



TUALATIN VALLEY
WATER DISTRICT

Board Work Session Minutes

April 2, 2024

WORK SESSION – 6:00 PM

CALL TO ORDER

Commissioners Present: Jim Doane, PE; Jim Duggan, PE; Carl Fisher; Elliot Lisac (Arrived at 6:16 PM), Todd Sanders, PhD

Staff Present: Paul Matthews, Chief Executive Officer; Clark Balfour, General Counsel; Justin Carlton, Chief Financial Officer; Pete Boone, PE, Chief Operating Officer; Dave Kraska, PE, Water Supply Program Director; Kylie Bayer, Human Resources Director; Andrew Carlstrom, Customer Service Director; Tim Boylan, IT Services Director; and Sam Kaufmann, District Recorder.

ANNOUNCEMENTS

Paul Matthews presented the Chief Executive Officer announcements.

The Board had no concerns about placing the Metropolitan Policy Advisory Committee resolution, the selection of Moss Adams as TVWD Auditor, and the appointment of Justin Carlton as the District's Budget Officer in the April 2024 consent agenda.

DISCUSSION ITEMS

- A. Willamette Water Supply System Commission Update. *Staff Report – Dave Kraska, PE, Willamette Water Supply Program Director.*

Dave Kraska, PE, gave his update on the Willamette Water Supply System Commission.

- B. Customer Assistance Program Resolution Overview. *Staff Report – Andrew Carlstrom, Customer Service Director*

Andrew Carlstrom presented his staff report on the Customer Assistance Program.

Commissioner Lisac asked staff to ensure there will be minimal delay in processing applications due to a high level of interest in the program.

President Sanders asked staff to reach out to Dr. Manny Teodoro for further insight on customer assistance.

- C. Overview of the 2018 TVWD/Beaverton Service Area Intergovernmental Agreement. *Staff Report – Paul Matthews, Chief Executive Officer*

Paul Matthews presented his staff report on the 2018 TVWD/Beaverton Service Area Intergovernmental Agreement.

Commissioner Lisac inquired about various factors contributing to the predicted value of TVWD assets mentioned in the IGA. Paul Matthews replied staff would follow up with Commissioner Lisac to answer his questions.

ADJOURNMENT

There being no further business, President Sanders adjourned the meeting at 7:45 PM

Todd Sanders, President

Jim Doane, Secretary





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ASSOCIATION OF METROPOLITAN WATER AGENCIES

Water Policy Conference

- Attended the Association of Metropolitan Water Agencies (AMWA) Water Policy Conference March 19-21 in Washington DC.
- The Conference included presentations from several members of the House of Representatives and the Senate.
- Presenters also included leaders from the Environmental Protection Agency
- Also met staff of Oregon's delegation to describe the needs of our customers.
- All discussions followed the Board's recently adopted *Federal Legislative Strategy*.

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RECENT QUESTIONS FROM THE BOARD

Status Update

- Comparison of bilingual employment in the water sector as compared to the public sector at large
- For the Water Supply Integration Project, the number of customers served within each phased area
- Feedback received by the City of Wilsonville regarding its municipal water supply

BILINGUAL EMPLOYMENT UPDATE

March 5th Work Session

- Commissioner Lisac asked staff to investigate how the public water sector compares to other public sectors regarding bilingual employment.
- HR Director Kylie Bayer was unable to find statistics about public sector jobs requiring bilingual skills.
- Because general public sector has more public-facing positions (e.g., police, fire, library, parks and recreation, municipal court, code enforcement, permitting), we assume that the general public sector employs a greater percentage of bilingual employees than the water sector.
- The water sector's public-facing positions are generally in customer service/billing teams.

BILINGUAL EMPLOYMENT UPDATE

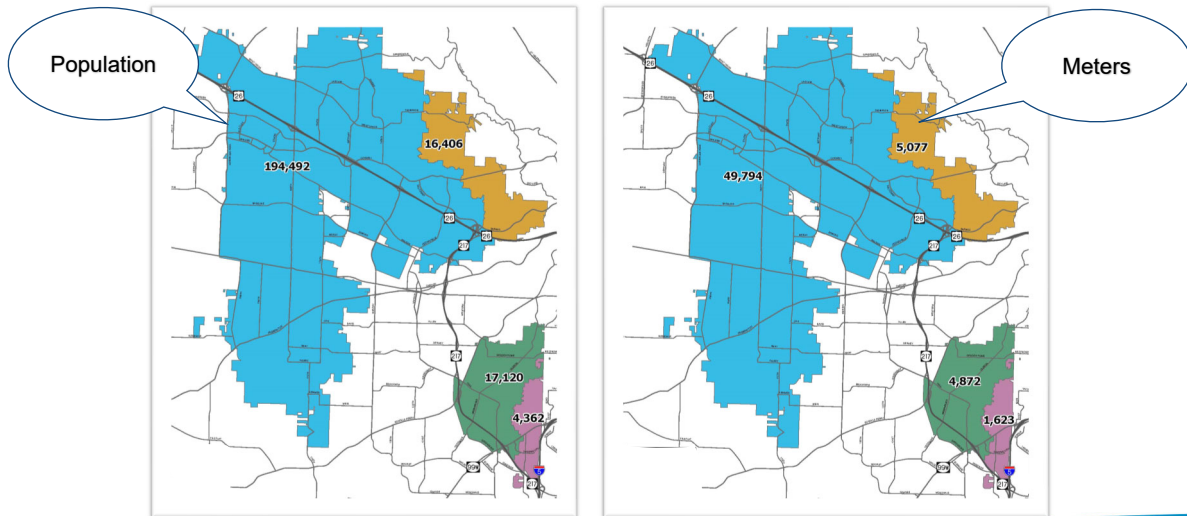
TVWD's Status

- Currently the District requires bilingual skills for two Customer Service Representatives positions.
- As part of TVWD's DEI project, we are evaluating the need for bilingual skills in other positions such as Field Customer Service Representatives and Meter Readers.



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WATER SUPPLY INTEGRATION PHASES



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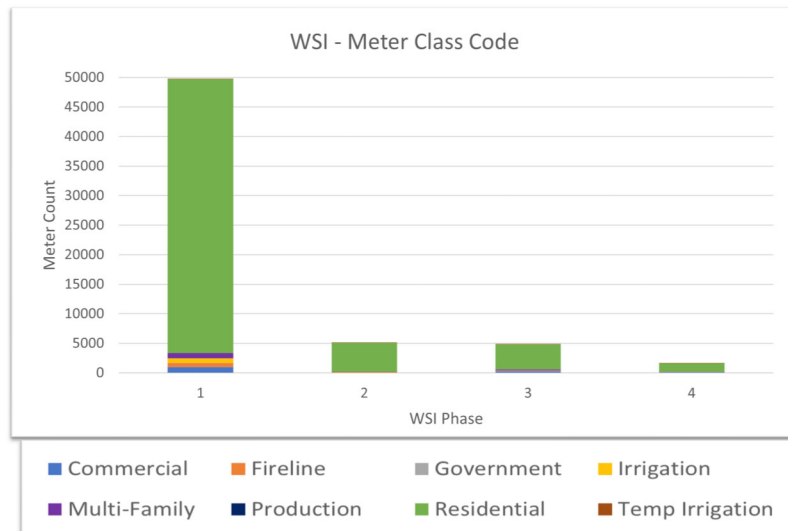
METERS BY CLASS BY PHASE

WSI Phase	Meter Class Code								Total
	Commercial	Fireline	Government	Irrigation	Multi-Family	Production	Residential	Temp Irrigation	
1	989	668	11	811	861	21	46417	16	49794
2	32	17	2	95	58	1	4869	3	5077
3	242	105	1	71	151	0	4297	5	4872
4	142	52	0	19	21	0	1387	2	1623



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METERS BY CLASS BY PHASE



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CUSTOMER OPINIONS OF WILSONVILLE'S WATER

- Customers in Wilsonville have been receiving their drinking water from the Willamette River for 20 years.
- Sherwood residents also began receiving Willamette water in 2011.
- TVWD has requested customer survey data and other information related to aesthetics such as taste from both cities.
- Staff will provide information to the Board when we receive responses.

MPAC NOMINATIONS

Background

- The Special Districts Association of Oregon (SDAO) is again requesting special districts in Washington County to nominate interested Board members for positions on the Metro Policy Advisory Committee (MPAC).
- The Metro Charter calls for the special district representative from Washington County to MPAC be jointly appointed by the special districts in the county.
- At your January regular meeting, the District acted by motion on this matter. However, the process has been challenged.
- Tonight, you have received a Memorandum from SDAO which provides additional information about this matter.

MPAC NOMINATIONS

Next steps

- At the April regular meeting, staff plans to include a resolution in the consent agenda that reflects the Board's action in January.
- At the May work session, staff will present the results of the county-wide nominations for MPAC membership.
- Depending on the nominations received and feedback by the Board, at the May regular meeting, staff plans to include a resolution voting on the special district representative and alternate to MPAC for Washington County.

FINANCE COMMITTEE MEETING

Selection of Independent Auditor

- Pursuant to the Board Policy, in 2019 the Board selected Moss Adams as the District's Independent Auditor.
- The contract with Moss Adams will expire before next year's audit is complete.
- At the March 29, 2024 Finance Committee Meeting, staff proposed the Board consider selecting Moss Adams as the District's auditor based on the Request for Proposal issued in 2019.
- Board selection of Moss Adams complies with the Board's existing policy and avoids potential problems of changing auditors considering the accounting complexities associated with the Willamette Water Supply Program.
- The Finance Committee recommended the selection of Moss Adams and, unless concerns were raised by Board members tonight, supported placing it on the consent agenda for the April regular meeting.
- Are there any concerns from the Board?

FINANCE COMMITTEE MEETING

Budget Officer Appointment

- The Board is charged with appointing the District's Budget Officer
- Although the duties of the Budget Officer are typically light outside the budget process, staff recommends the Board appoint a new Budget Officer.
- Most recently the Budget Officer has been the District's Chief Financial Officer. That position is now filled by Justin Carlton.
- The Finance Committee recommended appointing Justin Carlton as the District's Budget Officer as part of the consent agenda for the April Regular Meeting.
- Are there any concerns from the Board?

BOARD COMMUNICATIONS LOG

There was one update to the Board Communications Log this month. Notes from the March 29 Finance Committee Meeting were sent to Commissioners electronically.

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**Willamette Water Supply System Commission
Update**

TVWD Board Work Session
April 2, 2024

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Outline

Review April WWSS Commission Board Meeting Agenda → Review Approvals and Procurements Forecast → Update on WWSP Activities

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REVIEW APRIL WWSS COMMISSION BOARD MEETING AGENDA

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Willamette Water Supply System Commission April 4, 2024 Board Meeting Agenda

1. Executive Session
2. Public Comment
3. General Manager's Report
4. Consent Agenda
 - A. Approve the February 1, 2024 meeting minutes
 - B. Adopt Resolution WWSS-01-24 Approving a Technical Correction to the Congressionally Directed Spending Grant
5. Business Agenda
 - A. Adopt Resolution WWSS-02-24 Adopting Fiscal Year 2024-25 Annual Work Plan and Budget and Approving Capital Improvement Plan (Baseline 9.1)
 - B. Approve Permitting Services Contract 2016-320 Amendment #43
 - C. Adopt Resolution WWSS-03-24 adopting WWSP Cost Shares Methodology
6. Information Items
 - A. Water Treatment Plant Schedule Recovery Progress Update
 - B. Planned June Business Agenda items
 - C. The next Regular Board Meeting scheduled on June 6, 2024

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REVIEW APPROVALS AND PROCUREMENTS FORECAST



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Approvals and Procurements Forecast for February – June 2024
Program Baseline or Related Plans

Description	Program Director	WWSS Management Committee	WWSS Commission Board
WWSP 2024 Rebaseline Schedule and Budget and WWSS Fiscal Year 2024-2025 Work Plan and Budget	N/A	3/21/2024	4/4/2024




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Approvals and Procurements Forecast for February – June 2024

Real Estate

Description	Program Director	WWSS Management Committee	WWSS Commission Board
None	--	--	--



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Approvals and Procurements Forecast for February – June 2024

IGAs, MOUs, Permit Commitments

None currently



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Approvals and Procurements Forecast for February – June 2024

Contracts

Title	Goal	Value	Key Dates
None	--	--	--

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Approvals and Procurements Forecast for February – June 2024

Contract Amendments and Change Orders*

Title	Goal	Value	Key Dates
Permitting Services Contract Amendment for Next One-year Period	System-wide permitting services for the next year	\$819K	WWSS Board Approval: 4/4/2024
WTP_1.0 GMP3 for Construction	Perform finished water system startup and commissioning	TBD	WWSS Board Approval: 6/6/2024
WWSP Program and Construction Management Services FY 2025 Annual Work Plan	Approve scope, staffing, and fee for program and construction management services for FY 2025	\$23.7M	WWSS Board Approval: 6/6/2024
Public Outreach Service Contract Amendment	Provide additional public outreach during the term April 2024 – April 2025	TBD	WWSS Board Approval: 6/6/2024
WTP_1.0 Design Services Contract Amendment	Amend contract for related to additional required engineering services	TBD	WWSS Board Approval: 6/6/2024

*having values higher than the Program Director's authority

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Approvals and Procurements Forecast for February – June 2024

Local Contract Review Board Rule Exemption

Title	WWSS Management Committee Approval	WWSS Board Informational Item	WWSS Board Consider Approval
None	--	--	--

Approvals and Procurements Forecast for February – June 2024

Other

Description	Program Director	WWSS Management Committee	WWSS Commission Board
Board Action Related to WWSP Performance Audit	--	3/21/2024	4/4/2024
Congressional Directed Spending Grant Technical Correction	--	3/21/2024	4/4/2024

WWSP Schedule Recovery Progress Update
WWSP Construction Updates

UPDATE ON WWSP ACTIVITIES

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WWSP SCHEDULE RECOVERY PROGRESS UPDATE

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Important Terms:

Commissioning – The process of planning, testing, and startup of an installation for demonstrating through documented verification that the project has successfully met both contractual requirements and the Owner’s needs. It includes training the Owner’s personnel to operate the installation.

Startup – A subset of commissioning, startup includes activities conducted after planning, testing, and training of Owner’s personnel are complete, which are necessary to fully place systems into operational service using the intended process fluid. Startup includes performance testing for those systems (or subsystems) which require specific process fluids or other conditions that cannot otherwise be practically provided during earlier commissioning phases. It includes system-wide SCADA integration activities. Results of startup activities aim to demonstrate that each system performs adequately to meet contract requirements in all operating modes.

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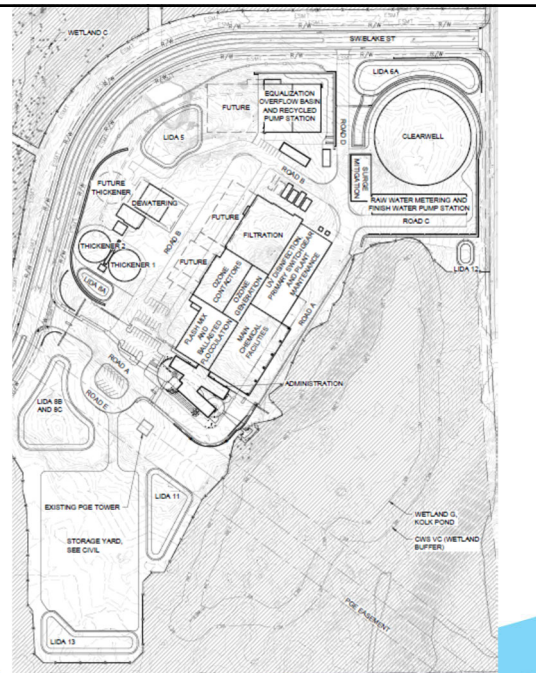
WTP_1.0 Commissioning and Start Up (CSU)

Definition:

- WTP_1.0 commissioning and start up has several phases:
 - Installation testing
 - Functional testing
 - Clean water facility testing commissioning (whole plant)
- Guided by a 44-page specification

Lead: Sundt

Support: WWSP and WTP Operators



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Willamette Water Supply System CSU

Definition:

- Preparation of the WWSS pipelines to convey water, stabilization of water quality in new pipelines, conveying water to waste, verifying water quality

Lead: Currently Sundt will provide this service with WWSP & TVWD oversight

Support: Partners, WWSP

The map illustrates the Willamette Water Supply System CSU. It shows a transmission pipeline (labeled 'TRANSMISSION PIPELINE') running from the northwest towards the southeast. Key components include:

- Water Storage Tanks:** A large yellow area labeled 'WATER STORAGE TANKS' with a circled '4'.
- Water Treatment Plant:** A blue area labeled 'WATER TREATMENT PLANT' with a circled '2'.
- TR Discharge:** A blue arrow pointing west from the pipeline.
- JWC:** A blue arrow pointing east towards the pipeline from the northwest.
- PWB:** A blue arrow pointing west from the pipeline towards the northeast.
- WWSS:** A blue arrow pointing west from the pipeline towards the southeast.

 Geographical markers include Tigard, King City, Tualatin, and Sherwood.

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Water Supply Integration (WSI)

Definition:

- Planning and preparation of the distribution systems to receive the new supply
- Establish finished water quality goals from WTP_1.0 at the system turnouts (complete)
- Execute integration of new supply while maintaining high water quality

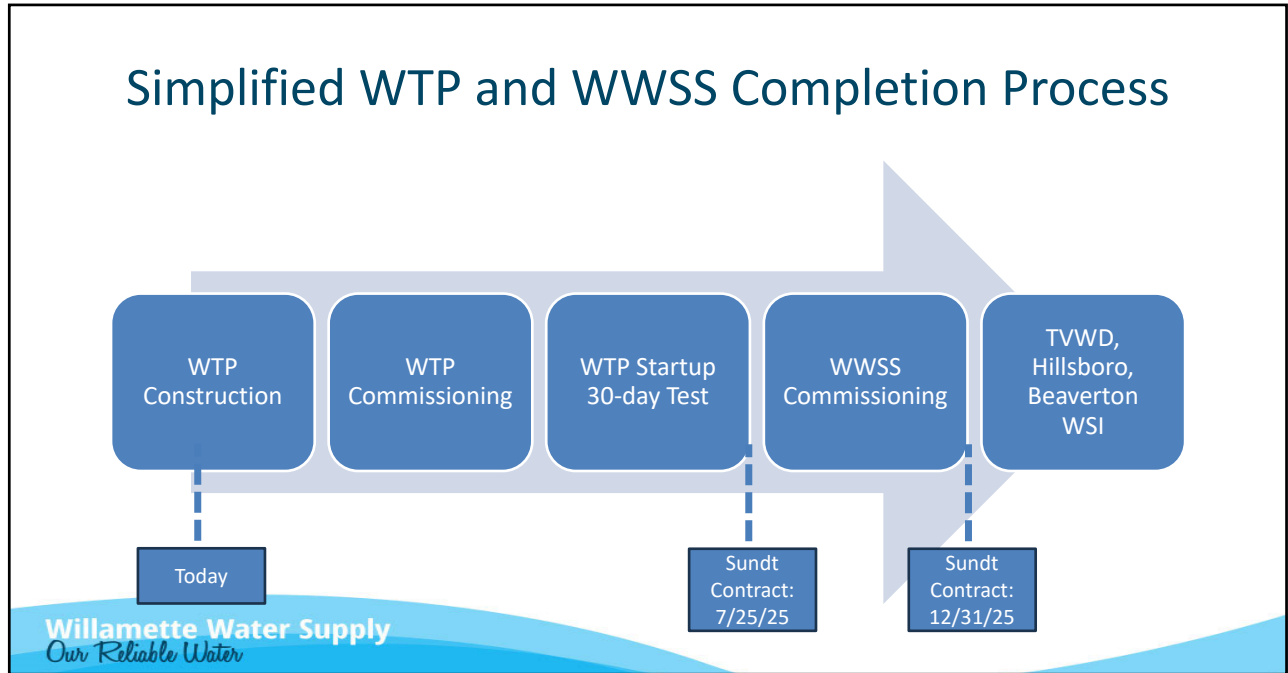
Lead: TVWD, City of Hillsboro, City of Beaverton

Support: Confluence, WWSP

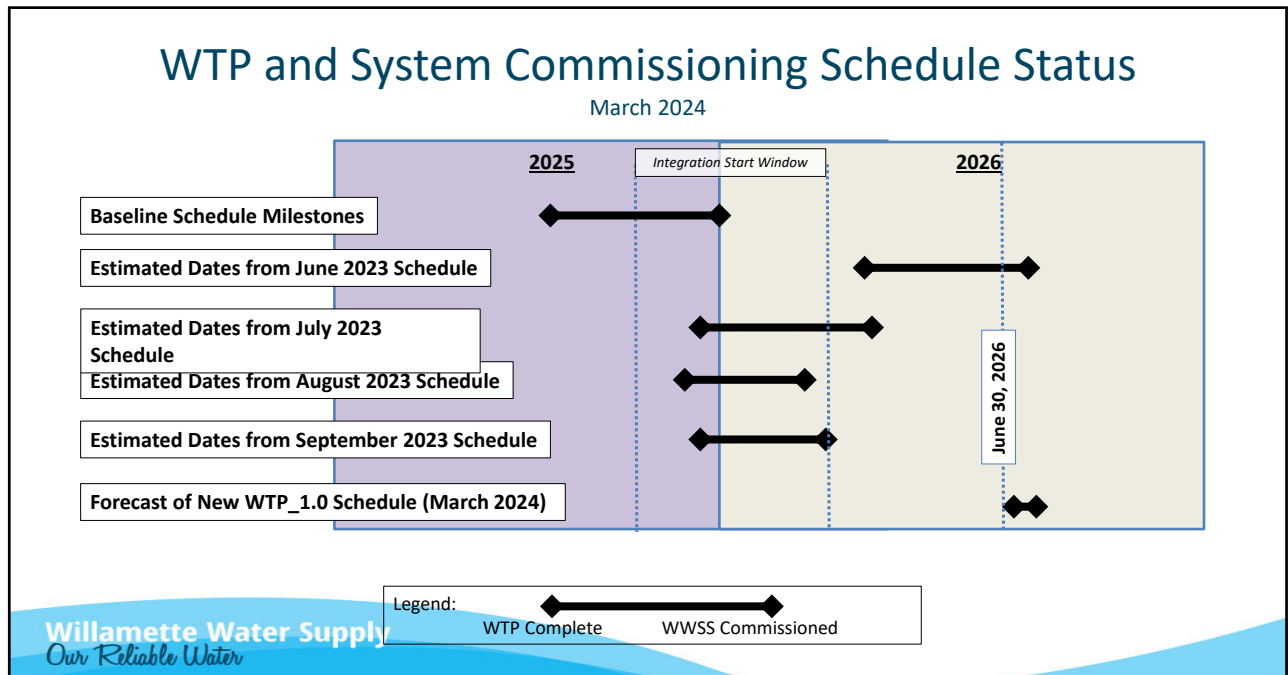
The map shows a street grid with a red dot marking the '209th & Farmington Fluoride Facility'. Street names include SW Rosedale Rd, SW Carlin Blvd, SW 209th Ave, SW Lisbon Ct, SW 208th Ave, SW Manor Way, SW Castle Dr, SW Vienna Dr, SW 207th Ave, SW Farmington Rd, and Plegate Dr. An inset photo shows workers in safety gear performing maintenance or installation at a site with a white truck and yellow equipment.

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Sundt's Re-Baseline Schedule

- How it was prepared
 - Last fall, Sundt brought on new scheduling specialist subcontractor
 - Sundt held multiple meetings with its construction subs over two months
 - Sundt and its subs developed detailed activity lists, durations, and constraints
 - WWSP team received regular updates and provided comments in real time
 - WWSP team held two weeks of workshops to review, comment, and iterate
- What it contains
 - 7,293 activities (vs. 5,577 activities in previous schedule)
 - Additional detail tying mechanical, electrical and process activities by structure
 - More detailed testing and startup activities and correct logic ties
 - New critical path is fully developed

Summary of the New “Unmitigated” Schedule

- Completion of WTP is 11.5 months behind schedule
 - New electrical equipment delivery delays are driving schedule
 - New logic constraints and additional activities have pushed schedule out
 - Overall testing and startup duration is longer
- Mitigation options being considered to recover schedule
 - Temporary electrical gear
 - Allow early structure backfill
 - Additional Saturday work
 - Double shifts for certain trades in structures on critical path

Next Steps

- Develop additional detail for testing and startup activities
- Continue evaluating additional mitigation options
- Develop framework for managing future schedule changes
- Establish KPIs and intermediate milestones
- Negotiate schedule impacts to date and contingency use
- Final Re-baseline expected April 26, 2024

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Topics for Future Board Reports

- Completion date status
- Milestone performance
- Recovery cost discussion

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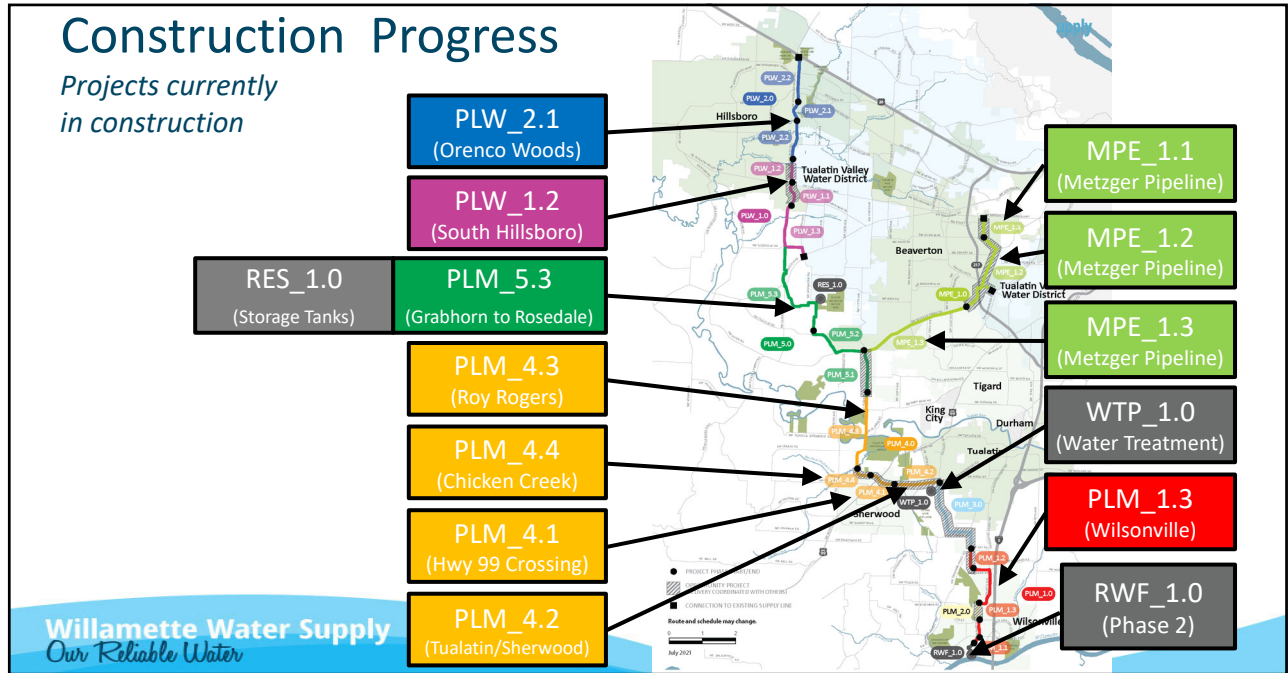
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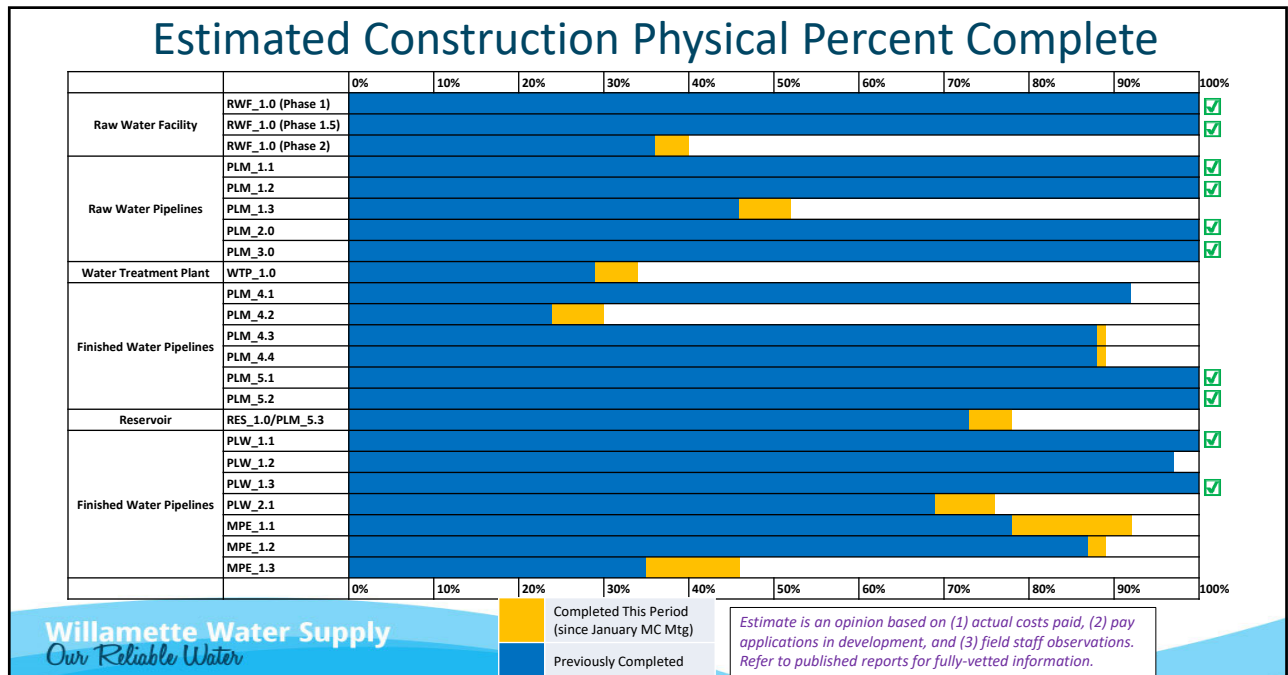
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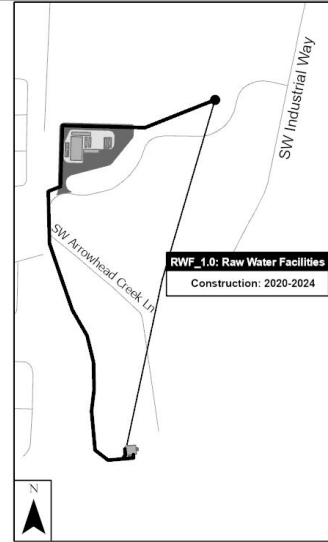
RWF_1.0 (GMP-2)

Contractor: Kiewit Infrastructure West Co.

Designer: Black & Veatch

Current and Planned Activities:

- Upper Site Electrical Building retaining wall and site grading
- Continued work on interior HVAC ducting and controls
- Electricians installing lighting panels, lighting fixtures, etc.
- Interior painting, flooring, and ceilings in Emergency Control Room
- Continued vertical turbine pump bases and electrical work in RWPS
- PGE began work on 1.5MW electrical feeder project into site
- Completed Sherwood Broadband fiber optic conduits into site



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Construction Photos – RWF_1.0 (GMP-2)



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Construction Photos – RWF_1.0 (GMP-2)



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Construction Photos – RWF_1.0 (GMP-2)

Upper Site Electrical Building Interior

- Sheet rock and resinous flooring in the emergency operations center and control room



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Construction Photos – RWF_1.0 (GMP-2)

Raw Water Pump Station

- Vertical turbine pump concrete bases completed
- Setting pump sole plates



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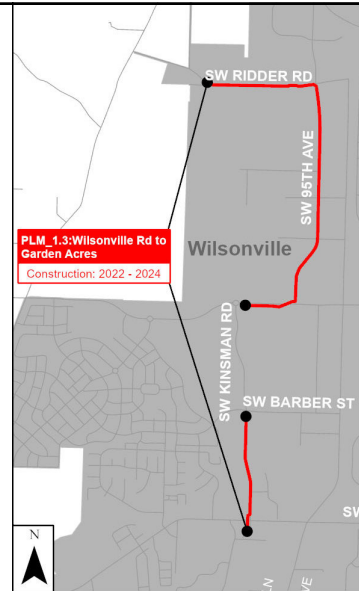
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PLM_1.3

Contractor: Moore Excavation Inc.
Designer: HDR

Current and Planned Activities:

- Appurtenance construction and 66-inch joint grouting of pipe on Kinsman Rd.
- 66-inch waterline installation on 95th Ave.
- Wilsonville 12-inch waterline relocation on 95th Ave.
- Approximately 7,480 LF of 66" waterline installed (62% of total)
- Completed casing installation and began carrier pipe installation at Boeckman Rd. / railroad trenchless crossing
- Began preparation of roadway for new concrete pavement on Kinsman Rd.



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Construction Photos - PLM_1.3

Tunnel alignment
at Boeckman Rd.



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Construction Photos - PLM_1.3

66-inch waterline installation
on south end of 95th Ave.



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Construction Photos - PLM_1.3

Demolition and subgrade preparation for permanent pavement restoration on Kinsman Rd.



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WTP_1.0

Contractor: Sundt Construction, Inc.
Designer: CDM Smith

Current and Planned Activities:

- Area 03 (Site Work): 66" RAW and 66" FNW pipe continues.
- Area 08 (Admin Building): Work continues with column foundations.
- Area 22 (Flash Mix): Concrete slab complete. Placing full height concrete walls.
- Area 25 (Ozone Generation): Duct bank work is on-going. Began elevator pit.
- Area 26 (Ozone Contactor) Concrete for effluent channel overflow box walls.
- Area 28 (Filters): Building lower gullet walls and decks.
- Area 30 (UV): Continue working on 84" pipe. Structural steel has begun.
- Area 34 (Chemical Building): Concrete containment walls and tank pads.
- Area 35 (Clearwell): Continue concrete walls and columns.
- Area 37 (EQ basin): Filling basin with water for hydrotest.
- Area 40 (Thickeners): Rebar and concrete work has begun.
- Area 52 (Thickened Sludge Pump Station): Placed concrete slab and began walls.
- Area 53 (FWPS): Process pipe installation has begun. Backfilling outside structure.



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Construction Photos - WTP_1.0



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Construction Photos - WTP 1.0



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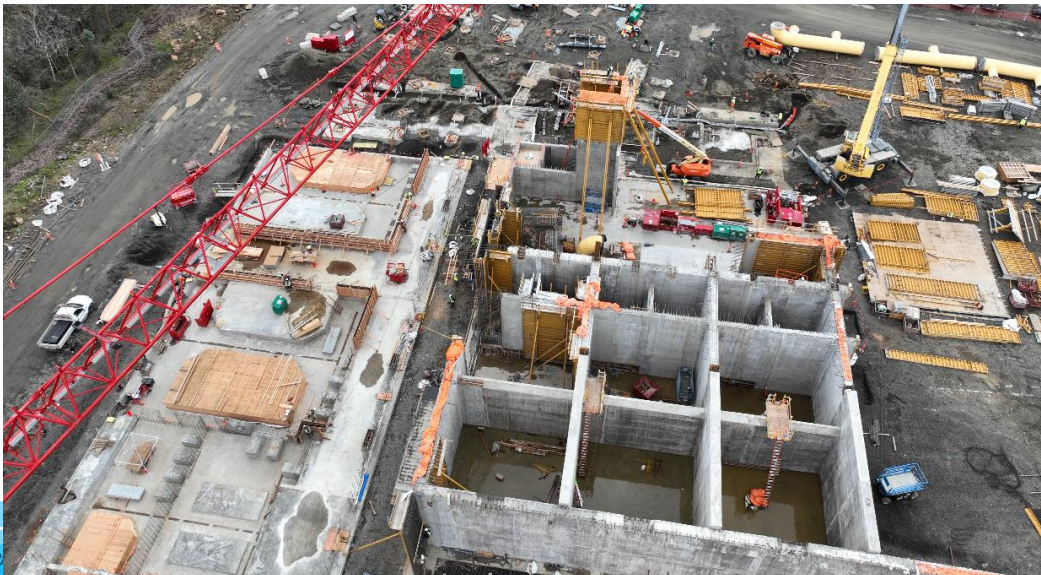
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Construction Photos - WTP_1.0



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Construction Photos - WTP_1.0



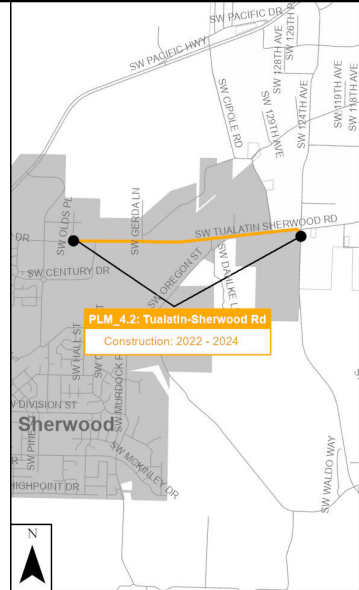
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PLM_4.2

Partner: Washington County
 Contractor: Kerr/Emery JV
 Designer: Brown & Caldwell

Current and Planned Activities:

- 124th trenchless crossing is complete under Tualatin-Sherwood Road
- Open cut pipe has crossed Cipole Road
- Open cut pipe installed up to the PLM_3.0 connection
- Total of 1,300 LF of pipe installed (18% of total)

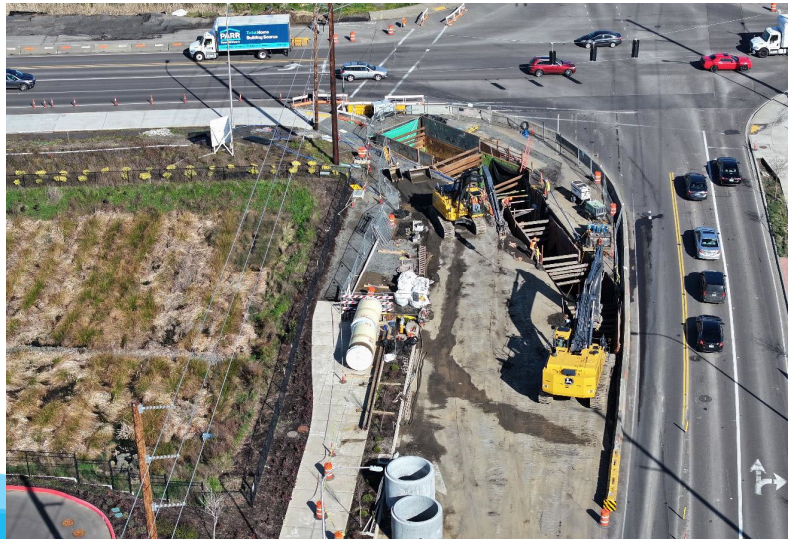


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Construction Photos – PLM_4.2

Open cut 66-inch waterline between trenchless crossing and existing pipe installed on 124th Ave.



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Construction Photos – PLM_4.2

Exposing existing PLM_3.0 pipe at connection point on 124th Ave.



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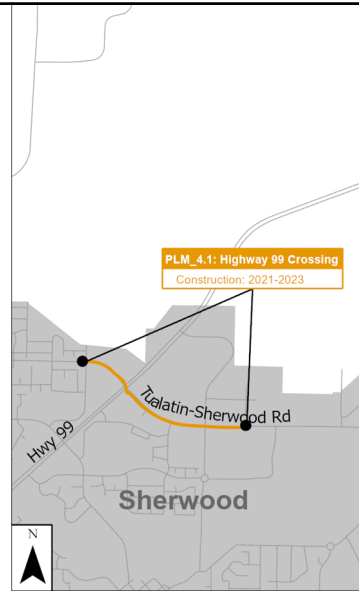
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PLM_4.1

Partner: Washington County
Contractor: Moore Excavation Inc.
Designer: Brown & Caldwell

Current and Planned Activities:

- Appurtenance piping and vaults have all been installed
- Cathodic protection system installation complete
- Small amount of road widening to be completed



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Construction Photos – PLM_4.1

Cathodic protection test station connections, testing, and activation



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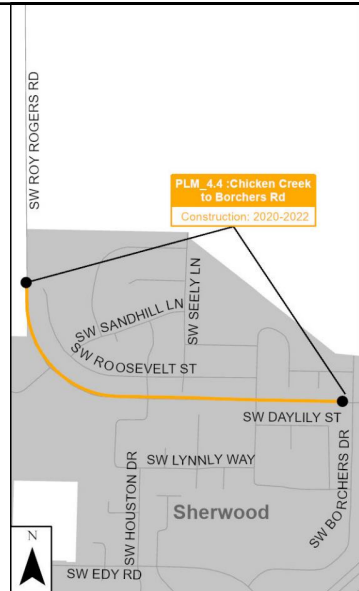
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PLM_4.4

Partner: Washington County
Contractor: Tapani Inc.
Designer: Brown & Caldwell

Current and Planned Activities:

- Cathodic protection system is up and running
- Tie-in to PLM_4.1 complete
- County road work and CWS sewer work



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Construction Photos – PLM_4.4

Wax tape installation at accessway blind flange on 66-inch pipe



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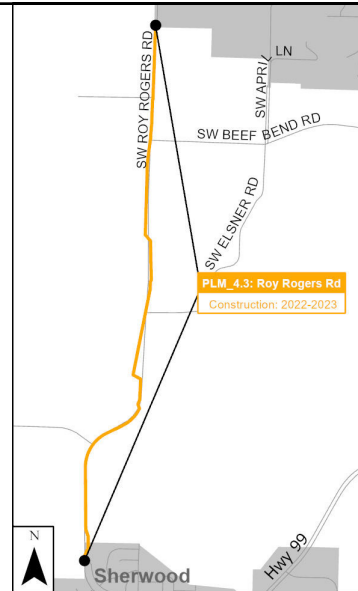
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PLM_4.3

Contractor: Tapani Inc.
Designer: Brown & Caldwell

Current and Planned Activities:

- Installing 66-inch waterline on west side of Roy Rogers Rd. toward Tualatin River launch shaft
- Approximately 12,500 LF of pipe installed (95% of total)
- Interior joint grouting of southern half of alignment



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Construction Photos – PLM_4.3

66-inch waterline installation
on west side of Roy Rogers Rd.



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Construction Photos – PLM_4.3

66-inch waterline – remaining
work between open cut
installation and tunnel shaft
south of Tualatin River.



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Construction Photos – PLM_4.3

Completed retaining wall and area of remaining waterline alignment on north end of project



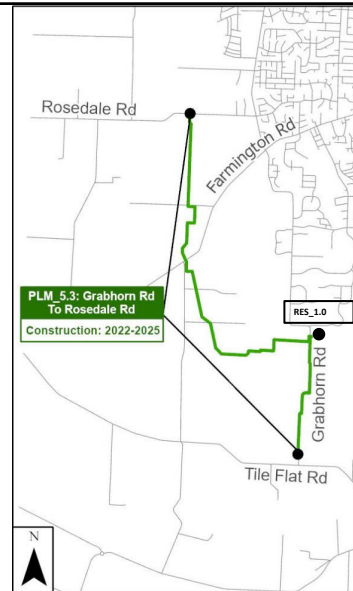
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RES_1.0 / PLM_5.3

Contractor: Hoffman-Fowler JV
Designer: Black & Veatch / Jacobs
Current and Planned Activities:

- RES_1.0
 - Completed hydro-blasting reservoir walls; began pre-stressing activities
 - Begin plumbing and mechanical piping installation in vaults
 - Continued electrical duct bank and yard piping installation
 - Completed Water Quality Building roof installation; begin interior painting
 - Completed 66-inch steel inlet and outlet waterline hydrostatic testing, disinfection and tie-in to PLM_5.3
- PLM_5.3
 - Completed 66-inch waterline tie-in to PLM_5.2
 - Completed cleaning, disinfection and hydrostatic pressure testing of the inlet 66-inch waterline
 - Continued appurtenance and cathodic protection system installations
 - Continued easement restoration in multiple locations



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Construction Photos – RES_1.0

Reservoir tank with completed walls and roof. Pre-stress wrapping machine mobilized.



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Construction Photos – RES_1.0

Water Quality Building



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Construction Photos – PLM_5.3

66-inch inlet and outlet
waterline tie-in from reservoir
site to PLM_5.3



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Construction Photos – PLM_5.3

PLM_5.3 easement restoration in progress at Farmington Gardens property



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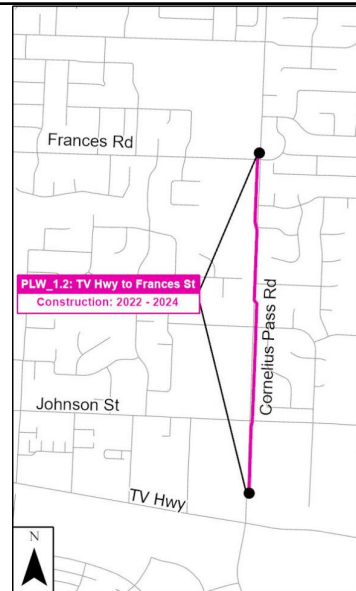
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PLW_1.2

Partner: Washington County
Contractor: Tapani, Inc.
Designer: Kennedy/Jenks

Current and Planned Activities:

- Final restoration of Reedville Creek Park
- Start-up of Frances St. Turnout at Reedville Creek Park
- Deficiency list items



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Construction Photos – PLW_1.2

Grouting and cleanup within PRV Vault at Frances St. Turnout



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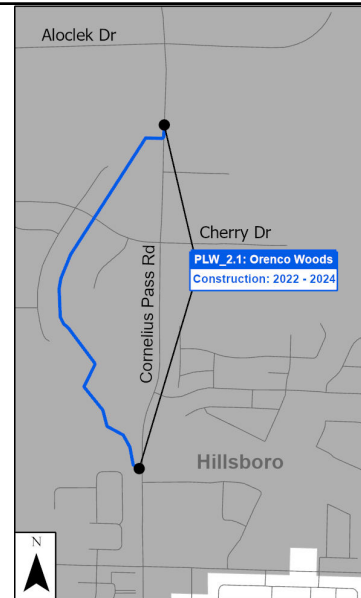
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PLW_2.1

Contractor: Moore Excavation, Inc.
Designer: Kennedy/Jenks

Current and Planned Activities:

- Grouting 48-inch waterline joints
- 48-inch waterline cleaning, pressure testing, and disinfection
- Cathodic protection installation
- Air valve installation within access vaults



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Construction Photos – PLW_2.1

Blow-off assembly vault installation at Orenco Woods Nature Park parking lot



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Construction Photos – PLW_2.1

Anode installation (for cathodic protection system) at Cornelius Pass Rd.



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Construction Photos – PLW_2.1

Mortar lining of joints at interior of 48-inch waterline



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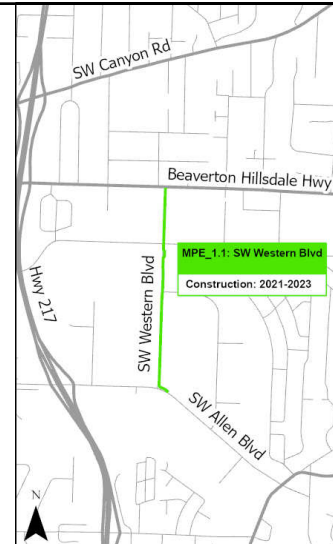
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MPE_1.1

Partner: City of Beaverton
Contractor: Moore Excavation Inc.
Designer: Brown & Caldwell

Current and Planned Activities:

- Washington County Supply Line (WCSL) tie-in work under way at Western Ave and 96th Ave.
 - TVWD supporting re-filling of the WCSL and reactivating the transmission line
 - Backfilling excavations in roadway
 - Installation of appurtenance piping
- Punch list and project closeout work



Willamette Water Supply
Our Reliable Water

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Construction Photos – MPE_1.1

Pressure testing new 48-inch waterline before connection to WCSL at 96th Ave.



Willamette Water Supply
Our Reliable Water

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Construction Photos – MPE_1.1

Setting final 48" x 54" diameter closure piece at 96th Ave.



Willamette Water Supply
Our Reliable Water

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Construction Photos – MPE_1.1

Closure shown completed and grouted in place at Western Ave. tie-in to WCSL.



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Our Reliable Water

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MPE_1.2

Contractor: Emery & Sons
Designer: Brown & Caldwell

Current and Planned Activities:

- Trenchless crossings – upper Fanno Creek tunneling complete
- Continued PFC building mechanical, HVAC, electrical
- Connections to existing 24" and 16" waterlines on Oleson Rd.
- Site and road restoration



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Our Reliable Water

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Construction Photos – MPE_1.2

48-inch waterline installation at Scholls Ferry Rd. near Allen Blvd. (night crew)



Willamette Water Supply
Our Reliable Water

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Construction Photos – MPE_1.2

Connections at Oleson Road to PFC facility – wax tape installation



Willamette Water Supply
Our Reliable Water

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Construction Photos – MPE_1.2

Tunnel machine reaching receiving shaft at upper Fanno Creek (last of 8 tunnels on project)



Willamette Water Supply
Our Reliable Water

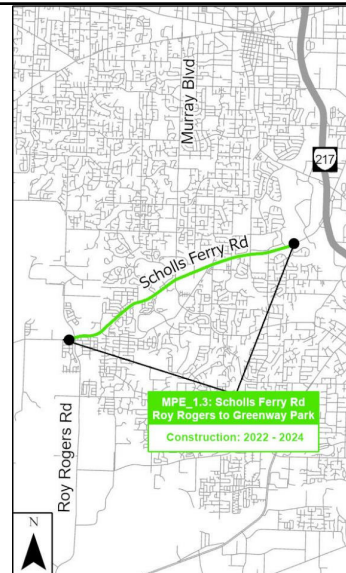
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MPE_1.3

Contractor: Emery & Sons
Designer: Brown & Caldwell

Current and Planned Activities:

- 48" waterline installation on Scholls Ferry Rd.
 - Heading west near 135th Ave. (night work)
 - Heading east near River Terrace (day work)
- Barrows Road Sewer Relocation
- Roy Rogers Road Turnout Vault
- PGE relocations



Willamette Water Supply
Our Reliable Water

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Construction Photos – MPE_1.3

48-inch waterline installation on Scholls Ferry Rd. near River Terrace Blvd.



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Construction Photos – MPE_1.3

Roy Rogers Rd. turnout vault rebar and hatches prior to concrete placement



Willamette Water Supply
Our Reliable Water

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RAC Recommendation > Implementation

- **RAC Recommendation**
 - In 2023, the Rate Advisory Committee (RAC) unanimously recommended the proposed new Customer Assistance Program (CAP)
 - And keeping the District's current Customer Emergency Assistance Program
- **District Priority**
 - CAP implementation is a District priority, as previously communicated to the Board by the CEO
- **Authorize Program**
 - One of the key tasks for CAP implementation is Board authorization
 - Final resolution to be on the agenda for the April 17 regular Board meeting
 - Tonight's presentation will provide an overview of the draft authorizing resolution, other CAP information.

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Customer Assistance Program (CAP) Resolution Overview

- **Whereas Statements Highlights**
 - Review of Rate Advisory Committee (RAC) purposes and history
 - Second RAC (2022 – 2023) unanimously recommend new CAP with 20% bill discount, keeping current Customer Emergency Assistance Program
 - Board accepted RAC recommendations in May 2023
 - Adopted 2023 – 2025 Biennial Budget included funding, expenditures for new CAP
 - Appropriations in Adopted Budget but bill discount rate not described in Board-adopted rates and charges
 - Necessary for clear Board authorization of CEO to implement and administer CAP
- **Resolved Statements Highlights**
 - The Board creates a new Customer Assistance Program with features and objectives in Exhibits A and B
 - Board directs and authorizes the bill discount rates to be added to rates and charges
 - CEO authorized and directed to take all actions necessary to implement the CAP

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CAP Resolution Overview (continued)

- **Exhibit A: CAP Parameters**

- **Qualification**

- Qualified customers shall be single-family residential District customers who qualify for Low Income Home Energy Assistance (LIHEAP) or other similar programs deemed appropriate by CEO
- TVWD may contract with third-party entities to establish customer eligibility for the program

- **Bill Discount**

- The assistance for qualified customers: 20% discount to water bill, both fixed and volume charges

- **Funding**

- Funding shall be limited to funds appropriated in District's adopted biennial budget
- Discount under program lapses when appropriated funds are fully expended
- Management will monitor unspent appropriated funds, report to the Board as deemed necessary

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CAP Resolution Overview (continued)

- **Exhibit B: CAP Objectives**

1. Improve the affordability of water needs for low-income customers
2. Reduce the number and risk of water shutoffs for low-income customers
3. Provide a simple structure for the program
4. Reduce burden on low-income customers and District staff by using third-party entities to qualify customer eligibility

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Customer Assistance Program Administration

Responsible Department	Qualification	Transparency	Funding
<ul style="list-style-type: none"> • Customer Service Department will manage the program • Financial/budget management • Partnership management • Promotion 	<ul style="list-style-type: none"> • Partnership with local agency to qualify customers and offer other services • Excellent relationship with Community Action of Washington County – TVWD will continue that strong relationship 	<ul style="list-style-type: none"> • Track participation and report utilization to the Board monthly through TVWD's existing <i>Month-in-Review</i> • Funding subject to TVWD's Citizen Budget Committee process 	<ul style="list-style-type: none"> • Included in TVWD's proposed biennial budget • Board and Budget Committee will assess program needs and funding capacity on biennial basis • Management will monitor needs and apprise the Board of any budget challenges

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CAP Implementation Key Activities/Tasks

- **Authorize Program**
 - Adoption of Resolution by Board of Commissioners
- **Third Party Qualification**
 - Develop and Execute Contract with Community Action
- **Customer Information System**
 - Define Requirements
 - System Changes, Testing
 - Utility Bill Changes
- **Customer Outreach**
 - Define pilot group, conduct outreach
- **Staff Preparation**
 - Train Customer Service and Community Action Staff
- **Execute Pilot Plan**
 - Evaluate Pilot Results

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Example CAP Brochure

Customer Assistance Programs

Get help paying your water bill

Programas de Asistencia al Cliente

Obtenga ayuda para pagar su factura de agua



Assistance to Pay Your Bill

To help keep the water on, the District has immediate funding available to assist customers facing financial hardship pay their water bill.

- Emergency Assistance provides customers with a one time credit for life's surprises.
- Our NEW Customer Assistance Program provides a discount on each drinking water bill.

Who's Eligible?
Income-qualified single-family residential customers at or below 60% of Oregon medium income per household size.

How Much is Available?
Customer Assistance provides a 20% discount off of each bill and Emergency Assistance receive a credit for up to 28 CCP's of water and fixed charges towards their balance.

How to Apply?
The District works with Community Action to get customers enrolled – visit twvd.org to learn more or caorash.org to apply.

What you'll need to apply:

- Recent copies of your bill
- Photo ID and proof of income for anyone 18 years or older
- Documentation showing income from Social Security, Unemployment Insurance, Pension Funds, or disability, etc.
- Social security numbers for everyone residing in the house
- Contact us if you if you need help

Contact Us:
503.555.5000
CustomerService@TVWD.org
www.twvd.org

Asistencia para pagar su factura

Para ayudar a mantener el suministro de agua, el Distrito tiene fondos inmediatos disponibles para ayudar a los clientes que enfrentan dificultades financieras a pagar su factura de agua.

- Emergency Assistance brinda a los clientes un crédito único para las sorpresas de la vida.
- Nuestro NUEVO Programa de Asistencia al Cliente brinda un descuento en cada factura de agua potable.

¿Quién es elegible?
Clientes residenciales unifamiliares calificados con ingresos iguales o inferiores al 60 % del ingreso medio de Oregon por tamaño de hogar.

¿Cuánto hay disponible?
Asistencia al cliente ofrece un 20 % de descuento en cada factura y Asistencia de emergencia recibe un crédito de hasta 28 CCP de agua y cargos fijos para su saldo.

¿Cómo aplicar?
El Distrito trabaja con Community Action para inscribir a los clientes: visite twvd.org para obtener más información o caorash.org para presentar su solicitud.

Lo que necesitará aplicar:

- Copias recientes de su factura
- Identificación con foto y comprobante de ingresos para cualquier persona mayor de 18 años
- Documentación que acredite los ingresos de la Seguridad Social, Seguro de Desempleo, Fondos de Pensiones, Invalidez, etc.
- Números de seguro social de todas las personas que residen en la casa
- Contactémos si necesita ayuda

Póngase en contacto:
(503) 555-5000
CustomerService@TVWD.org
www.twvd.org

facebook.com/TVWDNews
twitter.com/TVWDNews
@tualatinvalleywaterdistrict9704
nextdoor.com

1850 SW 170th Ave
Beaverton, OR 97003
www.twvd.org
(503) 848-3000
CustomerService@TVWD.org



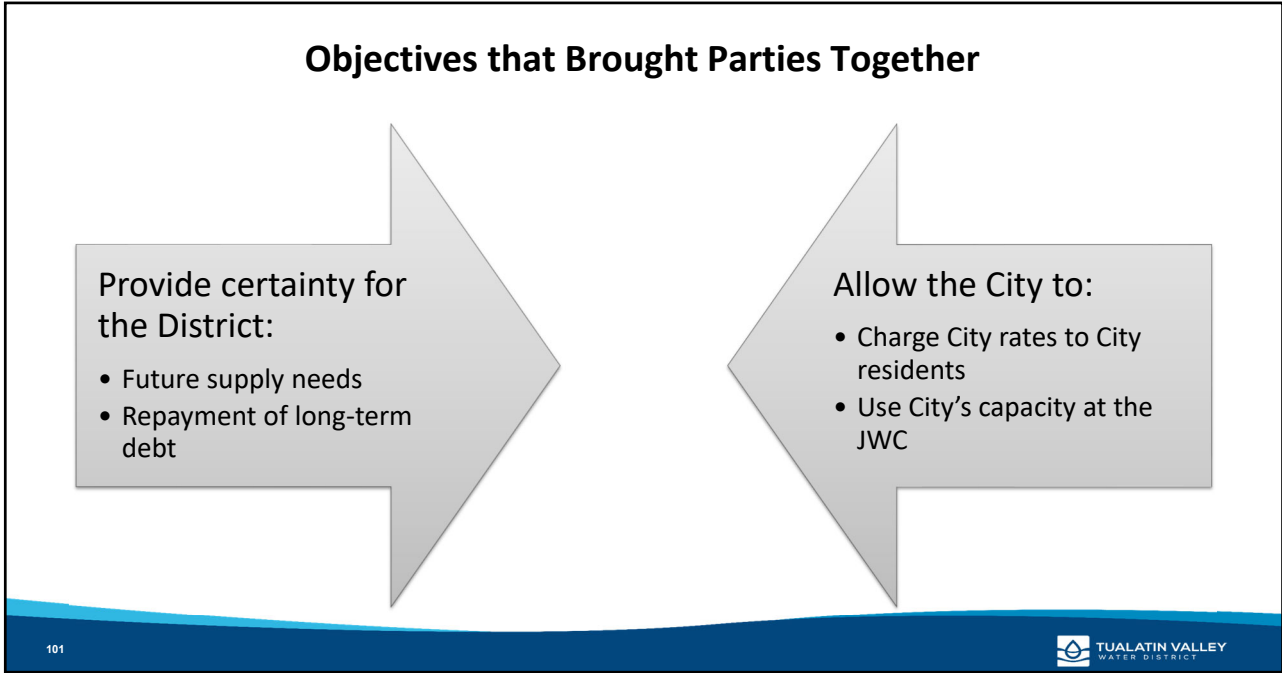
TUALATIN VALLEY WATER DISTRICT



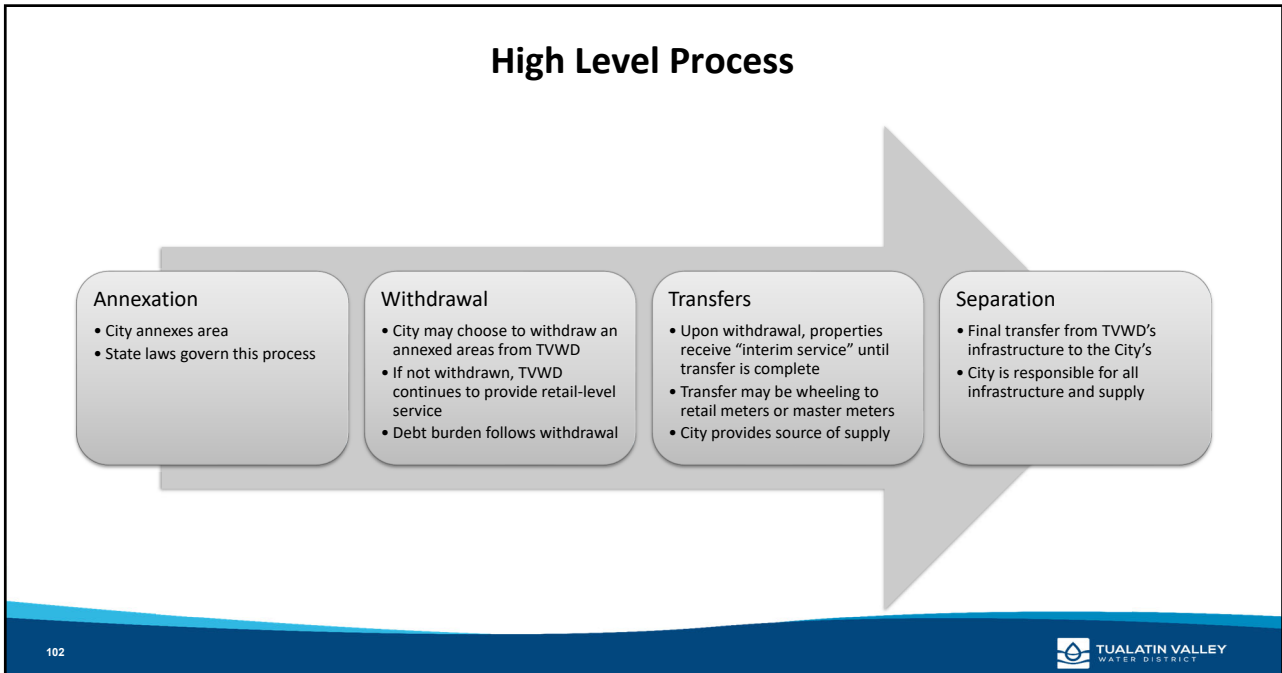
OVERVIEW OF BEAVERTON SERVICE AREA IGA

Paul L. Matthews
Chief Executive Officer

April 2, 2024



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Options Upon Annexation by the City

Service Options for the City

- No withdrawal of water service – status quo
- Withdraw areas and TVWD provides interim service
 - Customers pays TVWD retail rates
- Withdraw areas with TVWD providing wheeling service
 - TVWD delivers the City's JWC water to customers
 - TVWD charges City the wheeling rate
 - City charges customers its retail rates
- Withdraw and full separation
 - City funds all required infrastructure
 - City charges customer its retail rates

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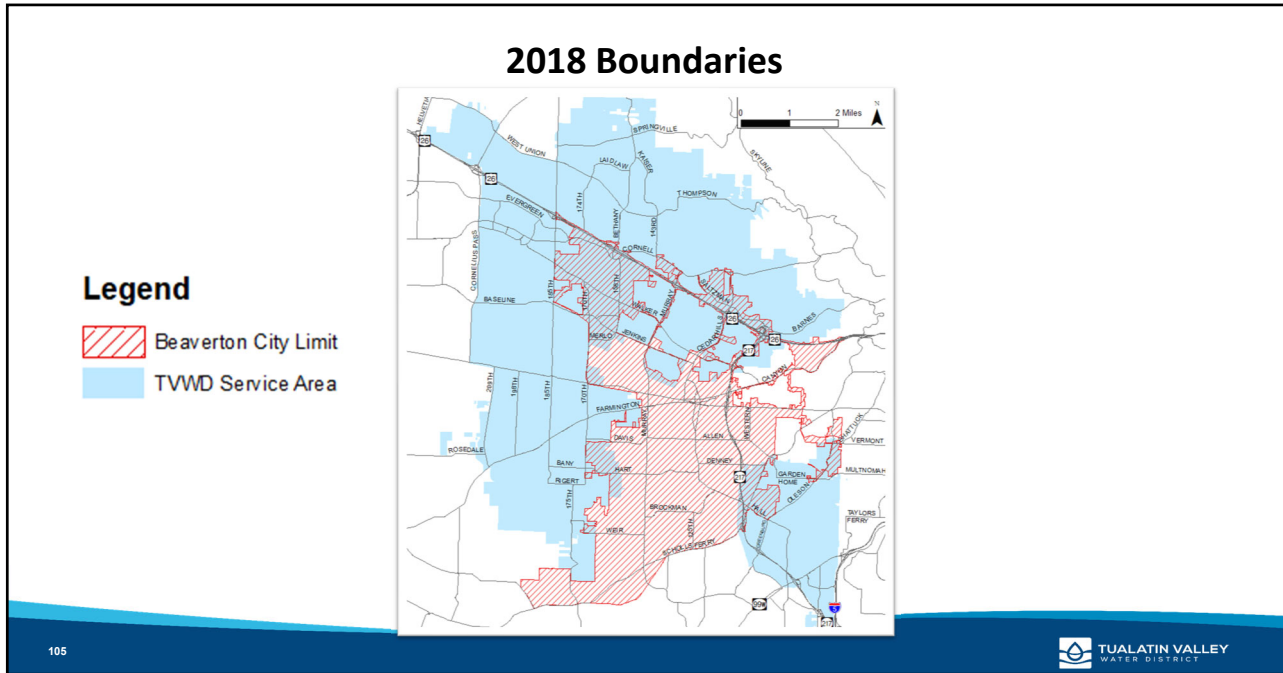
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Key Elements of the IGA

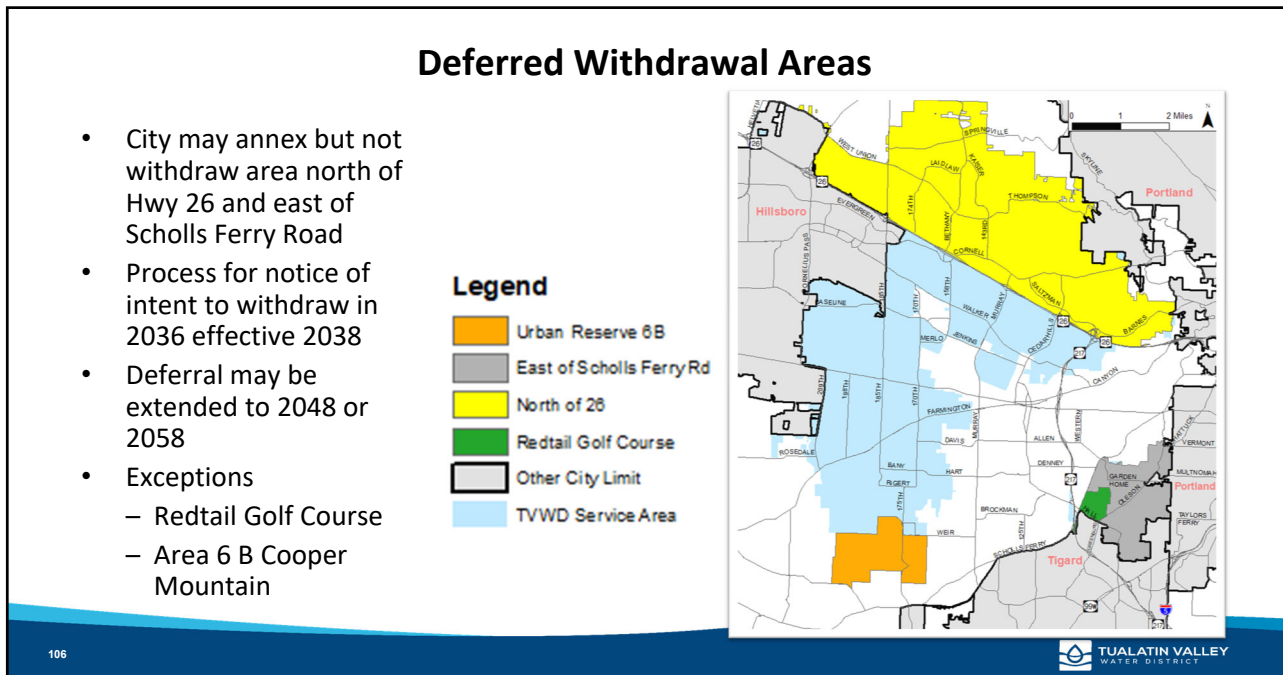
- Term: 2018-2058
- Detailed process for adjustment of service areas
- Classification of Areas
 - Service Areas as of 2018
 - Known Withdrawal Area
 - Deferred Withdrawal Area
 - Annexation Withdrawal Area

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Annexation Withdrawal Areas

- Unincorporated areas south of Hwy 26 and west of Scholls Ferry Road
- Statutory annexation and withdrawal processes
- Notice of planned withdrawal
- City develops Withdrawal Plan
- District provides Interim Service or Wheeling Service if City cannot provide direct service unless material and adverse effect
- Includes debt burden to be paid by City

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Withdrawal Plan

- Description of area by tax lot
- Schedule and effective date of withdrawal
- Plan for customer notification of change
- Schedule for development of Transfer Plan
- Provision of water to withdrawn area
 - Prior to effective date: District provides/TVWD customers
 - On or after effective date: City provides unless interim or wheeling

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Provision of Water Service

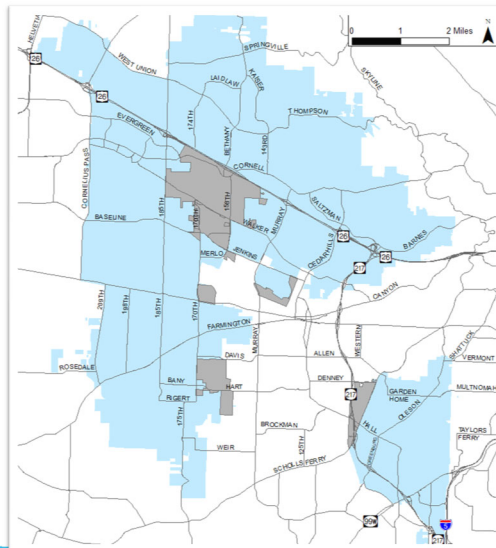
- Separation requires full service by City including its independent supply
- If separation has not occurred, City may elect:
 - Interim water service. District provides retail-level service at District rates using District's source of supply.
 - Wheeling service:
 - District delivers City's water supply
 - Wheel to the retail meter or master meter
 - Cost of wheeling based on methodology included in Exhibit F
- Transfer plans required to change service type
- Obligation by District to serve does not apply to deferred withdrawal areas

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Areas Withdrawn in 2018

Legend

- Withdrawn Areas
- TVWD Service Area

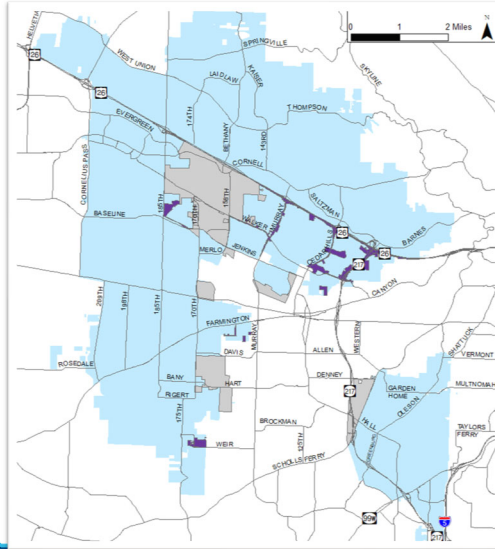


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Additional Areas withdrawn Prior to 7/2/2020

Legend

- Annexed 7-2-2018 to 7-1-2020
- Annexed Prior to 7-2-2018
- TVWD Service Area



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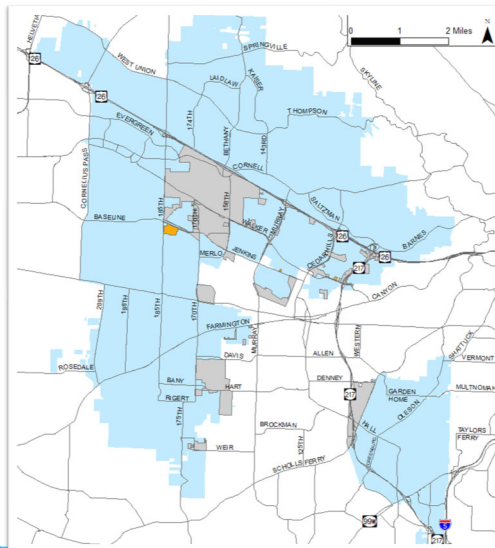


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Areas Withdrawn on or After 7/2/2020

Legend

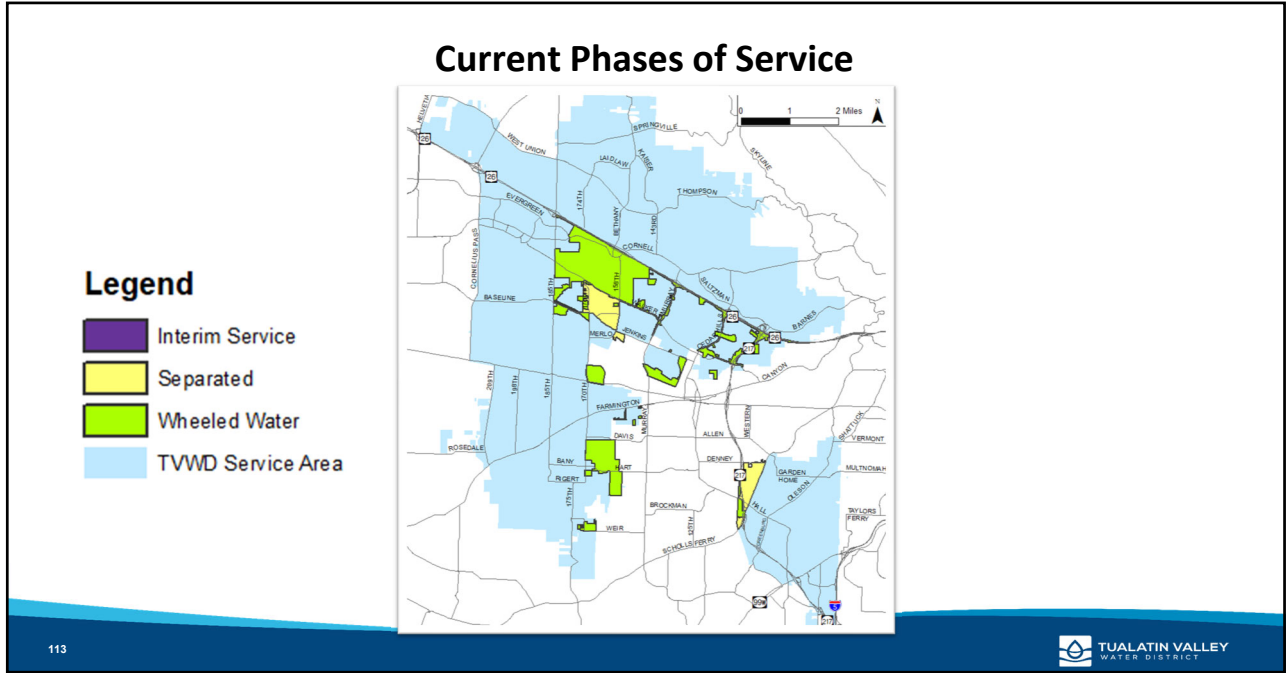
- Annexed on or After 7-2-2020
- Annexed Prior to 7-2-2020
- TVWD Service Area 7-2-2020



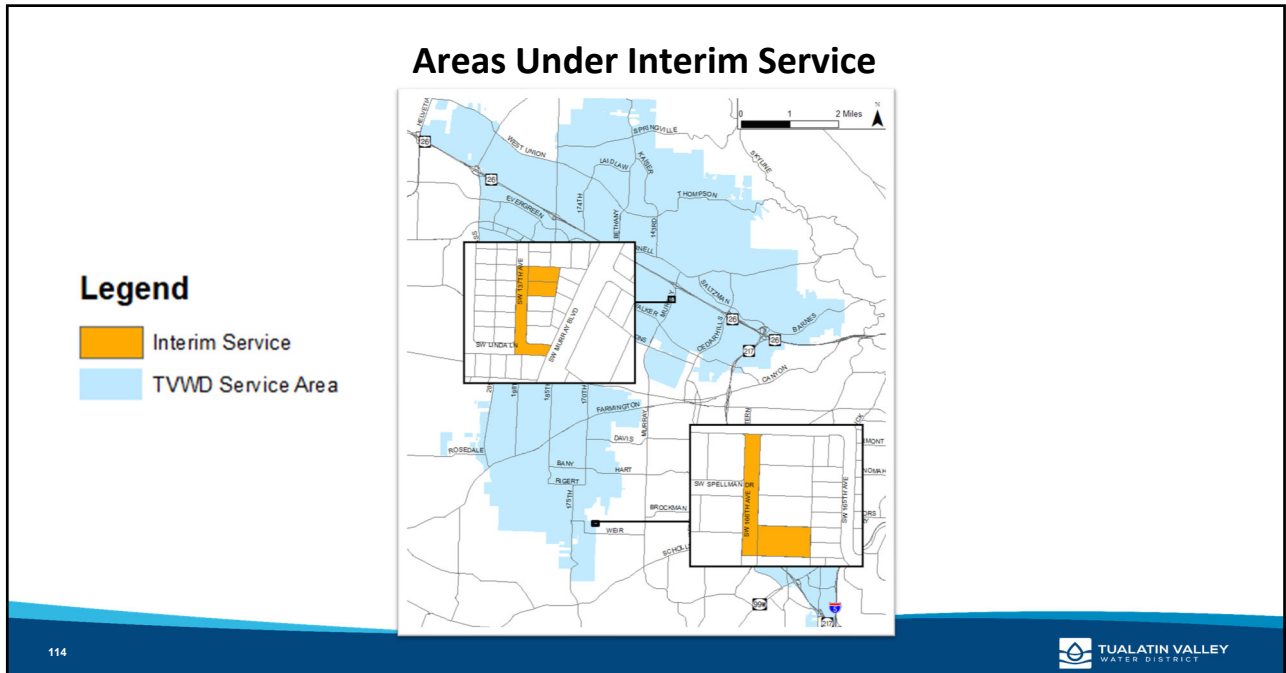
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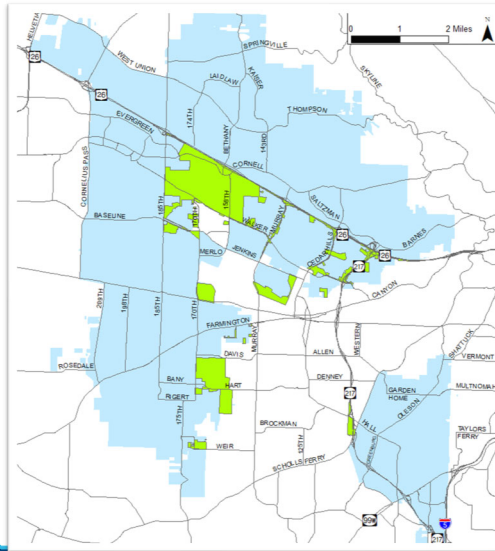


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Areas Under Wheeled Service

Legend

- Wheeled Service
- TVWD Service Area



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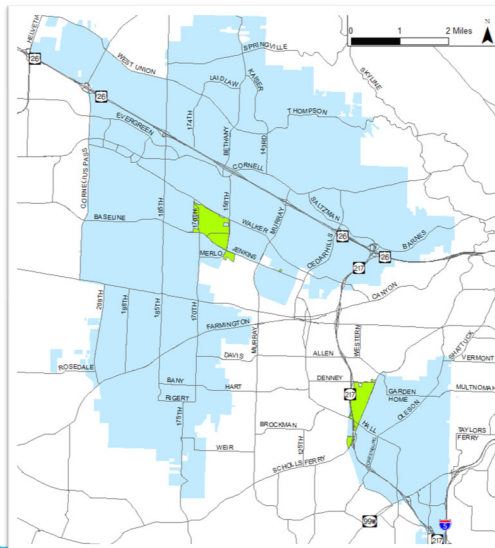


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Separated Areas

Legend

- Separated Area
- TVWD Service Area



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Disposition of Fixed Assets

Water System Assets

- Water system assets not required to serve other District customers transferred to the City upon withdrawal
- Water system assets that serve other District customers retained by the District upon withdrawal
- If the parties disagree, the matter may be submitted to the County Board of Commissioners

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District Outstanding Debt

Key Provisions

- Outstanding debt means liabilities and indebtedness incurred by District that City must pay. Includes bonded debt as defined in IGA.
- District territory withdrawn after July 2, 2020 requires City to pay:
 - Share of District's outstanding debt based on 3-year average use within withdrawn area
- Exceptions
 - Areas withdrawn prior to July 2, 2020, and
 - Area 6B

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Wheeling Rate Methodology

Wheeling Rates

- Follows industry standard methodology
 - Base/Extra-Capacity method
 - Utility basis for determining revenue requirements
 - O&M – Allocated based on use
 - Capital – Same calculations as JWC lease formula
 - Cost of wheeling determined by pressure zone for water delivery
 - Melded rate from all pressure zones to determine overall wheeling rate

Wheeled Quantity

- Provided to JWC daily
- Estimated by percentage of 3-year average metered use of wheeled customers

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Wheeling Quantity

Table 2
Calculation of the Allocation Percentage

	FY2015	FY2016	FY2017	Average
Beaverton Wheeled Areas (MGD)	2.1	2.0	1.8	2.0
TVWD total (MGD)	22.4	22.7	20.7	21.9
Percentage Wheeled	9.6%	8.9%	8.7%	9.1%

- Three-year history to estimated daily demands
- Daily amounts provided to JWC
- JWC:
 - Bills City of Beaverton for wheeled quantity
 - Tracks stored water usage

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Wheeling Rate Design

Cost Category	Area 2	Area 3	Area 4	Area 5	Area 6	Totals
Finished Water	\$0	\$0	\$0	\$0	\$0	\$0
In-System Treatment	3,963	17,175	123,279	5,283	4,545	154,245
Storage	8,706	34,272	270,820	11,606	34,047	359,450
Pumping	0	84,104	0	0	14,833	98,937
Transmission	9,603	74,939	298,747	12,802	49,783	445,875
Distribution	12,209	52,916	379,821	16,277	38,740	499,963
Direct Fire	1,234	5,143	24,483	274	3,292	34,427
Master Metering	0	0	0	0	0	0
Meters/ Services	0	0	0	0	0	0
Mtr Reading/ Billing/ Cust Svc	0	0	0	0	0	0
SCADA	1,726	7,482	53,701	2,301	5,477	70,688
Retail Only	0	0	0	0	0	0
Indirect	0	0	0	0	0	0
Totals	\$37,442	\$276,031	\$1,150,851	\$48,543	\$150,718	\$1,663,585
Wheeled Quantity (CCF)	23,722	102,813	737,968	31,625	75,269	971,398
Cost per CCF	\$1.578	\$2.685	\$1.559	\$1.535	\$2.002	\$1.713

- Example rate from 2018 IGA
- Melded rate approach requested by City
- Wheeling rates only include those services provided by TVWD