

England Water Works Association  
Board of Directors Meeting Minutes  
December 14, 2011

The New England Water Works Association Board of Directors held a meeting on December 14, 2011, at the NEWWA headquarters in Holliston, MA. President Michael Covellone called the meeting to order at 2:29 p.m. Those present were David Paris, Mark Wetzel, David Harris, Carol Harris, Matt Pearson, David Polcari, Phil Bilodeau, David Kane, Peter Pezanko, Louis Schoolcraft, Ken Booth, Pat Connelly, Sarah Pillsbury, Red Dufresne and Ray Raposa (ex-officio and non-voting). NEWWA Deputy Executive Director Ted Kenney and Director of Communications Kirsten King were also in attendance.

Item #1 – Consent Agenda & Minutes of November 16, 2011.

1. Minutes of November 16, 2011
  - 1a. Nomination by Operator Certification Committee for William Sullivan of CT Department of Health-Water Supply to committee chair and Debra Ouelette of the city of Norwich, CT, to vice chair.
  - 1b. Recommendation of Thomas Holder from the town of Medway, MA, to Massachusetts SDWA Section 70 Advisory Committee – Resume Attached.

Dave Polcari motioned to accept the consent agenda. Matt Pearson seconded. The motion was passed unanimously.

Item #2 – Old Business.

Item #2a – NEWFound Update - Dave Paris.

Dave has spoken to people about sitting down in January to discuss. He hopes to have more information by the MWUA meeting in February.

Item #2b – Mike Garofano Scholarship – Red Dufresne.

Red provided a memo to the board outlining recommendations. Dave Harris has inquired with Swenson Granite in Vermont, who may provide a reduced cost for table and chairs for the Holliston facility. They have also expressed interest in assisting the association. The group thought it would be nice to have Vermont granite used as material for the picnic table and benches.

In addition, Tom MacElhaney, Scholarship Committee chair, would support a current unnamed \$1,500 scholarship be renamed into the Michael Garofano Memorial Scholarship.

Red Dufresne made a motion that all money collected at the Annual Conference (\$2,900) in memory of Mike Garofano be sent to the family. The purchase of a table and chairs would be funded out of a separate source and/or donations. David Harris seconded. The motion was passed unanimously.

It was suggested that a check be written to the family and Jim Fay of the Champlain Water District be the one to deliver the money to the family.

Item #3 – New Business. None.

Item #4 – Treasurer’s Report – Financial Update.

David Kane provided the treasurer’s report. The bottom line for the month of October is a net income of \$125,000. Investments made \$8,000K, and the general operations approximately \$40,000. This was primarily the result of a lot more training going on in October, and contract training with BWSC.

Year to date, with investments, we are at a net loss of \$38,000, whereas last month we were at almost a \$160,000 loss.

Contract training revenue is a lot higher than budgeted.

Dave noted that the graph on the back of the treasurer's report indicates how we are doing on training. The association is about \$60,000 better than budget YTD. In addition the association is about \$17,000 better than a few years ago and much better than last year (which was a non-recertification year). We are also about \$48,000 better through the month of October.

Dave stated that financially we are doing well, even though we are at a loss. He is hoping the market will continue to rebound and investments will continue to trend up.

Dave then reiterated that when the auditor gave their report they noted some concerns. These included some items not easily reconciling between the association's membership and Q computer program as well as the Great Plains (financial) system. They pointed out that the association should look at streamlining the process. We are now are reconciling to the general ledger that produces a list of outstanding receivables. The association has updated the process, which has been working since October.

The board, previously, also approved \$10,000 for staff to use for additional training and/or other resources in an effort to ensure we don't have the same problem as last year. That line still has not been spent down as the vendor has provided the training at no cost.

The association is also still thinking of having the auditor coming in mid-way through the year to conduct a mini audit to ensure processes are meeting needs. They are coming in January 2012 to do a mini audit. This will use some of the \$10,000 allotted.

The auditor did note no material weaknesses in internal control. However, they had additional comments and suggestions for improvement. The association finally received the auditor letter. Dave Kane, Dave Polcari, Ray, and Pam will meet in the next couple of weeks and draft up a response to recommendations. They should be able to share the results in January.

David Harris made a motion to accept the treasurer's report. Louis Schoolcraft seconded. The motion was passed unanimously.

Item #5 – AWWA Update.

Item #5a – AWWA Director's Report.

1. Candidates for President-Elect (to be elected in January 2012)
  - a. Don Broussard, Southwest Section
  - b. Jim Chaffee, Wisconsin Section
  - c. John Donahue, Illinois Section
2. AWWA Communities of Interest
  - a. First Community of Interest, *Water Conservation*, is sending out its first e-bulletin to anyone who has made "Conservation" an interest on their membership profile.
  - b. Second Community of Interest, *Customer Service*, launched December 12, 2011.
  - c. Third Community of Interest, *Community Leaders*, is currently being prepared.
3. Reminder – Changes to AWWA Life Membership Category
  - a. Three renewal notices are being mailed to Life Members for renewal
  - b. Starting in January, will be 30-years membership + 65-years age + \$85 (50% of Individual Membership dues)
  - c. Current Life Members at age < 65 years get to stay Life Members and pay \$85 (50% of Individual Membership dues)

- d. Life Members who are retired can be reclassified as Retired Members and pay less (\$44 with Journal; \$32 without Journal)
  - e. Reason for change is that Life Members currently make up 10% of members, projected to increase to 30% within 10 years. Free membership for this large a percentage is not affordable in the long term.
4. *Update* – AWWA Utility Quality Programs review
- a. Work is ongoing with Ad Hoc Committee formed by AWWA Board to review/recommend sunset or retain and how to improve AWWA Utility Quality Programs:
    - i. Partnership for Safe Water
    - ii. QualServe (including Benchmarking)
    - iii. Utility Management Program (G-Series “standards”)
  - b. AWWA Executive Committee has set a deadline of next June to finalize recommendations
5. 2012 Sustainable Water Management Conference
- a. March 18 – 21, 2012 in Portland, Oregon
  - b. Several partnering organizations including AWWA, WEF, U.S. EPA, WaterReuse Association, ICLEI – Local Governments for Sustainability
  - c. Check it out at [www.awwa.org/2012sustainable](http://www.awwa.org/2012sustainable)
6. Only Tap Water Delivers
- a. AWWA has released an updated version of the OTWD campaign
  - b. The updated version CD Toolkit is being mailed to all AWWA Utility Members and all AWWA Sections in December
7. Reminder -- AWWA Annual Membership Dues are going up in 2012 for some categories
- a. Smaller Utilities and Smaller Service Providers – no increase
  - b. Individuals and Larger Utilities – 3% increase
  - c. Larger Service Providers – 10% increase

Ray added that with the AWWA dues changes, our assessment will go up by a proportional amount.

In a related but separate discussion, because of that, the Budget Committee will have a discussion regarding NEWWA Inc. dues. When we did the merger 25 years ago we aimed to be proportional to AWWA dues. The board will need to decide what to do by the April meeting.

Pat noted that we do not want to incentivize Life and/or retired members to move over to NEWWA Inc. Ray added that technically Inc. retired dues is very low (only about \$25). It would be a lot less money for people to join as an Inc. member instead of an AWWA member.

In addition, there is no grandfathering of AWWA Life Members, and all will have to pay the new price. In addition, from now on a member must be 65 years old in addition to serving 30 years in order to qualify for Life Membership.

AWWA fly-in is in March 2012. The association is looking for utility representatives from 5 New England states to attend. AWWA will pay utility members from each state to attend.

Matt Pearson made a motion to accept the AWWA director’s report. Dave Polcari seconded. The motion was passed unanimously.

Item #6 - Executive Director and Staff Reports – November 15, 2011-December/Oral Reports - Ray & Staff.

Item #6a – Training – Ted Kenney.

Ted reported that today we were holding our last two classes of the calendar year. There are two more sessions of the 12-week/36-hour operator course before year end.

The training staff has been working in all six states to schedule courses.

Coming off the drinking water exam review courses from last summer, we had 106 persons taking the course, which is a record. The 12-week review program began in September (to help meet new Mass. regulations). These new courses had 90 additional registrants for the fall exam review classes (new 36-hour class).

Our machine training program had 193 students throughout May, August, and October. The 2012 schedule is now done. The cross connection program remains busy across the Northeast, with 180-200 students per quarter in the program.

The Water Resources Symposium was completed in October, which 80+ people attended. March 8, 2012 is the Lab Operations symposium. And the 14<sup>th</sup> Annual WQ symposium on water quality and distribution will be held in May 2012.

In addition to conducting work for FEMA, we are also working with the CT section, and our collaborative workshops are finishing up in January 2012. The 2012 spring schedule is complete for CTAWWA and contract training at BWSC is scheduled through 2012.

We are also working with the Champlain Water District in Vermont on a customer service contract training, and in NH we have been working collaboratively with the state associations. In addition, the RI ERG continues with small system training courses.

Item #6b – Communications & Grants – Kirsten King.

Kirsten reported that the Winter 2012 issue of the *Source* is at the printer, as well as the Sponsor Services 2012 calendar. This is the earliest we have ever published this issue and calendar. Members should have them by the new year.

NEWWA also launched its YouTube channel in early December, with its first purpose being to hold the YouTube video contest on the “Only Tap Water Delivers” campaign that the PR Committee has put together. Contestants will be required to create a video around how only tap water delivers public health (60 seconds max) and post it to our YouTube page. We are launching the contest in January and winners will be announced during Drinking Water Week 2012.

The E-Source has also been redesigned to match the new Web site as well as the YouTube page. The first issue with the redesign will be sent the second week of January 2012.

Testing on the new Web site continues with a proposed launch date of end of January 2012.

Item #6c – Ray’s Report Including Computer System Update and Other.

Ray reported that the Program Committee is meeting at Lantana in to finish up the Spring Conference program. There are currently 104 companies signed up for 142 booths. We are currently in negotiations with the DCU Center on the food contract as they have proposed a 30 percent increase in food prices. We have gone back to them with a counter regarding the increase and have spoken to the assistant general manager.

The New Member Breakfast is tomorrow at Lantana. There are 257 people pre-registered. It will be a strong meeting as usual.

R.H. White has performed work on the front door and entrance area of the Holliston facility and there is now a drain in place. New glass for the doors has been ordered.

The MCSSA budget has been reduced to \$230,000 less than the signed contract due to budget cuts. We are already starting negotiations for the next 2-year budget cycle.

We have also been working with the MWWA regarding the staffing/SCADA issue in Massachusetts. There is potential that we could produce a whitepaper/BMP on automation.

We have received three mission sharing requests from MA, NH, and VT. Ray asked directors from the other states to submit requests if those states will have them. Carol asked what has been done with monies already expensed. New Hampshire focused on systems that aren't typically signing up for membership. They did a mailing to try to encourage additional membership and explain what they could offer (training, professionalism, networking). It did result in some new members.

Rhode Island used the money to help subsidize an "operator day" with a little bit of training to help the operator base become involved in RIWWA.

Vermont is using half the money for training support and the other half toward legislative breakfast efforts.

Massachusetts is using it for a video for water utilities, which is almost done. This year they are hiring an expert to help with some of the Water Management Act and rivers issues to verify some reports coming out of Fisheries & Wildlife.

Connecticut was talking about producing a video to support intern training to encourage more people to join the water works profession.

David Polcari made a motion to accept the executive director and staff reports. Ken Booth seconded. The motion was passed unanimously.

Item #7 – Council Director Updates on Committee Actions – Council Directors.

Item #7a – Council Director's Review – Committee Updates – Council Directors.

Ray stated that committee reports that cover the first half of the year are due at the February meeting.

Item #7b – This Year's Major Goals 2011-2012 – Reminder (From President's Plan).

1. Encourage and expand opportunities for broader member participation in association programs and committees.
2. Implement new initiatives and expand existing programs that NEWWA can work collaboratively with other organizations where there already exists a commonality of interests or where new bridges may be formed.
3. Expand NEWWA programs and activities designed to assist and enable water suppliers to be more proficient in their efforts to increase awareness of water supply issues to the general public.
4. Utilize information learned from the membership survey to better provide "value" to our membership and deliver to them the type of association that they expect and deserve going forward into the future.
5. Provide, through our membership, input into discussions that explore evolving technical aspects of water supply as they relate to water quality and the environment in our region.

Item #8 – Committee Reports.

Item #8a – Ad-hoc Planning Session Implementation Concierge.

Mike stated that Lisa Gove and Matt Stosse were asked to co-chair. They are going to get going fairly quickly on this effort and he also solicited board members to join. The welcome wagon and concierge service ideas talked about during the Planning Session this summer will be the main focus.

Item #8b – Water For People Gala Update – May 5, 2012 at the New England Aquarium.

The committee met last week, a small group toured the New England Aquarium, and NEWWA has signed the contract with the aquarium to have the event there.

Item #8c – Legislative Update – With State Associations – Dave Paris. None.

Item #8d – Sustainability Committee Update – Ken Booth.

Ken stated that the committee had a meeting on November 28, which was fairly productive. They have decided to go ahead and have the congress again in 2012, with a similar format to the one they held 2 years ago. They plan to bring in a panel of representatives from different states and also feature case studies. They are looking at May 30 or 31.

They are having another meeting on December 20 and another one in January. Iseult is looking into Boxborough and also the Westford Regency. They have delegated contacts from different states to solicit people to represent issues in the different states.

Item #8E – Other by Members.

The committee on committees is still waiting in the wings.

The planning group also needs to get together.

Item #9 – Announcements and Meetings.

- a. Personnel Sub-Committee – Dec. 14, 2011 @ 9:45 AM – Pennichuck Conference Room, NEWWA
- b. Board of Directors and Staff Luncheon – Dec. 14, 2011 @ 11:55 AM – Meet at NEWWA
- c. Dec. 15 – See below for all Committee Meetings at Lantana
- d. Executive Committee & Sub-Committee – Jan 18th @ 4:00 PM – Radisson Hotel, Nashua, NH
- e. Executive Committee & Sub-Committee – Feb. 7<sup>th</sup> @ 2:15 PM – Holiday Inn By the Bay, Portland, ME – See attachment regarding room reservations.
- f. Board of Directors Meeting – Feb. 8<sup>th</sup> @ 8:00 AM Breakfast and Meeting – Holiday Inn By the Bay, Portland, ME

Item #10 – Adjourn.

David Polcari motioned to adjourn and Louis Schoolcraft seconded at 4:02 p.m. The motion passed unanimously.

Respectfully submitted,



Raymond J. Raposa  
New England Water Works Association  
Executive Director and Corporate Clerk



Kirsten King  
New England Water Works Association  
Director of Communications