

**Representative Policy Board
South Central Connecticut Regional Water District**

**May 20, 2021
Meeting Transcription**

[START AT 6:30 P.M.]

Mario:

Good evening. This is the regular meeting of the representative policy board of the regional water district. Mario Ricoszi, Chair. The first item of business on the agenda, is the safety moment, and it's work station ergonomics. Talking about getting your body aligned, so that you're not hunched over. And feet flat on the floor. Definitely during Covid, I think everybody tried to make do with different locations, and in their homes, and it may have caused some issues, along the way. I know it did, with me. So please pay attention to that, and read through that safety moment. Thank you, Jennifer, for putting that together.

Mario:

We have the approval of the minutes of April 15th, of 2021. Is there a motion to approve?

Greg:

So moved.

Mario:

Great, thank you. A second?

Mario:

[crosstalk 00:01:25].

Mario:

Okay. We had three seconds, Jennifer. You pick which one.

Jennifer:

Right.

Mario:

Thank you very much.

Jennifer:

I saw Bob. I saw Bob, first.

Mario:

Any comments, questions, about the minutes? Corrections? Okay. Hearing none. All those in favor?

Mario:

Representative Policy Board
May 20, 2021

[crosstalk 00:01:47].

Mario:

Anyone opposed? Anyone abstaining?

Mario:

Okay. Minutes are approved. Thank you very much.

Mario:

Communications. There are a number of us that our terms end, June 30th of this year. Mr. DeSantis, Harvey, Havrda, Levine, Malloy, Oslander, and myself. We're also waiting on Marino and Verderame. So letters went out to all those CEOs, and hopefully you contact them, or they will contact you, and you work to get yourself re-appointed. So thank you all for the service that you've provided, to date. And hopefully you can continue.

Mario:

There's a tour of the Lake Gaillard Water Treatment Plant, on May 25th, at 1 PM. Reservations are required, tickets are going fast, so please sign up with Jennifer, as soon as you think you might want to go. They did say they would offer a second tour, if necessary. So if you haven't been there, before, or it's been a very long time, you're more than welcome to attend the tour.

Stephen:

Mario, what prompted that tour? Is there some reason for it?

Mario:

New members.

Stephen:

Oh, okay.

Mario:

Orientation.

Mario:

June 17th is our next regularly scheduled meeting, and there will be a public hearing on 95 Ives Street, in Hamden, at the end of that. So just a note, make sure you brush up on the application.

Mario:

And then the watershed fund gold tournament, that was in a closure in your packet, the tournament is July 12th, but you have to register by June 4th, and you can register just for dinner, if you just want to go to the dinner. I believe the presentation of scholarships is going to be done at the evening. Is that correct, at this point?

Jennifer:

Yes. Usually, somebody, the President will do it. [inaudible 00:04:08].

Mario:

Right.

Jennifer:

Yeah.

Mario:

But it's... I didn't know whether, with Covid, we were doing remote presentation, which would be tough.

Jennifer:

Yeah, I think they're going to see how many members they have, that are signed up, and then they'll make the determination whether or not scholarship recipients will come.

Mario:

Okay. It's a great evening, especially to see the children. Gosh, the high school seniors and some college students, I believe, who do get scholarships. So please, sign up and support the Watershed Fund.

Mario:

I don't have any of your correspondence, unless anyone else did, so we can move onto items for consideration and action. We have a resolution that was sent to everyone, regarding the RWA's proposed for fiscal year 2022 capital operating budgets, and we had public hearings, and I'll ask Mr. Slocum, if he wouldn't mind doing the resolution.

Tim:

Thank you Mr. Chairman, it's an honor and a privilege, and I will start off by reading it.

Tim:

Whereas the Regional Water Authority requested the Representative Policy Board, the RPB, to review the authority's FY 2022 proposed capital and operating budgets, and whereas the RPB held workshops on April 19th, 2021, and April 20, 2021, at which time, management and the authority, presented the proposed budgets, and responded to questions in a professional, concise, and articulate way, and whereas the RPB has a duty to review the budgets, and to comment, but has no other statutory obligations or authority, now therefore, be it resolved, that the RPB wishes to express it's appreciation to management and the Authority, for the professionalism of their presentation, and express it's overall support of the FY 2022 proposed budgets, and further resolve that the RPB also agrees with the recommendations contained in OCA's budget review letter, dated April 23rd, 2021, and further be it resolved that the RPB consensus regarding the proposed budgets, is that they are reasonable, and supported, and further resolve that the RPB believes that the Authority's overall financial plan provides for stable finances at the unprecedented and uncertain times during Covid-19 pandemic, and the essential funding of core projects, and the flexibility [inaudible 00:06:44] operating expenses, will support the steps necessary to address financial [inaudible 00:06:49] fiscal year. Here ends the resolution.

Representative Policy Board
May 20, 2021

Mario:

Thank you. Can I hear a motion to approve?

Mario:

[crosstalk 00:06:58].

Mario:

Okay. Jay, second.

Mario:

Discussion. Questions, comments?

Tim:

Well, I, for one, will be supporting the resolution. I think the resolution speaks for itself, Mr. Chairman. I think it does capture the essence of everything that took place. And I guess that's my comment to be rendered.

Mario:

Thank you. Anyone else? To Jeff, we appreciate your review, and your letter on the budget. Very thorough. We appreciate that.

Tim:

Thank you.

Mario:

... and certainly appreciate the preparation of the budget, and the presentations.

Mario:

No other comments? I'll ask for a vote. All in favor?

Mario:

[crosstalk 00:07:52].

Mario:

Anyone opposed? Anyone abstaining? Thank you very much. I know the Authority is meeting after our meeting. Immediately after our meeting, they're re-convening to act on the budget, based upon our recommendations, so thank you very much.

Mario:

We're down to reports. Mr. Slocum.

Tim:

Representative Policy Board
May 20, 2021

Thanks, Mr. Chairman. Finance Committee met on May 10th of, I guess the past week or so, and we had a couple of things to review, including an AMI benefits realization walk, which was essentially key points of AMI, a \$28,000,000 project, funded over 20 years, basically outlining cost benefits and other benefits, and they supplied us with... whatever you call these reports, that are easy to look at, but hard to show, when it's not on a screen.

Tim:

The bottom-line was, the key points were... I'll just read this. AMI reads, resulted in fewer billing exceptions. There were process improvements, reducing manual billing. Fewer billing exceptions resulted in reduced overtime. Actual reads resulted in an increase in leak adjustments. AMI results in a reduction of meter readers. Fewer meter readers reduce payroll in overtime and a reduction of vehicle-related expenses. And there's unaccounted benefits, I suppose, that'll just accumulate, over time.

Tim:

But the bottom-line was, they wanted to put dollar to statement, with a cost-benefit realization, and overall, a graph was presented, with a bottom-line of \$166,311 in annual savings realized, which, over the life of the funding, assuming a 20-year payout, it's roughly... well, it's in excess of \$3,000,000.

Tim:

Now, the presenters, Prem and others, essentially said there's more to be found, in this. Presumably, it's inflation-adjusted, but it was a thorough and good presentation, which I would suggest, be shared with the group as a whole. It's just four pages. It's simple to understand. And when we all agree to spend a lot of money, it's nice to know that we're spending it wisely, because it's always a ton when we spend money, and we know that.

Tim:

That was essentially that report. And then that was backed up with, really, a discussion of how, if we had any further questions on the budget, before it came before RPB, and essentially, we really didn't have anything to add. Atty. Donofrio, OCA, was present, and commented on this letter, because we all felt it was very helpful for us, and noteworthy. So beyond that, there was no other business to report at that meeting, so we were out in half an hour. That's my report.

Mario:

Thank you very much, Tim. Jennifer, would you please send out that report that [inaudible 00:11:03] presented, to everyone?

Jennifer:

Yes, I will send that out to everybody.

Mario:

Thank you very much. Appreciate that. Land use... Oh, any questions for finance?

Peter:

Thank you, Tim.

Mario:

Okay. Land Use Committee, Mr. Betkowski.

Peter:

Good evening Mr. Chairman, Board, everyone. Hello. Our meeting was May 12th, and it was in Mr. Slocum's hometown of Cheshire. We were able to go out and go visit the Ricci property at 257 Fenn Road. And they had their town historians there, telling us the whole history of the property. Their inland wetland work was there, and it was... I think Jennifer even might have taken a few pictures of who was there, it was a big crowd. But it was very interesting, and John Triana helped me pull that together, with all the other board members.

Peter:

Then we went into our regular meeting. Our safety moment, and we went through our land use updates, and... Let me see what I'm missing, here. Yep, it's pretty much all in our minutes. We went through the evasive species... Everything we, every month, we do. Our next meeting is June 9th, at 5:30, and I always like to reach out to other Board members, in case they want to add to it, or Ted Norris from Regional Water. Anyone?

Tim:

One comment I would make, Peter, is that we had some neighbors pop in at the meeting, also. They're very curious on what we were doing, out there.

Peter:

I did see that, I just... Go on, Tim.

Tim:

They were friendly neighbors, by the way.

Tim:

[crosstalk 00:12:56].

Tim:

Peter, thank you for having that event take place at this beautiful piece of property. It's an outstanding, but more importantly, there's four other properties that our Regional Water Authority has easements on, within, probably, two miles of this. And it's a really stupendous property, and they did come up with a better name for the property, nameless in [inaudible 00:13:21], I suppose. It's going to be named the Fenn Moran property, Fenn & Moran being the 150-year tenants of that property. It was first settled by a Fenn, which is... this is off of Fenn Road, and of course, the Moran's lived in the house, there, for generations. So I wanted to thank your committee, for guiding the tour, and it was well done and well-received, and it was also a good opportunity for the town to introduce itself to Cheshire Land Trust, that was significantly important, in these acquisitions. And so I just wanted to thank you, on the town's behalf, for your efforts, and of course, the efforts of the RPB, and the Authority, to fund the acquisition. Thank you.

Peter:

Representative Policy Board
May 20, 2021

Thanks so much, Tim. I appreciate that, because it was very welcoming, and Cheshire made us feel at home, there, and I did see the neighbors popping in. I was getting a little, "What's going on, here?" But I guess they just wanted to know what was going on, and I understand that there's other right of ways, there, but each meeting, each year, each week I'm on this week I'm on this board, there's always something to learn, and that was quite interesting, so I appreciate it.

Peter:

Any other questions for me?

Stephen:

Peter, this is Steve. When we do the tree salvage in Hamden, or actually, any other town, I assume that's... Is it contracted out to someone?

Peter:

Absolutely.

Stephen:

And that's whatever kind of tress are down?

Peter:

Correct.

Stephen:

So how do you assess what we get out of that? They report to you, what they take, and are there different prices for different trees?

Peter:

John Triana oversees that, and you might even want Ted Norris... Ted with us, tonight?

Larry:

No, he's not on the line.

Peter:

Oh. Larry, how about you? As far as the pricing, I know we bid it out, and the best bid gets the job. Correct?

Larry:

Mm-hmm (affirmative). Right. That's my understanding. Yes.

Peter:

Yeah. That's how it goes.

Stephen:

Do we have a fair amount of that, to do?

Peter:

Well, after a few storms, it seems like we've been getting hit pretty good, but we're pretty much caught up with some of the trails, but I was told... Where was it? Jennifer, I think it was you who... one of the properties needed to be cleaned up, and you were on a walk. Can you refresh my memory, Jen?

Jennifer:

What was that?

Peter:

I said you and your husband were on a walk, not too long ago, and you said one of the trails-

Jennifer:

Yes. I think it was... Oh my gosh. I can't remember where it was, but there were downed trees, everywhere.

Peter:

Yeah. And I think the Regional Water does a great job of, after storms, trying to do the wood-clearing, but mainly, in the last few years, it's been from the [inaudible 00:16:28] storms, that we're cleaning up. They keep the trails open, and then they have hangers, for safety reasons. But all trails are open, right now. But that's how we bid it out. I hope I answered your question.

Stephen:

Yeah. The hiking I've done, I've seen a lot of people out.

Peter:

Oh, yeah. [crosstalk 00:16:51]-

Jennifer:

[inaudible 00:16:52] it was Lake Bethany.

Peter:

Lake Bethany, okay. Well, we could [crosstalk 00:16:57].

Brian:

They've been doing work on both.

Peter:

They're doing work on both. Thank you, Brian.

Mario:

Any other questions for Peter?

Brian:

Just a comment, to Steve, that the... Like you said, you've seen a lot of people out there. Recreation permits are, if I recall, at \$5,000 or so, whereas last year at this time of year, they were at \$3,000 roughly, so we're \$2,000 permits, out there.

Peter:

Yeah, the pandemic helped us, in that reference, so we enjoy that.

Peter:

I couldn't be prouder to be part of this Board, though. Anyone that talks about Regional Water, in the trails, the reservoirs, they just love it.

Peter:

Any other questions? All right. That's about it.

Mario:

Thank you very much, Peter.

Peter:

Our next meeting is June 9th, at 5:30. You're all welcome.

Mario:

Okay. Thank you very much.

Peter:

You're welcome.

Mario:

Move onto Consumer Affairs Committee. Mr. Mongillo.

Stephen:

Good evening. Consumer Affairs met on Monday, and we had a presentation by Prem, and Laura Gonzalez, and Dana Bochan, from Customer Service, on customer care re-alignment initiative and transformation. Emphasis on transformation. I asked, at the beginning, if this re-alignment was to address issues that currently exist in customer care, or it was the vision for future initiatives, programs, different activities, and the answer was both.

Stephen:

The presentation was in four parts. And the first part was the vision for it, and their mission is to make every customer interaction simple, responsive, consistent, and high quality, enable customer service to deliver more digital experiences, and self-service options. Some of the topics discussed under that section, were making it easier for customers to contact the RWA, as and when they want to, to enhance customer self-service functionality, to enable customer choice, with multi-channel options, improving

speed and quality of response, resulting in improved customer service levels. Things of that nature, under the vision.

Stephen:

The second part had to do with the current RWA landscape. And they went through what their operations currently are, and the responsibilities, what resources they currently have... A point made here, was that there is a high manual effort to what they are doing, now, with little automation, so automation is definitely a consideration for the future.

Stephen:

The third part was the customer journey. And they took us through what a customer currently experiences, typically, and then plans to improve that experience.

Stephen:

The last topic covered, was customer care roadmap, with all the activities that are planned, an estimate of the planning and implementation time-frames, that stretch out for several years. In addition, they discussed opportunities for RWA customers, and the potential for a mobile phone application, for self-service.

Stephen:

So, to give you an idea of the substance, here, and the complexity of this topic, the presentation was over an hour. An hour and a half, with questions. I've suggested to Prem, that maybe other members of the RPB, get this presentation. It was obvious, it's going to take considerable resources, over several years. Enhanced computer programs, etc., to really implement all the things, and it touches a lot of parts of the organization. So they did a great job in answering our questions, although there are some things that currently aren't known, about the current situation, that they are developing some information on. I believe that would be helpful, to really know the specifics of what they might want to do, in the future.

Stephen:

Some of this is driven just by the challenge of improvements in technology, and all the ways that customers can't access their different organization experiences, so although we have water, we do have a nine core initiative, that these enhancements may enable us to promote, much better, through the things that we can do.

Stephen:

So it's a big initiative. There's a lot to think about, before I think this gets implemented, and I hope everyone will take an interest in it.

Stephen:

Jeff reported that we've finally resolved the billing issue with the rental property on [inaudible 00:22:42] Street. [inaudible 00:22:42] payment to everybody's satisfaction, so other than that, it's been pretty quiet, and our next meeting is June 21st.

Mario:

Representative Policy Board
May 20, 2021

Thank you very much. Questions for Steve? Thank you, Steve. Maybe we can get a shorter version from Prem, for the full RPB meeting.

Prem:

That's the plan, Mario.

Mario:

Yeah, okay.

Prem:

[inaudible 00:23:12] into consideration, and we'll come back, yeah, that's right.

Speaker 17:

Thank you.

Mario:

Thank you. That'll be good. Any questions for Steve? No? Okay. Thank you very much, Steve.

Stephen:

[inaudible 00:23:25].

Mario:

Appreciate that.

Mario:

Nominating Committee, Mr. Clifford, did you have anything for this evening?

Tom:

We have the minutes. They're in the record. I would refer Board members to those. We will meet next week, and finalize the slate. That's the report.

Mario:

Okay. Thank you very much. Any questions for Tom? Very concise, sir. Thank you.

Tom:

[inaudible 00:23:53].

Mario:

Authority and Management, Mr. Borowy? Are you there?

David:

Yes, Mr. Chairman, thank you. Good evening, everybody. First, we want to say we were excited, we welcomed Catherine LaMarr, a new member, to the Authority, for her first meeting, today, and it was very good, and will be a great contributing [inaudible 00:24:17].

David:

Secondly, I'd like to express our appreciation to all of you, for the diligence, and importance you gave to your review at the budget workshops. I was able to attend both nights, hear the comments from... and some of you attended both nights, as well. And it was good to hear your supportive comments, your good questions, and showed that you really did take the job of reviewing it, knowing what's going on, in the water [inaudible 00:24:45], because the budget is a very good way to know the activities that are going on, and that was great, so thank you for that. And thank you for your motion of support, and we will be acting, as you said, Mario, right after this meeting, we'll have our meeting to act on the budget, and get it in, on time.

David:

So, other than that, our agenda was that we met briefly, but postponed the significant meeting, as a sole member of the Watershed Fund, because, at the last minute, the President was unable to make it. So we'll have a more, full meeting with them, at a later time.

David:

But then we met, as the Audit Risk Committee, and Tony is ending his Chairmanship of that, and it'll be given to Catherine, then they'll take up her compensation, but at the moment, he's still Chairman, and he is ready to give us a report, in the meeting, this afternoon.

Mario:

Mute, Tony.

David:

He's looking.

David:

Tony, you're on mute, but we're ready for your report, if you'd like. Well, if you can get it back, but in the meantime, I can certainly...

Tony:

I got it, I got it, I got it.

David:

Good, good, good.

Mario:

Okay.

Tony:

Representative Policy Board
May 20, 2021

Thank you, guys. I'm sorry [inaudible 00:26:10] the signal's [inaudible 00:26:13], but okay, [inaudible 00:26:15].

Tony:

We reviewed the enterprise risk issues on the Board, looked at the role of SCADA, checked the billing system, and noted that it was discreet from the other systems, and that we had a discussion about ransomware, and the use of back-up, within the system. They wanted everyone to know that there's a table-top exercise, in random [crosstalk 00:26:54]-

Jamie:

Wait. [inaudible 00:26:55].

Tony:

Hi, Jamie. How are you?

Jennifer:

I'm sorry.

Jamie:

I apologize, I didn't know I was on mute.

Tony:

Should we all vote at the same time, or just the opposite one?

Tony:

There's a table-top exercise, on 5/21, that looks at the ransomware... I'm sorry. Yeah, ransomware as an issue, among the Board. For those of you who are interested in the topic, and wanted to spend more time with it, Jennifer can get you information about it.

Tony:

We're also engaged in staff training. Specifically looking at a phishing exercise. That's a 'P-H'. Phishing exercise. And that basically was what we spent our time with, on the risk. Any questions about any pieces of that? I know I'm being a little vague.

Tony:

Wonderful. Thanks a lot. I don't have anything else, Dave.

David:

All right, thank you, Tony.

David:

And we also met, as the Environmental Health & Safety Committee, and Kevin would like to report on that.

Kevin:

Thank you, Dave. Mr. Chairman, members of the RPB. We had three updates, today. Three good updates. The first one was a Hamden Middle School update. And some members who have been on the RPB for a few years, are aware of this ongoing project. Was given by John Hudak, our Environmental Planning Manager, and the good news is, is that the contamination remediation project is completed, with the exception of the two remaining environmental land use restrictions, to be finalized and recorded on the land records, and then continuous ground water monitoring.

Kevin:

The RWA completed the remediation in the five distinct projects, different phases and different parts of the project, between 2015 and 2020, at a cost of approximately \$4,300,000. Post-remediation closure work includes the environmental land use restrictions, which will restrict activities on the remediated properties. Two of those, which are completed, there's two remaining, as I mentioned, at the beginning. A DEEP closure report. And that was approved by DEEP, in March, 2021. And ground water monitoring, with quarterly sampling, until the samples meet regulations. There's more background on that, if anyone's interested. But let's not make this leg too long for everyone.

Kevin:

We also had an end of legislative session report, from Laurie Vitagliano, our Government and Public Relations Specialist. She provided update on activities during the session that began on January 6th, and will end on June 9th. This session was in-person, for legislatures, and public hearings for... remotely. There was at least four bills that were of significance to the RWA. A safe drinking water bill, which would require companies to provide an alternate source of water to customers, during extended service interruptions. The RWA is working with other utilities in the Connecticut Waterworks Association, to provide compromise language. Another bill regarding PFAS, in firefighting foam, and packaging. With this bill, this is a Senate bill, it would ban PFAS compounds in firefighting foams and consumer packaging. The RWA and the Connecticut Waterworks Association supports those bills. Another bill was a House bill, 6443. Governor's budget revenue includes language that would make safe drinking water assessment a permanent aspect that streamlines the calculation of fees. The RWA's currently lobbying for changes, as it raises the [inaudible 00:31:15] service connection fees for water utilities. The last bill, Senate bill 887, would authorize funding for DEEP's open space, and trail grant programs, which RWA has been able to take advantage of the open space funding, for many of the land acquisitions.

Kevin:

And lastly, we heard from Amy Velasquez, Environmental Compliance and Sustainability Lead, for the RWA. And this focus was on sustainable activities, and [inaudible 00:31:46] related to the quality of drinking water, but there was a number of interesting programs, including pollinator gardens at several locations, and she talked about incentive grants for energy-efficient equipment, examining solar panels on certain properties, certain future projects, or roofs of certain future buildings.

Kevin:

Let's see... Other projections, looking forward to, in the future, we're looking to do, in the future, performing an energy use audit, for IT equipment, and see if that energy can be reduced, on that amount of energy expended. Reviewing the potential for electric vehicles and construction equipment, and additional pollinator gardens. The pollinator gardens tie into the evasive species issue, and just like many things in life, it's all interconnected.

Kevin:

And that was our presentations, for our Committee. Thank you.

David:

Are there any questions? I don't see any, so we'll move on, and the business report. Usually hand that over to Larry, but it's good news, so I was tempted to keep it for myself, but I'll continue tradition, and Larry, if you could give a business report, please?

Larry:

Yes, thank you. Well, before I give the business report, I'll have Beth do her normal Covid update.

Beth:

Good evening, everyone. And David, we'll give out some of that good news, with Covid, right? Just an update on our employee health metrics. So, since I last reported, we have had one additional case, which was emanated from the outside of RWA, but it seems to have been slowing down, and obviously, with our vaccination numbers going up, that's a good thing.

Beth:

In terms of vaccination status of our employees, we have done some polls, over the last six to eight weeks, and we have approximately 59% of staff, that are fully vaccinated, which is great. If you remember, our last reported, that RWA hosted a vaccination clinic, and we were able to vaccinate 40 staff, through that effort, so all good news, there.

Beth:

Our return-to-work committee continues to monitor the ever-changing landscape of different requirements, including mask requirements and the like. We're actively reviewing all of our policies and guidelines, but today just issued a notice that staff within the building, that are fully vaccinated, have the option to discontinue use of masks. We do still ask them to wear, if they are un-vaccinated, or any... the branches that we do have visitors in the building, that they continue to wear masks.

Beth:

So, as we work to our... Our next milestone, for us, is we're going to be inviting more staff back to 90 Sargent Drive, June 7th, so that's our next milestone, and that committee, that return-to-work committee is looking at all those policies that we had put in place, back in March and April of last year, including occupancy capacities of conference rooms, continuation of mask-wearing, things like that. So, more to come. We have a lot of work to do, in terms of other activities that were paused or altered because of Covid, so we'll report, end of June, some more of those specific details. But overall, good news. And I'm happy to answer any questions.

Stephen:

Hey, Beth, this is Steve. If 40% isn't vaccinated, about how many people is that?

Beth:

Representative Policy Board
May 20, 2021

About 100. We do think that there's probably more, since we've last polled. So we are planning to ask for an employee update, using our HR information system, so that we can have something on record, in terms of their vaccination status. So that's something we're working on, now.

Stephen:

But we're not requiring vaccinations. Is that correct?

Beth:

Correct.

David:

Yeah, we can't, I suppose. But I wish the compliance was better, that's all.

Beth:

Okay. Larry, I'll turn it back to you.

Larry:

All right. Well, we'll continue with the good news.

Larry:

Good evening, everyone. After 11 months of action results, through April 30th, operating revenues are over budget by \$4,700,000 and that's due to our total water revenues being over budget by about \$3,800,000 primarily due to higher-than-anticipated consumption. Our revenues are over budget by about \$896,000. And that's due to our miscellaneous charges and our commercial business operations, which includes the lab services, outside garage, and our pipe safe products.

Larry:

Operating and maintenance expenses are about \$1,200,000 under budget, and about \$885,000 of that is still considered timing. But when you take all the puts and takes, and add them together, we're projecting coverage of 121%, without any shortfall. So that's good news, because you'll remember we were projecting a \$12,000,000 deficit, at the beginning of the fiscal year.

Larry:

And that 121% is, of course, the caveat, there, is that operating and maintenance expenses continue to be projected at the revised, lower budget level. So there's still some uncertainty, regarding the short-term impact of the pandemic, including employment levels, and the customer's ability to pay, so we're watching that, very closely, and we're watching expenses, very closely.

Larry:

And then, to close out my report, as of May 17, raw water storage was at 98%, and that compares to a long-term average of 93%, for this time of year. And that covers all of the business highlights.

Mark:

You sure about that figure?

Representative Policy Board
May 20, 2021

Larry:

I'm absolutely positive, Mr. Levine.

Mark:

Just want to make sure.

Larry:

Yeah, okay, I double-checked it, just for you.

Mark:

So we've had plenty of water to sell.

Larry:

We've got plenty of water to sell. That's right.

Mark:

And good water.

Larry:

And good water.

David:

Drink up, everybody.

Speaker 26:

Larry, kudos to you and your team. That's an excellent report.

Larry:

Thank you. Yeah, the team and all of their team members have worked real hard, this past year.

Mark:

Larry.

Larry:

Yes?

Mark:

I saw a picture of you out on a job. I think that was a great thing, that you and your team did out there, on that water line. I want to know if you were in the trench, too?

Mario:

Don't answer, Larry.

Larry:

Well, I would've liked to be, but we had 11 members from the steel workers, volunteer to do that job, and Beth and I were out there on that Saturday, along with Pat Moran, who's our Director of Operations, and we were out there, and these 11 steel workers volunteered to install that service line for that veteran, because they had a contaminated private well, so it was a great day.

Mark:

I think that was very great, you and Beth and the rest of the team of the water company, what you did for that guy.

Larry:

Well, thank you very much. We became aware of that, last fall, and the health department asked us if there was something we could do, to help them out, since they'd had a contaminated well, for a year and a half, by the time we became aware of it.

Peter:

That's great, Larry.

Mark:

Also, Larry, congratulations on your new degree, Doctor.

Larry:

Thank you, Mark. It's only an honorary degree. I'm still working on the real thing.

Mark:

I have robes with the three stripes, if you want.

Larry:

Oh, okay.

Mark:

If you ever need to borrow.

Larry:

Okay, I'll remember that, Dr. Levine.

Mario:

Okay. More questions for David, Larry, or the team?

David:

I see no questions. One other item, is that we affirmatively voted on... so I sent to you folks an application for a land use amendment, to add some fishing trails at Lake Chamberlain, as part of our

Representative Policy Board
May 20, 2021

plan to expand the recreational offerings for our 6,000 people. Brian was right, we have 2,000 more people, this year. 50% more than a year ago, so this is great recreation.

David:

So you'll be seeing that, in the coming days, from Jennifer.

Mario:

[crosstalk 00:40:45] Dave, thoughts of that, was going to be a minor amendment?

David:

It's considered non-substantial, so it should not require a public hearing.

Mario:

Okay. Thank you.

David:

[inaudible 00:40:56].

Mario:

Thank you very much. Are there any questions?

Mario:

Okay, Mr. Donofrio, would you have any...

Jeff:

Not really. You mentioned my budget letter. I think a lot of times, we take for granted, that the Authority has, over the last decade plus, really adeptly implemented and executed what I consider to be a turnaround plan, in terms of the financial condition of the Authority. And there's been several significant surprises along the way, that could have derailed the effort, and none of us, based on my knowledge, have had to run a business through a pandemic, until only 14, 15 months ago, so I think I mentioned this in my budget letter, but I just want to reiterate that this didn't happen by accident. There was very good planning. Nobody's crystal ball was very clear when the Authority made its adjustments, in April of 2020, thinking that maybe we'd be out of the woods by January of '21, and despite that not being the case, the Authority's fiscal year still ended in a very positive way, and I certainly, on behalf of the consumers, recognize that, and appreciate the effort of the whole team. The RPB, the five-member authority, management, and all the employees of the Authority, worked together to really stay on-mission, and control possible surprises, so that we didn't have any.

Mario:

Thank you very much. I just wanted to take the opportunity to welcome Catherine LaMarr. I had the pleasure to do that in a phone conversation, but welcome, Catherine. And hopefully, you have some fun in your new role.

Catherine:

Representative Policy Board
May 20, 2021

Thank you. Appreciate it. I am having fun.

Mario:

Good. Oh, look, you got the background and everything! Awesome! You moved right in, see I still have the gray, all these years.

Mario:

Any other business that needs to come before the RPB?

Tom:

Move to adjourn.

Mario:

Okay, we have a motion to adjourn. A second?

Jamie:

Second.

[ADJOURN AT 7:15 P.M.]