

**LOUISVILLE ONE WATER BOARD SPECIAL MEETING**  
**October 29, 2020**  
**3:00 P.M.**  
**550 S. THIRD STREET, LOUISVILLE, KY**  
**Virtual Meeting**

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

The October 29, 2020 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 3:05 p.m.

**Board members present:**

Mr. William Summers, IV  
Ms. Ellen Heslen  
Mr. J.T. Sims, Chair  
Ms. Marita Willis

**Others present:**

Ms. Anne Trout, MSD, Assistant General Counsel  
Mr. Brad Good, MSD, Chief Financial Officer  
Mr. Brian Bingham, MSD, Chief of Operations  
Ms. Camille Fort, Louisville Water, Executive Assistant  
Mr. Dave Vogel, Louisville Water, Executive Vice President  
Mr. James A. Parrott, 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, MSD, Human Resources Director  
Mr. Michael Tigue, Louisville Water, Vice President Compliance / General Counsel  
Ms. Rene' Lindsey, One Water, Chief Procurement Officer  
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. Tom Luckett, One Water, Chief Information Officer  
Mr. Wesley Sydnor, MSD, Intergovernmental Relations Director  
Mr. Matthew Griffith, Louisville Water, Strategic Planning and Performance Specialist  
Ms. Dana Price, MSD, Director of Records & Information Governance Program  
Mr. Brian Sturgeon, Louisville Water Computer Network Administrator  
Ms. Kacy Thompson, MSD, Board Assistant  
Ms. Megan Hancock, Louisville Water, Director of Customer Service  
Mr. David Johnson, MSD, Chief Engineer  
Mr. Bill Malcolm, One Water, Fleet Services Director  
Ms. Lynn Pearson, Louisville Water, Vice President Finance  
Mr. Sunny Dronawat, Board of Waterworks Member

## **II. REVIEW AND APPROVE JULY 30, 2020 MEETING MINUTES**

Mr. Sims asked if everyone had a chance to review the minutes from the July 30, 2020 meeting. Ms. Ellen Hesen moved to approve the Meeting Minutes of July 30, 2020 seconded by Mr. William Summers and the motion unanimously carried.

## **III. 2019 ONE WATER AUDIT UPDATE**

Ms. Shannon Tivitt advised the draft audit is completed. It will be presented to OWAC and be shared with the board in 2021.

## **IV. 3<sup>RD</sup> QUARTER REVIEW – ONE WATER WORK PLAN**

Ms. Shannon Tivitt updated the board on the initiatives of the 2020 work plan. Ms. Kelley Dearing – Smith presented the communications work plan. Ms. Smith stated Louisville Water/MSD have each reviewed their existing tools to develop a joint messaging plan. A new action item for the communication team is developing materials like a fact sheet for GLI's Regional Economic Development Partnership.

Mr. Wes Sydnor presented the MSD plan for developing consistency in presenting to groups the value of MSD. He also stated MSD is evaluating the workflow process to better handle economic development requests.

Mr. Dave Vogel presented the customer service update. He detailed the ongoing efforts in customer service including turn over in staffing levels. He outlined the One Water effort in prepping for the end of the moratorium on water disconnection. A post call customer service survey has been implemented; however, sufficient data has not yet been received. An update on this initiative is anticipated at a future 2021 One Water meeting. For the AMI project, as of today, 18,000 end points have been installed and later this month the first group of customers will be moved to monthly billing.

Ms. Ellen Hesen thanked the team for working with Metro Council in pulling resources to help customers during the COVID-19 pandemic.

Mr. Bill Malcolm updated the board on the technical training initiative. Efforts are being made to find trainers with a focus on our systems and diagnostics. The fleet advisory team has been formed with the goal of creating open dialog on the fleet initiatives as well as training resource ideas. They have worked with vendors on locating resources for disinfection and sanitation during the COVID-19 pandemic.

Ms. Rene Lindsey reviewed the procurement initiatives. She explained MSD and Louisville Water are now working from the same bidding platform. Currently the team is working to have a template for joint bidding that will work with the ebidding platform (Bonfire). Both Louisville Water and MSD are developing small business programs. MSD implemented its enhanced supplier diversity program effective date June 1, 2020. Louisville Water is in process of implementing its SBE program, some delay due to Covid-19. MSD is developing its SLBE program, target completion date by June 30, 2021. Louisville Water is exploring the use of B2GNow, (software used for tracking M/WBE activities include outreach, certification database, etc.), MSD is currently using

this database. The goal is to have a joint Small local business program database. The next initiative is to explore joint compliance monitoring opportunities. This initiative is still in the preliminary stage. The final initiative is developing recommendations for warehouse materials. Evaluation of this effort has restarted now that Louisville Water's Work and Asset Management System has gone live. Members of both warehouse teams met virtually in September. The teams will meet in the Oct/Nov timeframe on location and perform a more detailed evaluation of each organization's processes. Once completed the team will determine if there are significant opportunities to pursue in this area going forward.

Mr. Spencer Bruce updated the progress on the procurement of a spoils site. Louisville Water has closed on the property and is currently prepping for use. MSD is evaluating their needs to see if there is an opportunity to purchase some land from Louisville Water. Mr. Brian Bingham added that MSD has looked at the site. The potential for savings is there, and MSD is currently evaluating their needs.

Mr. Tim Kraus reviewed the engineering initiatives. Currently, Louisville Water has an antiquated system for evaluating professional services qualifications. MSD has a system (CPIS) in place and is currently looking at updating. A meeting was held with the Information Technology (IT) department and operational leadership. Louisville Water is currently reviewing the CPIS program for use and prepping a work plan.

Mr. Brian Bingham updated the facilities initiatives. New projects have been developed to review and implement energy saving projects identified by the Black and Veatch study for MSD. The Metro paving initiative is wrapping up. MSD is finalizing a contract with Metro with anticipation for signing next month. Louisville Water will review the contract for possible amendments.

Ms. Lynne Fleming reviewed the progress on Human Resources initiatives. MSD completed an equity analysis developing a model for employees moving within their salary range. The reviews have been completed and increases were given where applicable. Human Resources is reviewing side-by-side comparisons of recommended job title alignment by Mercer. They will be scheduling meetings with department heads to review.

## **V. PARTNERSHIP UPDATE**

### **A. SHARED SERVICES REIMBURSEMENT PROCEDURES AND NEW QUARTERLY REPORTS**

Mr. Brad Good reviewed the finance initiative updating the shared services reimbursement procedure. A procedure has been in place however a revision was needed to reflect the different business areas and ensure correct billing and timely reimbursement. A small purchase and travel procedures have been developed. The most significant change was the adding of a reporting requirement. Each finance team will report the monthly expenditure under the one water agreement. These reports will be reviewed and be presented to OWAC on a quarterly basis to ensure completeness. Ms. Lynn Pearson added the reports will be high level but will provide reasonable details with a goal of having a fully developed report at the next One Water Meeting.

## **B. LOOKING AHEAD – 2021 PLANS**

Mr. Spencer Bruce outlined the goals going forward are looking ahead at innovation. He reviewed the IT model of sharing initiatives and recognized the process that has made them successful. The model of sharing services, ideas and resources has become part of the cultural embedded in the IT groups at Louisville Water and MSD. Going forward this model will be replicated in other areas.

Mr. Tony Parrott expounded on the innovation efforts of MSD in AI (artificial intelligence), energy savings and revenue. Mr. Parrot commended the efforts of Shannon Tivitt in moving both groups going forward and recommitting the teams.

- **2021 ONE WATER IMPACT INITIATIVES PREP SESSIONS AND WORKSHOP**

Ms. Shannon Tivitt explained the new way to focus aligning our initiatives with impact areas. In the coming months she will be meeting with OWAC leaders from each functional area to discuss opportunities. The goal will be to create impact initiatives in each impact area for 2021. A workshop will be held in February with OWAC, the Mayor and the Board member and Vice Chairs to unveil the 2021 One Water Initiatives and Impact. Current 2021 Focus Areas include renegotiating the Billing Agreement with MSD and Louisville Water, Customer service assistance and continued economic development and regionalization.

Ms. Kelley Dearing Smith outlined the customer assistance goals in 2021. With the COVID-19 pandemic customers are finding themselves in situations they are not used to being in. Efforts are being made to rebrand the idea of customer assistance into a program called “Drops of Kindness”. In the coming weeks customers can donate through a website, the idea of neighbor helping neighbor. In 2021 the option to donate will be added to the bill.

Mr. Sims encouraged the team to focus on initiatives that will have the biggest impact and stated that you don’t have to have 20 of them, find the ones that are most effective.

## **VI. ESTABLISH 2021 MEETING SCHEDULE – RESOLUTION**

A motion by Marita Willis seconded by William Summers to approve the 2021 meetings dates by resolution. Mr. Sims noted the next meeting scheduled will be held by video conference Thursday February 25, 2021 at 3pm.

## **VII. ADJORN**

Motioned to adjourn was made and seconded by Ellen Heslen. Meeting adjourned at 4:24 p.m.

These minutes were approved by the Board on February 25, 2021.

*Shannon L. Tivitt*

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**Shannon Tivitt, Secretary**