

**LOUISVILLE ONE WATER SPECIAL BOARD MEETING**  
**April 22, 2021**  
**3:00 P.M.**  
**550 S. THIRD STREET, LOUISVILLE, KY**  
**Virtual Meeting**

As amended

**I. CALL TO ORDER AND INTRODUCTIONS:**

The April 22, 2021 special meeting of the Louisville One Water Board was held by teleconference video via Zoom Communications. The meeting was called to order by Mr. J.T. Sims at 3:03 p.m.

**Board members present:**

Dr. Sharon Kerrick  
Mr. J.T. Sims, Chair  
Ms. Marita Willis

**Others present:**

Ms. Anne Trout, Louisville MSD, Assistant General Counsel  
Mr. Brad Good, Louisville MSD, Chief Financial Officer  
Mr. Brian Bingham, Louisville MSD, Chief of Operations  
Ms. Camille Fort, Louisville Water, Executive Assistant  
Mr. Dave Vogel, Louisville Water, Executive Vice President  
Mr. James A. Parrott, Louisville MSD, Executive Director  
Ms. Kelley Dearing Smith, Louisville Water, VP of Communications, Marketing & Econ Dev  
Ms. Kimberly Reed, One Water, Chief Innovation Officer  
Ms. Lynne Fleming, Louisville MSD, Human Resources Director  
Ms. Rene' Lindsay, One Water, Chief Procurement Officer  
Ms. Megan Hancock, Louisville Water, Director - Customer Service  
Ms. Shannon Tivitt, One Water, Project Liaison Director  
Mr. Spencer Bruce, Louisville Water, President & CEO  
Mr. Terrence Spence, Louisville Water, Vice President, HR, and Labor Relations  
Mr. Tim Kraus, Louisville Water, Vice President, Chief Engineer  
Mr. Wesley Sydnor, Louisville MSD, Intergovernmental Relations Director  
Mr. Matthew Griffith, Louisville Water, Strategic Planning and Performance Specialist  
Ms. Dana Price, Louisville MSD, Director of Records & Information Governance Program  
Mr. Brian Sturgeon, Louisville Water Computer Network Administrator  
Mr. David Johnson, Louisville MSD, Chief Engineer  
Mr. Bill Malcolm, One Water, Fleet Services Director  
Ms. Lynn Pearson, Louisville Water, Vice President, Finance/Treasurer  
Ms. Jenni Schelling, Louisville Water, Internal Auditor  
Mr. Jeff Knott, Louisville Water, Director, Information Systems  
Mr. Paul Bagley, Louisville MSD, Director, Information Technology

## II. REVIEW AND APPROVE FEBRUARY 25, 2021 MEETING MINUTES

Mr. J.T. Sims asked if everyone had a chance to review the minutes from the February 25, 2021 meeting. Dr. Sharon Kerrick moved to approve the Regular Called Meeting Minutes, seconded by Marita Willis and the motion unanimously carried.

## III. INTRODUCTION OF NEW OWAC MEMBERS AND 2020 ONE WATER PROGRESS REPORT

Mr. Spencer Bruce introduced Jeff Knott from Louisville Water as a new member to OWAC. Mr. Knott is the new Vice President of Information Technology and Chief Information Officer. He brings 30 years' experience in the IT industry. Mr. Parrott introduced Paul Bagley as a new member of OWAC. Mr. Bagley serves as Chief Information Officer for MSD. Mr. Bagley has 20 years' experience in IT. Mr. Parrott then presented a draft 2020 One Water Progress report. One of the goals of 2020 was to present the One Water story differently than in the past. One of the ways to do that is the 2020 Progress Report which will be used as a reporting tool. By far the biggest collaboration of 2020 was sharing ideas, best practices, and resources during the COVID-19 pandemic. This collaborative effort really sets the framework for the sustainability of the One Water initiative moving forward. Mr. Spencer Bruce elaborated on some highlights, including the creation of a fleet advisory team as well as the forming of the One Water Economic Development Team. Mr. Bruce shared the 2020 Value infographic in the progress report. Some values may not have a dollar savings, but much value is seen in saving time as well as helping customers and improving efficiency.

## IV. METRO COVID FUNDING SUMMARY

Ms. Megan Hancock updated the board on Metro Covid Funding. Due to the COVID-19 pandemic 70% of customers unable to pay their bills had never been in that position before. To help with this effort a program called 'Drops of Kindness' was introduced. This effort included: introducing pay plans, modifying the communication strategy, and working with the vendor **Promise** to create a tool for payment plans. A portal was created for customers to apply for COVID-19 relief. The website was available in two languages. In 21 days, more than 10,000 customers received a one-time instantaneous credit. More than \$3.3 million was distributed in credits. Ms. Hancock noted marketing and communications had a large impact in getting the word out regarding the credits. These marketing approaches included: targeted digital marketing, grassroots, ministries, SMS, direct mail, and social media. Of the 20,000 visitors to the site around 54% were eligible for credits. 24% of customers were able to eliminate their debt; helping to reduce the disconnect for non-payment log by 6,000. The current effort underway is informing customers of their options. On April 12, 2021 letters were sent out to around 8,000 customers informing them some money is still available through the Drops of Kindness portal as well as interest free payment plans. Disconnection for non-payment will resume in June 2021 and late fees will start in May 2021.

## V. PARTNERSHIP UPDATE

### A. SHARED SERVICES REIMBURSEMENT REPORT (JAN – MARCH 2021)

Mr. Brad Good presented the 2021 Quarter One shared service expenses. The report is grouped by labor and no-labor related expenses. Through the first quarter, four positions with labor costs totaling \$64,236 were allocated to Louisville Water. Five positions with labor costs totaling \$81,060 were allocated to MSD. The Dell EMC TLA costs made up a large portion of the non-labor costs. This expense is paid once a year and is allocated to each company. There was also a billing services feasibility study, as well as a communication messaging piece created, for economic development.

### B. UNVEIL 2021 ONE WATER PROJECT PLAN – 1<sup>ST</sup> QUARTER REPORT

Ms. Shannon Tivitt led the discussion on the ten projects for the 2021 One Water Work Plan. She shared some of the background in gathering information and realigning the One Water goals for 2021.

Mr. Bill Malcolm shared the progress on the replacement of the fleet management information system with a new web-based, hosted system AssetWorks FleetFocus. The project has gone very smooth and is ahead of schedule. Touch screen computers are being deployed in the field to help employees get the resources they need while they are in the field. Employees will be able to place orders and do research.

Ms. Kelley Dearing Smith presented the progress on the *Improve Every Customer Experience* goal. The first strategy in this project is executing the Drops of Kindness program. She explained Drops of Kindness is not just for Covid. The pandemic gave the opportunity to look at the programs Louisville Water and MSD were running and to put them under one umbrella. Currently, you can go to the Louisville Water website and make a one-time donation to Drops of Kindness. Ms. Dearing Smith also shared information on an upcoming opportunity with US Water Alliance. Louisville was chosen as one of nine pilot cities to study utility affordability issues. Both Louisville Water and MSD are members of the US Water Alliance.

Mr. Dave Vogel outlined the progress on the AMI program implementation. Specifically, moving our customers from bi-monthly billing to monthly billing. The JD Power Study shows customer prefer monthly billing. Last year approximately 700 customers were moved to monthly billing. During 2021, this conversion will be done in four cycles. The goal equates to approximately 28,000 customers. Currently installations have been paused but will resume in June 2021.

Ms. Tivitt shared the developments of renegotiating the billing agreement between MSD and Louisville Water. This project is led by Tony Parrott and Spencer Bruce with Ms. Tivitt facilitating the meetings bi-weekly. The Raftelis study findings have been finalized and the teams are working on structuring what the billing agreement should look like and establishing parameters. The goal is to have a draft in place by fall 2021.

Ms. Rene Lindsey presented the progress of implementing the findings of the Mayor's equity in contracting and procurement task force. MSD and Louisville Water, along with other agencies, submitted recommendations to the Mayor. He accepted those recommendations in January 2021. Five subcommittees were created for further development of the recommendations. They are data collection and reporting, community benefits, workforce development/local labor, local business utilization for Tier II and III (sub-contracting with diverse business) and outreach subcommittee. \$5 billion in project capital spend is projected over the next 5 years amongst all agencies. Out of that, \$700 million is projected to go to minority and other diverse businesses. Louisville Water and MSD are participating in the local business utilization subcommittee. Both organizations have been able to regularly submit diverse expenditures to the task force team.

Ms. Lindsey also outlined the ongoing efforts of developing an outreach and recruitment plan. Louisville Water has already implemented a small business program plan with an outreach component and is currently launching its program. MSD plans to submit its small business program to their board in May 2021 and to launch the small business program July 1, 2021. MSD has also begun work on outreach and recruitment plans by identifying contracting and subcontracting opportunities and trying to match minority and women owned companies with the opportunities.

To date, MSD has sourced over 2000 diverse businesses by reviewing supplier diversity list from various agencies. That number has been reduced to approximately 1100 firms they may do business with MSD. Outreach to these businesses is ongoing and results will be shared with Louisville Water and the Task Force.

Ms. Tivitt presented information on the sustainable green opportunities. The Mayor has asked each organization to look at and evaluate green and sustainable opportunities. The goal is to develop a list of opportunities by the end of 2021. She stated, to better understand the opportunities available, both companies will look at past data to learn what has been done in this area and what is currently being done.

Mr. David Johnson presented MSD's efforts being made to work with federal funding to prioritize investment in water infrastructure. Presently, several funding efforts are underway including the 'Louisville Metro Build Back Better' also the 'American Rescue Plan.' 18 projects were entered worth a total of \$38MM. Also, in the FY 2021 House Appropriations Committee funding, two projects were submitted totaling just over \$2MM. Both companies have worked well in communicating when opportunities for funding are available.

Mr. Tim Kraus shared the efforts by Louisville Water to find federal and state funding for water infrastructure projects. In March, a list of 16 water projects totaling over \$39MM were submitted to the Mayor's Office. He added, Metro is also taking the lead in collectively working together to ensure the funds received go to the highest priority project.

Ms. Dearing Smith spoke on economic development. She explained economic development involves two components. The first component is working hand-in-hand with Louisville Forward and Greater Louisville Inc. (GLI) to focus on new businesses coming to the area as well as business retention and expansion. The other component is making sure water and sewer utilities are more than a check off the box but ensuring the story of the companies is told and that Louisville Forward and GLI can tell the story. To accomplish this, the project team came together to develop a one-sheet document that focuses on what Louisville Water and MSD bring to economic development. This document will be provided to Louisville Forward and GLI for use in talks with potential businesses.

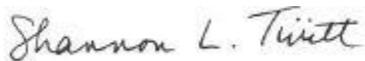
Mr. Wes Sydnor added that Louisville Forward and the site selection team gave feedback on a recent talk with a potential business coming to Louisville. They stated the drinking water and wastewater services available to them was a game changer. This really highlights the importance of One Water in economic development.

Mr. Sims noted the next meeting scheduled will be held by video conference Thursday July 29, 2021 at 3pm.

With no further business, a motion to adjourn was made by Dr. Sharon Kerrick and seconded by Marita Willis. Meeting adjourned at 4:01 p.m.

## VI. ADJORN

**These minutes were approved by the Board on July 29, 2021.**



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**Shannon Tivitt, Secretary**