



LISBON WATER DEPARTMENT

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William A. Bauer, Chairman, & Commissioners Stanley Doughty Jr. & Kenneth R. Wells

Commissioners' Meeting Minutes for December 07, 2015

Members Present: Bill Bauer, Stanley Doughty Jr. and Ken Wells

Staff Present: Shellie Reynolds and Larry Plourde

Audience: Marie Hale, Roger Bickford, Eric Metivier, and John Gaudet of J.Gaudet Associates

Meeting called to order by Mr. Bauer at 5:30pm

I. AUDIENCE PARTICIPATION

A. Gaudet Associates Proposal

1. Mr. Gaudet introduced himself and stated that he received an e-mail from Ms. Reynolds about having a personnel and business efficiency evaluation done and he was here to answer any questions and if he could be helpful then he would be glad to be helpful. Mr. Bauer asked Mr. Gaudet to give us a brief overlay of what he could do for us. He said that he has a small human resource service firm in Westbrook with 4 or 5 people that work with clientele that are public, quasi-public, but most of it is private organizations. There are a host of things they do from looking for people to say goodbye to people if that is what they need, but there are a lot other areas in between from policy setting to compliance training to employee relations. They look at organizations and help them if they are having some trouble. He said the goal really is to serve in a manner to create and environment to help people succeed.
2. Mr. Bauer explained the layout of the staff with 4 employees that work outside the office, 2 that work in the office, and the 3 Commissioners with Ms. Hale being the newly elected commissioner after tonight as Mr. Doughty Jr. is leaving the board. He said that what they are trying to look for is to get something going for human resources with our personnel policy, with the crew that we have, and trying to make things move along in a more efficient and expeditious way.
3. Mr. Gaudet asked what was happening today that has us thinking of taking this path; what is going on in the organization.
4. Mr. Wells said that they can't talk specifics because of personnel issues, but they were looking for a company to come in and do an evaluation of where we can improve, what we could do better and if we have problems with employees then we can ask them to come in and help out as needed. Mr. Gaudet said that that is something that they do. He said they would talk to everyone to get their perspectives and expectations and then look at employee files to check the compliance side of things. They would look to make sure we are doing the things that we are supposed to do with the State Dept. of Labor and Federal Regulations as well. He said with smaller organizations we are not subject to as

- a. Mr. Wells made a motion to accept the minutes as written for November 09, 2015. Mr. Doughty Jr 2nd the motion followed by a positive 2/0 vote with Mr. Bauer abstaining as he was not at the last meeting.
- B. Moody Well #1 Use
 1. Mr. Plourde said that he went over Well #1 use with Denise from the Drinking Water Program. She said that in order to use that well in an emergency we would need to do 1 nitrate sample yearly and one bacteria sample quarterly otherwise we would need to do a boil order before we could use that well. He said that he would like to keep the well in the background, exercise it, and take these samples as required to be used if we ever need it.
 2. Mr. Bauer said that he brought this up because when the filtration plant was all put together the idea was to be to alternate between the 2 Moody wells even if we only used it once every 3 months. He said that from an engineering point of view that that is the way it was described to him and he would like to do that. He said he knew it would be a different situation for Mr. Plourde because he would have to change the amount of chlorine.
 3. Mr. Plourde said that it is more expensive to run that well on a continuing alternating basis.
 4. Mr. Doughty Jr said that he thought they had already decided they were going to run the well.
 - a. Ms. Reynolds said that we left it that Mr. Plourde would research how much it would cost to do it.
 5. The Commissioners discussed it further and tabled the issue for Mr. Plourde to gather more info on cost and how often we would have to use it in order to not have to take the samples.
- C. Mr. Plourde Work Status
 1. Mr. Plourde said that he had an appointment with Dr. Cain at CMO and he was the first to see the MRI. He said that although he has some problems; he recommended a cortisone shot and gave it to him at that time. He also said to go a month with the same work restrictions and see how he feels in a month. Mr. Wells asked if he would still be doing therapy and Mr. Plourde said they did not recommend therapy as the therapy was causing him pain.
 2. Mr. Plourde said that he feels that because this is a worker's comp case he is getting pushed off for as long as possible without surgery; to see if he can do it without having surgery at all. He feels that if it was on his own insurance then they would probably be setting him up for surgery.
 3. He said that he had a hassle at Rite Aid to get a prescription with the worker's comp card. He said he had to tell the pharmacist how he injured his shoulder. He said that he has never had a worker's comp case in his 33 years here or in any other place he has worked at. He said that they are saying that some of this is a pre-condition. He said that if it is then it is a pre-condition from his work here as he has been here since he was 23 years old. He said that he had 5 or 6 years at Sabattus where he had no injuries.
 4. Mr. Bauer asked Mr. Plourde to keep them informed.
 5. Mr. Wells asked if Mr. Randall was still shadowing him and Mr. Plourde said that he was and Mr. Wells reiterated to let him do the heavy stuff.
- D. Bank Statement Approvals
 1. Ms. Reynolds said that it did not happen the last time it was scheduled as Ms. Reynolds was out sick. She asked if Mr. Doughty Jr was working or not and if he wanted to come in and do it. He said that he would be available Friday morning for about ½ hour. She said that she would see him then.
- E. Mill St. Main Replacement

1. Ms. Reynolds said that she e-mailed Andy Goode with the Atlantic Salmon Federation about the commitment letter. He sent a template to put on our letterhead which she forwarded to the Commissioners and the Town Manager and the Town Manager said not to reference the Town's commitment as they haven't confirmed it yet. Ms. Reynolds said that we are on hold for now.
 2. Mr. Bickford said that there is a workshop scheduled at the end of January to get all the parties involved in the same room to discuss this issue again.
 - a. Ms. Reynolds said that she will wait for the invite.
- F. SRF Funding 2016
1. Ms. Reynolds said that she had hoped to have more info but she did not hear back from the attorney yet. She said that there is a scheduled conference call tomorrow with the bond attorney, the bond bank, the finance director, and herself to try to resolve this. She said that she does not have a good feeling that we can't do this because of the type of funding and that it is outside the 5 year window and that money may not be there.
 2. She said that she does not feel we will be able to accept the offer of the 2016 SRF option as we can't secure the right to borrow in time. Mr. Bauer said that it was too bad because we were offered such a good interest rate and Ms. Reynolds agreed and said that there was also over \$100,000 of principal forgiveness as well.
- G. 2016 Pay Raises
1. Mr. Wells made a motion to accept the pay raises as discussed in the last workshop. Mr. Doughty Jr. 2nd the motion followed by a unanimous positive 3/0 vote.
- H. Unresolved Issues (tabled)
1. Clothing
 2. Staff Evaluations-scheduled after the 1st of the year. Mr. Wells asked that they focus on the goals.
 3. Audit 2016 Proposal
- I. Other Old Business
1. Terms & Conditions
 - a. Mr. Wells stated that he wanted to address the abatement policy where it says that it is allowed for residential use only. He said that he would like to change it to say "a Lisbon Water Department Customer" to give everyone a chance to use it.
 - b. Ms. Reynolds said that it is a formal process to change the Terms & Conditions and record it with the PUC, that we usually only make the changes when we are looking at a rate change. She said that she would look up the abatement process in Chapter 660 to see if it defines residential only before we make a change.
 2. Library Donation in Mr. Hale's Name
 - a. Ms. Reynolds said that we received an appreciation card from the library naming the Fire Truck books purchased in Mr. Hale's name.

IV. NEW BUSINESS

- A. Operations Manager's Report
1. Sludge Removal Proposal
 - a. Mr. Plourde said that Ted Barry came and pumped the sludge tanks and that everything went well. Mr. Wells asked if we knew what the solids were and Mr. Plourde said that we have not received our report or invoice yet.
 2. Congress St Water Main Break
 - a. Mr. Plourde said that we had a water main break yesterday on Congress St with a 6" main. He said that Longchamps wasn't available but Bulick was and it was fixed in 2 hours.

- b. Ms. Reynolds asked if Mr. Randall got any experience with that and Mr. Plourde said that because he wasn't on call Mr. Randall was over 2 hours away so he did not make it. He said that it was Mr. Brunelle, Mr. Lawton, and himself. The Commissioners discussed the location and other breaks in the area.
- B. Business Manager's Report
 - 1. Direct Energy Winter Reliability Adjustment
 - a. Ms. Reynolds said she received a letter in the mail from Direct Energy stating that because of extreme weather conditions that they can make a winter reliability adjustment. She was not happy with this as this was one of the reasons we went with a fixed contract. She said that she has not seen one on our bills yet but she will watch future charges.
 - 2. Credit Card/Online Payment Option
 - a. Ms. Reynolds said that we have had a lot of customers asking to make payments with a credit cards at our office. She said that she was at the Town office last week and watched a clerk handle a payment over the phone by going out to the website and inputting the information with the customer on the phone. She said that nothing gets written down for security purposes. She said that with the Commissioners prior permission she purchased a tablet and a wireless printer to produce receipts so the customer will be able to use the tablet to enter the information at the window. She said that there is no liability to us since we are using the website. She said that we will start offering this after the 1st of the year. The Commissioners agreed with the purchases and process.
 - 3. New Printer or Contract Renewal
 - a. Ms. Reynolds said that the Samsung printer has been under contract with Budget Document Technology for about 6 or 7 years and we have started having issues with the printer. She said that the contract price was \$378.00 a year which says it covers toner, service and machine parts but not replacing the printer.
 - b. Mr. Wells asked if they will replace the printer at some point and Ms. Reynolds will check with them to see if they will. Mr. Wells asked if they provided the printer the first time and she said no we paid for it separately.
 - c. Ms. Hale was reluctant to use the same vendor. Ms. Reynolds said that she knew the issues with the Town but that we don't have the same caliber machine that the Town uses.
 - d. Ms. Reynolds said that she would also like to look at color printers as ours will only scan in black and white and we are finding that we need color for original document scans.
 - e. The Commissioners gave permission to research new printers.
 - 4. Mileage Approval
 - a. Ms. Reynolds presented her mileage form for 31 trips to the Town in a month and 1/2. Mr. Wells asked her to just put it in the warrant but she said that she did not want to do that in case they did not approve it.
 - b. The Commissioners approved her mileage request.
- C. Customer Communication
 - 1. Complaint Log
 - a. 3 Lombard St-sour taste
 - i. Mr. Plourde said that he went to the customer's house and ran the water and then drank a whole cup and noticed no problems.
 - b. 25 Maple St-chlorine taste

- i. Ms. Reynolds said that the customer came to the office and said that he had a chlorine taste. She asked him if he had it now and he said no that it had been a few weeks ago. She said that it may have been during the hydrant flushing and asked him to call if it comes back.

2. Customer Comments

a. Pleasant Staff

- i. Ms. Reynolds said that we received a comment card that we were a pleasant staff.

b. Credit Card Payment Option

- i. Ms. Reynolds said that a customer left a comment card asking for us to take credit card payments at our office.

D. Other New Business

- 1. None

E. Next Meeting

- 1. The next Commissioners' Meeting is Monday, January 11, 2016 at 5:30pm at the Lisbon Water Dept.

V. EXECUTIVE SESSION

A. MRSA 13 § 405 (6) (A) Personnel

- 1. Mr. Wells made a motion to enter Executive Session citing MRSA 13 § 405 (6) (A) Personnel. Mr. Doughty Jr 2nd the motion followed by a positive unanimous 3/0 vote at 6:42pm.
- 2. Mr. Wells made a motion to exit Executive Session at 7:08pm. Mr. Doughty Jr 2nd the motion and stated that no votes were taken followed by a positive unanimous 3/0 vote.

VI. ADJOURNMENT

- A. Mr. Wells made a motion to adjourn. Mr. Doughty Jr 2nd the motion followed by a positive unanimous 3/0 vote. The meeting was adjourned at 7:08pm.