So that kind of concludes all the high level highlights on all these different areas. Overall, it looks green unless anybody has any questions on any of these six goals.

Tony:

Thank you. Any questions?

Prem:

Oh, so by the way, we do have a detailed plan. Again, not to go through in here, if you'd like, there's also an appendix that Jennifer had shared. So there's a detailed plan. Every one of this is in a detailed plan.

Tony:

Thank you.

Prem:

Thank you, Larry. And thanks, Tony.

South Central Connecticut Regional Water Authority  
November 19, 2020

Larry:

Thank you, Prem. Okay. Well, that wraps up...

Tony:

We have to approve the minutes.

Larry:

Yes, I know. I was going to suggest that.

Tony:

Okay. Entertain a motion to approve the minutes of the August 20 meeting?

Joe:

So moved.

Tony:

Second.

Ted:

Second.

Tony:

All in favor, aye.

Joe:

Aye.

Jeanine:

Aye.

Tony:

And motion carries. We have to come out of executive session. We already did that, right? So we are recessing the strategic planning committee and resuming as the authority. So, motion.

Joe:

So moved.

Tony:

Second.

Kevin:

Second.



South Central Connecticut Regional Water Authority  
November 19, 2020

Tony:

All in favor, aye.

All:

Aye.

[STRATEGIC PLANNING COMMITTEE MEETING ENDS AT 2:44 P.M.]

Tony:

[inaudible 00:21:00] are there any matters that have to be acted on? That comes out of this committee meeting? There are none. Entertain a motion to approve the consent agenda except for item six, E6 which I want hold out for a minute.

Joe:

So moved.

Tony:

Is there a second?

Ted:

Second.

Larry:

Second.

Tony:

All in favor, aye.

Ted:

Aye.

Tony:

[inaudible 00:21:30]

Kevin:

Aye.

Tony:

Motion carries. The consent to adjourn the item number six includes committee meeting in January of the Strategic Planning Committee. And I know it's normal for us to do that, but since we're having one today, can we move it off on to February?

Larry:

That happens to be a light month, as you can see as well.

Suzanne:

That seems to make sense.

Tony:

Jennifer, you're okay with that?

Jennifer:

Good.

Tony:

Okay, it shall be done. [inaudible 00:22:08] Thank you. We are ready to consider and act on the 7th Amendment to the authorities voluntary investment plan. Jeanine doing that, huh? Okay.

Jeanine:

Larry, did you want me to go through this or...

Larry:

Well, go ahead and hit the highlights on that, if you would, please?

Jeanine:

Okay, sure. So the highlights are about a month or so ago, we found out, long story short, that Empower, which is our keeper for the voluntary investment plan, was not following the vesting rules which were in the plan documents. I guess it's our understanding that this is a common occurrence, that some things go off the rails at a particular time. And what they were doing was plan document requires that you have to work a full calendar year and 1500 hours in that calendar year to earn one year of vesting. What Empower was doing was granting one year of vesting rights once a person worked [inaudible 00:23:25] hours. So we found this out simply by, I guess I should preface this, this is only related to the employer contribution part. Employees are always 100% vested and at all times in their own money. So this is just related to the employer contribution part and they were administering the plan document incorrectly.

Jeanine:

So in order to fix it, we have to have this amendment which does two things. The IRS requires that our plan document, once we found out that we had what they call an operational defect, we have to address it and get it correct. So the first part of this amendment creates the situation so that the way that they have been administering the plan document, it syncs up with that. That's retrospectively. The second part of this amendment is the prospective amendment that says starting on December 1st, we're going to go back to the original intent of the document and administer the vesting of the employer contribution correctly. So that's what this, in a very small nutshell, the 7th Amendment is intended to do. Because we found this operational deficiencies kind of by accident and it is of a smallish nature, we are going to go into what's called a voluntary correction plan with the IRS.

Jeanine:

The lawyers will be putting this plan into place for us online. And we were told that they will review it and the IRS will approve our plan. And our plan is basically to have this Seventh Amendment to correct the current operational deficiency that exists.

Joe:

How many employees this effect?

Jeanine:

So that's a hard question, Joe. So when we first looked at the numbers, there were 34 and they were all steel workers, union employees and one police union worker. It's 34 but that's a changing number every day. So since we've identified those 34 employees, a couple of them have already earned, just by nature of staying on an employment, have already earned their vesting correctly. So as time goes on, that list will get less and less. It's also, again, important to know it's the employer contribution. The money is much less significant. All told, it's hard to put a dollar amount on that because, again, each day that goes by, they get it corrected just by virtue of staying employed by us.

Jeanine:

If somebody on that list were to leave now, depending on who they are, it could be in the order of magnitude of a couple hundred dollars to a couple thousand dollars. So, that's the situation with this amendment. And thankfully, somebody asked for their vesting status and when Bernard, who works for me in the benefits area, looked it up and saw that was a 100%, him and I both kind of questioned how could it be a hundred? So we did some exploring and that's how we found out the mistake.

Joe:

So, it's just to correct back, but after December 1st, everybody will be on the normal?

Jeanine:

Correct.

Joe:

Right.

Jeanine:

Correct.

Tony:

VIP talks about the police union. Is it involve other unions as well?

Jeanine:

It's mainly the steelworkers union.

Tony:

Oh, really?

Jeanine:

It's mainly the steel workers. I think of the 34, 33 of them were in the steel workers union and one was in the police union.

Tony:

I see. It doesn't make any difference how we describe this. Is there is two boiler plates.

Jeanine:

Say that again, Tony.

Tony:

The boilerplate on this thing that you've given us describes police union, seventh amendment.

Jeanine:

I asked that same question because it seemed odd to me. But apparently, according to our MIRTHA attorneys, we call out the police union differently. And in other sections, it's called the union and that is a reflection of the steelworkers union.

Tony:

I see...

Jeanine:

I'd asked a very same question.

Tony:

Crazy people, they're mostly lawyers.

Jeanine:

Yeah.

Tony:

Okay, thank you.

Jeanine:

You're welcome. Any questions I can answer? Okay.

Tony:

Are we ready to look at the consent?

Kevin:

I make a motion to adopt the resolution.

Tony:

Thank you. Is there a second to this? Any further discussion? During that, an all in favor of the resolution of the five member authority?

Group:

Aye.

Tony:

Any opposed? Motion carries. Thank you. Thank you, Jeanine.

Jeanine:

Thank you.

Tony:

Let's look at the fiscal year 22 budget schedule. Is that Rochelle? Hello. Hello. Is the budget schedule being done by Rochelle or somebody else?

Larry:

Yeah, Rochelle's doing the budget schedule.

Rochelle:

Sorry, I was on mute. Sorry. So, believe it or not, we're actually beginning to plan for the fiscal 22 budget. What you see before you is basically just using the calendar that we've used for the past few years where the authority has the requested time to review the budget prior to the special meeting. And then similarly, the RPB will have their requested time as well, get the budget and then review it prior to the special meetings that will be set up.

Rochelle:

Probably the only minor change is the budget starts on November 18th, which it happened yesterday with the capital budget beginning. We did hold a meeting last week with the appropriate individuals just to give them a heads up with what was coming and so delayed the forms going out until after we had the meeting. But other than that, this just follows our normal schedule. We do want to confirm with you the date of the special meeting just to make sure that April 1st works with all your calendars. I don't know if you want to do that in real time or just want to follow up with Jennifer.

Tony:

Oh, this is what it is. And then unless somebody complains, it'll always be that.

Joe:

Are these going to be remote meetings also, do you think?

Tony:

Yeah.

Joe:

Okay.

Tony:

I mean [crosstalk 00:31:16] just getting back to in-hall meetings before the end of the summer.

Joe:

Okay.

Rochelle:

So April 1st works for everyone?

Tony:

Yeah, it works. Whether it does or not.

Rochelle:

Okay, thank you. That's all I have unless there's other questions.

Tony:

So, do you have a date for the finance and the land use, the consumer [inaudible 00:31:41]

Rochelle:

They will be between the 19th and 20...

Tony:

Yeah, got that part. But you don't have...

Rochelle:

Not yet.

Tony:

Okay. Thank you. Any other questions about the budget plan calendar? Hearing that will assume that it's all set to go. Rochelle, you can move forward with it.

Rochelle:

Okay, thank you.

Tony:

We want to do some updates?

Larry:

Yes. So we'll first have Beth and Rochelle provide an update on COVID. We've had some developments in the COVID area that I thought was important. Hopefully, you've had a chance to read my note that was sent out yesterday. And Beth will provide some more detail about that.

Beth:

Yeah, so good afternoon again. Wish I had a little bit better news to report, but wanted to give you an update on where we stood in terms of the organization. So as of October 17th, which is the last time the Return To Work committee met, we have a total of eight confirmed positive cases of employees with COVID-19. If you remember, three of those occurred during the first wave in March and April. So we have seen somewhat of an uptick in positive cases among our employees over the last four weeks or so. The good news is we have not seen any transmission among our employees to date. We do have some people that are awaiting results and potential. But right now we are continuing to monitor these metrics as we review our operational status. With any suspected case in and or resulting in a confirmed case, we do contact tracing, which has occupied, unfortunately, a lot of Jeanine and her team's time where we make contact with people that the infected or exposed person has been in contact with, according to CDC guidelines.

Beth:

So it's been very challenging for us to manage this as the numbers have increased. And if you read Larry's message from a couple of days ago, really, this was the impetus for us to roll back even further than what we had done over the last, since I last reported. So we are going into a new phase starting Monday through January 19th, where we're asking that if you are able to work remotely, you do so. We are trying to significantly reduce the occupancy of 90 Sargent Drive, to help reduce risk. We have also gone back in terms of phasing with our critical operators of our treatment plants, our control room, taking extra precautions to make sure ensure that risk of transmission there is low.

Beth:

So while it's unfortunate, we are trying to be progressive in terms of reducing risk for especially 90 Sargent Drive. We continue to disinfect the building. We've increased that once a week. We have a deep clean scheduled for this weekend. So we are continuing with the cleaning procedures. But ultimately, having less people in the building will help, overall, from a transmission perspective, in terms of other areas... Did I hear something?

Suzanne:

[crosstalk 00:35:20] sick are hospitalized or just positive cases?

Beth:

Jeanine, you can correct me, but so far it's just sickness that no one has been hospitalized.

Jeanine:

Correct. Our last uptick was just sickness.

Suzanne:

Okay. Thank you.

Jeanine:

You're welcome.

Beth:

Prem's team is working on transitioning, if you remember, back in the late spring, early summer, we had customer service agents working remotely. We're working on that. By next week, we expect eight staff in that department to be able to be working remotely. So that's good news. And we are, like I said, limiting other operations and trying just to keep people isolated as much as we can.

Beth:

The other, as I mentioned, our disinfection procedures remain the same. Increase cleaning. We are performing our own Clorox 360 treatments of our buildings or treatment plan, etc. So with that, we're trying to be as kind of conservative as we can to maintain critical operations and operations in the organization. So that's really the highlights. I'm happy to take any other questions, if anyone has any.

Tony:

Thank you. [crosstalk 00:36:35] what are the monthly highlights?

Larry:

Well, Rochelle is going to comment on the financial aspect. Remember, we anticipated a severe impact on cash flow due to the COVID. So, Rochelle has been tracking that.

Rochelle:

Okay, thank you. As we've said for the past several months, the good news is that the impact of COVID-19 on our cash collections has not been as severe as we had anticipated. The other aspect that is favorably impacting our cash is that budgeted billings are actually higher than what we had anticipated. You've heard in prior updates that our production is up and our actual billings are also up. However, there is still considerable uncertainty just to remind everyone that in our revised budget that did have a significant reduction in cash receipts for the first part of the fiscal year, it also assumed the fall back to normal from January through May. I think that is getting less and less likely that, that will come about. But I'm happy to share that we have been able to continue to lower our estimate for what our shortfall will be. We are still projecting a shortfall, but nowhere near the magnitude that we had in our revised budget. So that's good news.

Rochelle:

We are continuing to monitor cash on a weekly basis just to make sure that if the trend is different than what we expect, we'll still be able to react quickly. Any questions?

Prem:

Your receivables are going up, right?

Rochelle:

The receivables are up, but keep in mind that they're definitely not as high as we would have anticipated if our cash had really dropped off as we had assumed in our cash projections. The other thing, relative to the receivables, and Prem, I mentioned it earlier, there is now a focus on cash collections. We are now going to begin to do what I'll call discretionary Leans. So somebody that's really significantly impacted by COVID, we're not going to lean somebody that's struggling to pay, but on a discretionary basis we will. And we've actually already started now leaning and also, Prem and Laura and the team are doing soft calls and they've actually so far been pretty successful.



Prem:

Good, excellent.

Tony:

Any questions? Thank you. Let's move on. David and Suzanne, can you report on the Bylaws and Rules Committee?

David:

Suzanne, you want to go [inaudible 00:39:49] okay, can you guys hear me?

Tony:

Yep.

David:

All right. Well, we did meet and we continue to talk about our request for management and us as the RWA to have a streamlined application process when necessary. And there seems to be quite a bit of agreement. Ted did a good job prepping with Mario ahead of time before the meeting, and I think that's smoothed some things over. And there's quite a bit of agreement where there may not have been when this issue all first started to come up. So, that's a big plus. We have another meeting coming up the first week of December.

Tony:

Thank you. Anything else? Kevin, do you have a report on the Finance Committee? Kevin?

Kevin:

Sorry. I was on mute. Yes. Well, consumer affairs and Finance both discussed the 10 year model and there was limited discussion about both committees regarding that.

Tony:

Thank you. So that will satisfy Suzanne's report as well?

Suzanne:

Actually, no. The CSC, I think Kevin and I may be talking about two different meetings because my meeting covered the continuity plan, went through the business continuity plan and the plan of plans. And then Stephen introduced the concept of a consumer affairs dashboard, for lack of a better word. Things they'd like to take a look at. And there was quite a bit of debate about whether the committee should be looking at details at that level or that as policy members, they should be considering alternative things like just whether the water is clean or not and whether there's any customer complaints. So I think they're going to revisit that topic down the road.

Tony:

I always liked the question, did anyone die?

Suzanne:

This was that nobody did.

Tony:

So Kevin, you were talking also about the consumer affairs of the 19th of October?

Kevin:

Yes, October.

Tony:

Okay, thanks. David, how was the land use [inaudible 00:42:18]?

David:

They met last night and met with the police captain and got an update on their duties and responsibilities and a lot of the motorcycles and quad people trespassing on our property.

Tony:

They are having a problem again?

David:

Well, it's a continuous problem, and they continue to come up with new ideas and ways to try to combat that. And a lot of the neighbors are a big help with that, but it's hard to catch them. And even if you do catch him, you really can't do much with it because the courts give them back their equipment after we confiscate it.

Tony:

I mean, we don't get to sell it off?

David:

No, that would be nice or keep it for our own crew, right?

Tony:

I don't know, I wouldn't use that.

David:

Not me, but they might so they can catch the other ones.

Tony:

Okay, thank you. Anything else, guys? Sounds like we're coming to the end of this meeting. Entertain a motion to adjourn.

Jennifer:

Are we doing Larry's monthly highlights?

Tony:

It's not on my agenda. Oh, I'm sorry. Yes, it is. It wasn't on my other agenda. Larry, COVID and monthly highlights.

Larry:

We did COVID. So, the highlights are key points in my October board letter. Let's see. We talked about using amount advisers. We are actively recruiting for some key positions, including a director of engineering and environmental services. Beth and Jeanine have started getting resumes. And we're also looking at a director of I.T. development and operations that will succeed the current director of of I.T.

Tony:

That's somebody under Prem?

Larry:

Yes.

Tony:

Okay. You're not getting rid of Prem yet, are you?

Larry:

No. This would be reporting to Prem and it would be part of succession planning as well. I commented on the director of development. We're doing candidate assessments. In anticipation of our acquisition of the Connecticut based environmental testing lab that I had previously mentioned, I had asked Rochelle to explore establishing a non commercial based subsidiary to segregate our market based revenues and expenses for the new lab and other subsequent businesses. She's made progress on that, consulted with Bond Council, our legal counsel, as well as outside accounting firm to develop a recommended structure. And we'll look to provide you more information in December. We talked about the good to great meeting. And also too, with all of the uncertainties around the around the pandemic, I had asked Rochelle to put a contingency plan in place for critical capital requirements. And of course, you approved that financing earlier this year. And Rochelle was able to close on that at the end of October.

Larry:

We also recall that I asked the communications and outreach team to enhance the way that we keep our community stakeholders informed and to build relationships with them. We have three dedicated community liaisons for each of the 15 municipalities in our district, and their responsibilities include assisting towns with inquiries from residents as well as town officials and conducting regular check-in meetings. And they did the first round of meetings in October. And the topics that they discussed was an introduction of the liaison program, an update on the drought in Connecticut, an overview of our education program and how that's helping educators teaching in the in the pandemic. And a discussion about HazWaste Central with those communities that are members. We've gotten some great feedback on that program. And I received a very complimentary email from Tom Clifford on the insomnia briefing and how well he thought the liaison did there. Who happens to be Dan Doyle, our manager of communications and outreach.

Larry:

And finally, we published the fiscal year 2020 annual report. The theme of that is Beyond the Tap, which details our accomplishments during fiscal 2020 and how we're investing in the infrastructure, caring for the environment, giving back to our communities and responding to the pandemic. So you haven't seen it, I encourage you to check it out on our website under any report which is under the About Us tab. So that's highlights of my October board letter. So, with that I'd be glad to answer any questions.

Tony:

Any questions, guys? Sounds like a good program, right? Anything else, folks? Clearly nothing, I'll entertain a motion to adjourn.

Suzanne:

I moved.

Tony:

Second.

Kevin:

Second.

Tony:

On favor, aye.

David:

Aye.

Joe:

Aye.

Tony:

We're out of here. See you at 6:30. [crosstalk 00:48:11]