

AGENDA
PORTLAND WATER DISTRICT

225 Douglass Street, Portland, Maine

Jeff P. Nixon Training Center

6:00 p.m. on Monday, September 23, 2024

Remote Meeting Participation Available to the Public via Zoom at:

<https://us06web.zoom.us/j/88576301118?pwd=gOtuMmR74l98JfLrNarzxarIAdhw88.1>

1. Convene Meeting with Pledge of Allegiance and moment of silence. President Lunt
2. Roll Call Clerk
- 3a. Acceptance of Minutes of the Regular Meeting of August 26, 2024 President Lunt
- 3b. Acceptance of Minutes of the Workshop Meeting of September 9, 2024 President Lunt
4. Invitation for Public Comment President Lunt
5. Reports:
 - Operations Committee Reports Trustee Shattuck-Heidorn
 - Planning Committee Reports Trustee Crockett
 - Administration & Finance Committee Reports Trustee Cote
 - General Manager's Report Interim General Manager
6. New Business
 - A. Order 24-024 authorizing the Treasurer to begin the process of increasing water rates by approximately 5.9% effective January 1, 2025. Administration and Finance Committee
 - B. Order 24-025 authorizing an increase in the 2024 Capital Improvement Plan for a Human Resource Information System. Administration and Finance Committee
 - C. Resolution 24-010 recognizing the accomplishments and contributions of retiring Director of Human Resources, Mary Demers. President Lunt
 - D. Resolution 24-011 confirming the General Manager's appointment of Michelle Clements as the Communications and Public Relations Director, effective July 1, 2024. President Lunt
7. Other Business An item may be added to this agenda provided seven trustees vote to waive the rule regarding agendas. President Lunt
8. Second Invitation for Public Comment President Lunt
9. Trustee Comments President Lunt
10. Executive Session A motion may be made to go into Executive Session at any time during the meeting to discuss, pursuant to 1 M.R.S. §405(6)(A) personnel, 1 M.R.S. §405(6)(C) real estate, 1 M.R.S. §405 (6)(D) labor negotiations, or 1 M.R.S. §405(6)(E) legal matters. President Lunt
11. Adjournment President Lunt

Donna M. Katsiaficas
Clerk

Portland Water District
Board of Trustees Regular Meeting
September 23, 2024

New Business

Agenda Item 6A – 6D



BOARD OF TRUSTEES / AGENDA ITEM SUMMARY

Agenda Item: 6A Order 24-024
 Date of Meeting: September 23, 2024
 Subject: Water Rates Adjustment
 Presented By: David Kane, Executive Director of Administration

RECOMMENDATION

The following proposed language is presented for Board of Trustee approval:

ORDERED, pursuant to Board of Trustees Policy, the Treasurer shall prepare the supporting documents for a water rate increase of approximately 5.9%, with new rates effective January 1, 2025.

BACKGROUND ANALYSIS

At the July 8th Board Workshop, staff indicated the first draft of the 2025 budget called for a water rate adjustment of 8.2%. The Board discussed and set a 2025 water rate parameter of an average increase not to exceed 6%. The proposed budget incorporates an average increase of 5.9%, with a 5.5% increase to residential rates.

Staff will prepare the supporting documentation and arrange to hold a public hearing in November and send customer notices about the public hearing to all customers in October. Significant items to be considered are listed below.

Revenue Requirement – How much do we need to operate?

The proposed 2025 net expenditure operating budget is \$32.9 million. Consistent with the Board policy of annual rate adjustments, the staff proposes an increase of 5.9%.

Reserves – How much do we want to include for operating fund reserves?

The proposed 2025 water budget assumes a 5.9% rate adjustment and would generate \$32.9 million.

	<u>12/31/2024</u>	<u>12/31/2025</u>	<u>Target</u>
Operating	\$6.3M	\$ 6.3M	\$ 7.2M
Watershed Land Protection	\$1.7M	\$ 1.7M	\$ 3.8M
Capital Reserve	\$2.6M	\$ 3.0M	None
Rate Stability	\$0.3M	\$ 0.3M	None

Water Consumption – How much do we assume customers will use?

The budget assumed a consumption of 8.4 million hundred cubic feet (HCF). Actual consumption for the years between 2014 and 2023 ranged from 8.1 million HCF to 8.8 million HCF. Staff recommends using the consumption at the lower end of the recent actual consumption range (i.e., 8.4 million HCF).

Rate Design – How should the rate adjustment be allocated?

The last cost of service study indicated that industrial/commercial customers generate less revenue than the costs to serve them. The Board requested that the gap be closed over future rate adjustments by increasing rates at higher increments for industrial/commercial customers.

Regulatory Process – What regulatory process will be used?

The water rate adjustment no longer needs Maine Public Utilities Commission approval in addition to the Board of Trustees approval. Per Board policy, information will be available for public review in October, and a public hearing on the proposed rate adjustment will be held in November.

The proposed schedule to implement the rate adjustment is as follows:

- September 9, 2024 The PWD Board of Trustees’ Administration and Finance Committee reviews and makes final rate recommendations. Finance staff provides up-to-date financial information and revenue projections.
- September 23, 2024 PWD Board considers approving the Administration and Finance Committee’s recommendation.
- October 11, 2024 Supporting documentation for a rate adjustment is available to the public.
- October 25, 2024 Publish notice of a rate adjustment is sent to all customers. The notice includes an invitation to attend the public hearing.
- November 11, 2024 Special public hearing on proposed rate adjustment. General Manager and Treasurer provide information supporting the rate adjustment. Public has an opportunity to ask questions and provide feedback to the Board as they consider the proposed rate schedule.
- November 25, 2024 Board business meeting – Approve final rate schedule. The final rate schedule incorporates changes based on the public hearing and Board’s feedback.
- December 24, 2024 File final rate schedule based on public hearing and Board review. Rate schedule is distributed to Maine PUC for informational purposes only.
- January 1, 2025 Rate adjustment effective date.

Water Rate Adjustment Impact

The customer impact of the proposed 5.9% increase is below.

<u>Customer:</u>		<u>Current</u>	<u>Proposed</u>	
<i>Residential</i>	<i>.62" meter, 7 HCF</i>	<i>\$ 28.71</i>	<i>\$ 30.20</i>	<i>5.2%</i>
<i>Commercial</i>	<i>.62" meter, 40 HCF</i>	<i>\$ 121.22</i>	<i>\$ 128.16</i>	<i>5.7%</i>
<i>Small Industrial</i>	<i>2" meter, 1,300 HCF</i>	<i>\$ 2,337.63</i>	<i>\$ 2,512.07</i>	<i>7.5%</i>
<i>Large Industrial</i>	<i>8" meter, 56,000 HCF</i>	<i>\$ 76,570.48</i>	<i>\$ 82,244.88</i>	<i>7.4%</i>
<i>Sprinkler</i>	<i>6" meter (year)</i>	<i>\$ 531.60</i>	<i>\$ 558.96</i>	<i>5.1%</i>
<i>Public Fire (per year)</i>		<i>\$ 1,738,188</i>	<i>\$ 1,827,705</i>	<i>5.2%</i>
<i>Seasonal (per year)</i>		<i>\$ 279.10</i>	<i>\$ 293.47</i>	<i>5.1%</i>

LEGAL REVIEW

Corporate Counsel has reviewed the proposed Resolution as to form.

CONCLUSION(S)

Administration and Finance Committee reviewed at their September 9, 2024 meeting and recommends forwarding the motion supporting a 5.9% rate adjustment to the Board of Trustees.

ATTACHMENT(S)

None



BOARD OF TRUSTEES / AGENDA ITEM SUMMARY

Agenda Item: 6B Order 24-025
Date of Meeting: September 23, 2024
Subject: Human Resource Information System – CIP Amendment
Presented By: Chad Davis, Information Services Director

RECOMMENDATION

The following proposed language is presented for Board of Trustee approval:

ORDERED, that the 2024 Capital Improvement Plan is increased by \$180,000 for a Human Resource Information System

BACKGROUND

Currently the Employee Services Department does not have a Human Resources Information System (HRIS) and is mostly paper based in all aspects of their operations. Over the last year, Employee Services and Information Services staff have been reviewing HRIS Systems that can streamline operations and provide better service to employees. After reviewing multiple systems, the recommended system is Bamboo HR based on functionality and cost. Installation with implementation (6 to 8 weeks) will mainly be performed by Bamboo staff with limited time commitments from PWD staff.

The project budget consists of the following:

Subscription Intangible Asset	\$162,000
Implementation Costs	5,000
Implementation Cost Contingency	<u>13,000</u>
Total	<u>\$180,000</u>

FISCAL REVIEW / FUNDING

The project is included in the proposed 2025 Capital Improvement Plan for \$220,000. The actual project cost is \$180,000. A monthly subscription price will be paid with an annual expense of \$37,100; which is \$26,000 less than the amount included in the proposed 2025 budget.

LEGAL REVIEW

Corporate Counsel reviewed the proposed motion and approved it as to form.

CONCLUSION(S)

Administration and Finance Committee reviewed at their September 9, 2024 meeting and recommends forwarding the motion to the Board of Trustees.

ATTACHMENT(S)

A. HRIS System Requirements

Project Goals

1. Centralize and automate HR functions.
2. Improve data accuracy and accessibility.
3. Enhance employee experience with self-service options.
4. Ensure compliance with relevant labor laws and regulations.

Scope of Work

I. Core HR Functions

Employee Information Management:

- Centralized database for storing employee information for newly hired, current, former employees, and retirees.
- Workflow for easy access and updating of records.
- Onboarding capabilities for new employees, including:
 - W-4 Form
 - Direct Deposit Information
 - Federal and state tax information
 - EEO data
 - Emergency Contact Information
 - Legal Name (no nicknames)
 - Full Street Address (no PO box numbers)
 - Social Security Number
 - Date of Birth
 - Date in position
 - Date of hire
 - Department
 - Department code
 - Direct supervisor
 - FTE
 - Starting pay
 - Grade level
 - Education, Licenses, and other credentials
 - Anniversary dates (three month, six month, one year)
 - Marital status
 - Preferred pronoun
 - Driver's license, CDL training records/licenses.
- Records for active employees including pay history, transfer/promotion dates, FTE changes, union bid history, college degrees, licenses, certifications, stipends, and reimbursements.
- Electronic authorizations and workflows for data updates and changes.

II. Recruitment and Onboarding:

- Tools for job postings, applicant tracking, and candidate evaluations.
- Centralized candidate pool with an easy, time-sensitive application process.
- Streamlined onboarding with automated workflows and documentation management.
- Job posting capabilities for various platforms and integration for electronic applications.
- Applicant tracking with permissions for HR, SMT members, hiring managers, and hiring committees.
- Automated responses and communication with applicants.
- Historical data retention and search capabilities.
- Workflow for internal union bidding process.
- Onboarding workflow for new hires, self-service module for benefit enrollment, and task tracking.

III. Payroll Management:

- Integration with payroll (eFinancePlus by Central Square) for automated salary calculations, deductions, and tax computations.
- Electronic signature capabilities for new hire information and ECN (Employee Change Notification) forms.
- Workflow for electronic signatures and supervisory notifications.

IV. Benefits Administration:

- Management of health insurance, retirement plans, and leave tracking.
- Employee self-service portals for benefits management.
- Automated benefit enrollment and reconciliation with vendors.
- Mobile app for benefits and translation software.

V. Time and Attendance:

- Tracking of work hours, overtime, and attendance (vacation/sick hours viewing) -Weekly import from current payroll system eFinancePlus by Central Square
- Integration with payroll for accurate compensation. - Weekly import from current payroll system eFinancePlus by Central Square
- FMLA hours tracking.

VI. Performance Management:

- Tools for setting, tracking, and evaluating employee performance goals.
- Performance appraisal tools and feedback mechanisms.
- Electronic retention of performance records with restricted access.
- Automation of probationary and annual evaluations.
- Records for disciplinary actions, worker's compensation, and vehicle accidents.

VII. Reporting Capability:

- Easy-to-generate reports, both canned and customizable.

VIII. Onsite Availability and Dedicated Representative:

- Dedicated representative for implementation and phased rollout.
- Onsite support during initial implementation and rollout phases.
- Onsite training provided for system owners (Employee Services) and online training provided for end users using PWD's data

Advanced Features

1. Talent Management:
 - Succession planning and career development tools.
 - Learning and development modules.
2. Analytics and Reporting:
 - Advanced HR metrics analytics and customizable reports.
3. Compliance Management:
 - Tools for Maine Labor law compliance and automated reminders.
 - Access to employee directory and policies.

Technical and Integration Features

1. Integration Capabilities:
 - APIs for third-party application connections.
 - The ability to import and export CSV files
 - The ability to upload scanned documents into the system.
2. Scalability:
 - Ability to scale with organizational growth and changing needs.
 - Flexible configurations for different business units and locations.
3. Employee Self-Service:
 - Portals for personal information updates, pay slips, leave requests, and company policies.
 - Mobile access.
 - Vacation Time request workflows.
4. Data Access
 - Provide the ability for PWD to download all data from the system at any time during the contract.

Vendor Requirements

- Data Security and Privacy:
 - Robust security measures to protect sensitive data.
 - Prove Compliance with data protection regulations (e.g., SOC2 Type 2, GDPR etc.).
 - Access Logs
 - The system shall provide the ability for PWD to view/down access logs to the system.
 - Vendor shall provide when they last underwent a penetration test and vulnerability scan.
 - In event of a breach of sensitive data under the management of a Vendor, the Vendor shall immediately engage in all remediation efforts.
 - In event of a breach of sensitive data under the management of a Vendor, the Vendor shall notify the PWD Information Serviced Department as quickly as possible but no later than 24 hours after discovery.

- Vendors shall be responsible for notifying all contacts and/or persons whose sensitive data may have been compromised as a result of the breach as required by law.
- The ability to configure the system to integrate with PWD's Active Directory (SSO, Organizational Charts etc.)
- Ongoing vendor support provided via web portal or direct contact via phone.
 - Detail the options of how you provide support
- 99.9% uptime commitment.
- Notification to product owners and PWD Information Services contacts of planned downtime.
- Experience and qualifications.
- References and case studies.

Evaluation Criteria

- Cybersecurity Posture
- Functionality
- Support
- Implementation Plan
- Cost



RESOLUTION

PORTLAND WATER DISTRICT

BOARD OF TRUSTEES

WHEREAS, Mary E. Demers joined the Portland Water District in 2015 as the Director of Employee Services and will soon retire; and

WHEREAS, Mary E. Demers has dedicated nearly a decade supporting the employees of Portland Water District, providing leadership through both routine operations and extraordinary circumstances; and

WHEREAS, during the COVID-19 pandemic, Mary E. Demers played a critical role in ensuring the safety and well-being of employees, implementing effective health measures, and guiding the District through unprecedented challenges; and

WHEREAS, she has acted as lead liaison in union negotiations, ensuring fair representation and fostering a spirit of collaboration between management and unionized employees, contributing to a positive and productive work environment; and

WHEREAS, she championed comprehensive training and safety initiatives for all staff members; and

WHEREAS, she pioneered the development of career ladders, enhancing growth opportunities for employees;

NOW THEREFORE BE IT RESOLVED that the Board of Trustees recognizes the efforts of Mary E. Demers and extends its appreciation on behalf of all the District's member communities, customers, and staff for her dedication and professionalism.

Adopted this 23rd day of September, 2024

Attest:
Donna M. Katsiaficas
Clerk

William M, Lunt, III
President

Memorandum

To: Board of Trustees
From: Christopher Crovo
Date: September 23, 2024
Subject: Confirmation of General Manager's Appointment

I'm pleased to recommend Michelle Clements for the Board of Trustees' confirmation as PWD's Director of Communications and Public Relations.

Michelle has served as the Public Relations Manager at the Portland Water District since 1997. During this time, she has been an integral part of leadership, attending senior management meetings, providing guidance on reputation management, media relations, and communications strategies, and acting as the chief brand ambassador. Recently, her job title was updated to accurately reflect her job duties and responsibilities.

The following Motion is recommended:

Resolved, to confirm the General Manager's appointment of:

Michelle Clements, Director of Communications and Public Relations