

COOS BAY-NORTH BEND WATER BOARD  
P O BOX 539 – 2305 Ocean Boulevard  
Coos Bay, Oregon 97420

Minutes  
Regular Board Meeting

7:00 a.m.  
December 18, 2014

Coos Bay-North Bend Water Board met in open session in the Board Room at the above address, date, and time with Chair Sharps presiding. Other Board members present: Richard Vigue, Melissa Cribbins and Greg Solarz. Board members absent: None. Water Board staff present: Rob K. Schab, General Manager; Ron Hoffine, Operations Director; Matt Whitty, Engineering Supervisor; Rick Abbott, Distribution Supervisor; Bryan Tichota, Customer Relations Supervisor; Jeff Howes, Finance Director; and Karen Parker, Administrative Assistant. Board Legal Counsel Jim Coffey was present. Media present: None. Chair Sharps opened the meeting at 7:00 a.m.

Chair Sharps asked if there were any corrections or additions to the December 4, 2014 Regular Board meeting minutes. Mr. Solarz moved the minutes be approved as written. The motion was seconded by Ms. Cribbins and passed unanimously.

Chair Sharps asked if there were any public comments, and there were none.

Regarding the proposed surplus of the small vacuum excavation trailer and forklift, Distribution Supervisor Rick Abbott said the Board previously authorized the purchase of a new valve maintenance trailer and forklift at the December 4<sup>th</sup> meeting. The small vacuum excavation trailer was purchased new in 1997 and is in fair condition. The forklift is a 1987 model purchased used in 1995, currently has 5,950 hours and is in fair condition. After a brief discussion, Mr. Solarz moved to authorize the surplus of the small vacuum excavation trailer and the old forklift, advertise, and sell each to the respective highest bidder. The motion was seconded by Mr. Vigue and passed unanimously.

Regarding issuance of Request for Quotes for personal computers and a server, Finance Director Jeff Howes said the current computers were purchased in 2008. Microsoft no longer supports the computer operating system Windows XP. The utility needs to upgrade to Windows 7 Professional for support and security within the network. The utility's current demands have exceeded equipment capacities; staff would like to replace the server and update the software to 2012 standards to improve the network. After a brief discussion, Ms. Cribbins moved to authorize staff to issue a Request for Quotes for 16 computer towers preloaded with Windows 7 Professional, and a server preloaded with Windows 2012 Server Standard, and present quotes to the Board at a future date for consideration of award. The motion was seconded by Mr. Vigue and passed unanimously.

Regarding the Water Board's Family Medical Leave policy, Mr. Schab stated proposed modification of the utility's Family Medical Leave Policy has been drafted by Mr. Coffey. Unpaid Family Leave for Bereavement use is now allowable under this rule. Following are the proposed modifications:

### **Bereavement Leave (Death of a Family Member)**

Eligibility Requirements: To qualify for this leave you must have been employed by the Water Board for at least 180 days before the leave commences and have worked an average of 25 hours per week.

Bereavement Leave: The purpose of this leave is to provide the time to deal with the death of a family member by attending the funeral or alternative to a funeral of the family member; making arrangements necessitated by the death of the family member; or grieving the death of the family member.

Length of Leave: You may take up to two weeks of bereavement leave upon the death of a family member. The leave must be taken within 60 days of the date you receive notice of the family member's death. You are limited to 12 weeks of bereavement leave per year.

Leave Request: You must give oral notice to the Water Board within 24 hours of commencement of bereavement leave. Another person may give this notice on your behalf. You must provide written notice, including an explanation of the need for the leave, within three days after your return to work.

#### **Insert to Section 1(f):**

f. Bereavement Leave – upon the death of a family member to attend the funeral or alternative to a funeral of the family member; make arrangements necessitated by the death of the family member or grieve the death of the family member.

#### **Insert to Section 4(d):**

d. The death of a family member.

After a brief discussion, Mr. Solarz moved to amend the Water Board's Family Medical Leave Policy with the proposed modifications. The motion was seconded by Ms. Cribbins and passed unanimously.

Operations Director Ron Hoffine advised the Board regarding the proposed South Empire Boulevard Water Main Replacement Project. He said the City of Coos Bay, along with Oregon Department of Transportation, is designing a street improvement project on South Empire Boulevard between Newmark and Wisconsin Avenue. Mr. Hoffine said the project impacts the utility by requiring adjustment of 29 water services/meters (utility's cost), relocation of 5 fire hydrants (utility's crew, City of Coos Bay cost), and relocation of approximately 365 feet of water main (work by the utility's contractor, crew, utility's cost). The water main needs to be relocated because a new box culvert on First Creek under South Empire Blvd., between Fulton Avenue and Wisconsin Avenue, conflicts with the grade of the existing 10-inch AC water main. The Dyer Partnership is designing the new main. The City of Coos Bay's review and approval is needed. In addition, a waiver from Oregon Health Authority is required because the design includes depth of cover less than 30 inches for approximately 85 feet. The City of Coos Bay expects the water main to be relocated prior to the beginning of their street project. The existing water main must remain in service until the new main is complete. The new water main cannot be completed until a portion of the new box culvert is built and backfill and protective cover is placed over the new water main. This requires coordination with the City of Coos Bay's contractor in order to make the project a success. Mr. Hoffine said the estimated construction cost of this project is \$113,500. The City of Coos Bay plans to begin their project in mid-May

2015. In order to accommodate the schedule, staff recommends advertisement for bids to be published on January 6, 2015. After a brief discussion, Mr. Solarz moved to authorize advertisement to bid on the South Expire Boulevard Water Main Replacement Project, subject to approval of design by the City of Coos Bay and approval of Oregon Health Authority. The motion was seconded by Mr. Vigue and passed unanimously.

Mr. Vigue addressed an issue recently brought to his attention regarding a door hanger that was delivered to a Water Board customer who paid their bill by automatic bill pay. He stated this took place during the bank transition from Sterling Bank to Banner Bank. However, this same individual just recently received another door hanger. Mr. Vigue also received input from another Water Board customer who pays by automatic bill pay also receiving a door hanger. This individual's final statement implied the utility puts out door hangers too quickly. Customer Relations Supervisor Bryan Tichota explained how online payments are received and processed. The utility receives them in two ways and processes them in two ways. Online payments that are received in an ACH format (an electronic format) come direct to Mr. Tichota's desk; he puts them on a spreadsheet and then submits them to data processing. These are usually posted the next business day after they are received. The other format, some banks submit the checks, and most often these checks are postdated. When a person pays their bill using the check format, and if the check is postdated, it has to be held; then it takes 1 to 2 days for staff to process internally. This means from the time a person "pushes the button" to the date it gets posted to the account can take up to 7 to 10 days. Normally, if the customer is in a current account, meaning the current bill, this is not an issue; that payment is posted long before a past due bill is generated. Where the glitch comes in is when a customer may be getting close to the due date. Perhaps they have received a past due bill, and might be slightly behind, they make that payment thinking it will immediately be posted; not knowing the time it takes internally to process.

Mr. Vigue asked if this scenario would generate a door hanger. Mr. Tichota stated that could fall into our normal process, the past due bill goes out; it is due 5 business days beyond the processing date. If a customer knows they are running out of time, they can call and arrange a couple of extra days within parameters. When a payment is received late, staff reviews each account before a door hanger goes out to verify the account is past due, and also takes into consideration the account history. In some instances, a phone call will be made to the customer. Unfortunately, this can't be done all the time. Mr. Tichota stated staff processes approximately 1,000 door hangers per month.

Mr. Vigue inquired if for instance a bill is due on the 15<sup>th</sup>, how many days from that date would a door hanger be generated. Mr. Tichota gave an example saying if the customer misses a payment one month (the 15<sup>th</sup>), the following month on the 15<sup>th</sup> will be the past due bill, that has a 5 business day due date for arrears. So the door hanger would be delivered approximately 35 to 40 days from the original billing. Mr. Vigue asked if staff is behind in posting to accounts. Mr. Tichota said currently we are not behind. About 20 percent of customers utilize an online payment in some form, and those are split in half with ACH and online checks. This comes out to approximately 2,600 online payments each month to process.

Mr. Schab thanked Mr. Vigue for passing on this information as the Board is an important liaison to the community. Mr. Schab asked staff to prepare a report outlining these issues in order to assist the Board in determining if any changes should be made in the utility's current policy.

The Board's next regular meeting was set for Thursday, January 15, 2015, at 7:00 a.m.

Dr. Sharps was reappointed by the City of Coos Bay to serve on the Board of Directors for an additional 4 years.

Operations Director Ron Hoffine updated the Board on the Ocean Boulevard Main Replacement project. Only asphalt paving remains. The project design shows 8 inches of paving to go back in the trench. Early in the project it was discovered there was 12 inches of pavement existing adjacent to the trench. The City acquired Ocean Boulevard from ODOT through an Intergovernmental Agreement several years ago, and the City has told us that a condition of the agreement is that the existing pavement depth must be matched. Staff has been in communication with Laskey-Clifton about the additional depth requirement. Laskey-Clifton states the method to replace the additional 4 inches in the trench is different than the method they bid for the 8 inch depth, thereby resulting in a changed condition. Mr. Hoffine said most likely the utility is looking at a change order for additional cost and for more time to pave, most likely in the spring. Ms. Solarz asked if the asphalt in place now would need to be dug out. Mr. Hoffine stated the street surface has a temporary asphalt cold mix in place now. Staff will report further on further negotiations with Laskey-Clifton.

Engineering Supervisor Matt Whitty gave an update on South Barry Road. The Board approved the project in April. Staff has had some right-of-way issues and the project has been delayed. Mr. Whitty said staff is going forward with the design and will keep the Board updated. Dr. Sharps asked the location of South Barry Road. Mr. Whitty said it is near Coal Bank Road in Coos Bay.

Regarding Glasgow Reservoir Roof, Mr. Schab stated the project has gone well, with some electrical work remaining. A walk through will be performed and once complete the reservoir will be back in service ahead of schedule.

There being no other business to come before the Board, Chair Solarz adjourned the meeting at 7:42 a.m.

Approved: \_\_\_\_\_, 2014

By: \_\_\_\_\_  
Chair Charles J. Sharps, Ph.D.

ATTEST: \_\_\_\_\_