

**CLACKAMAS RIVER WATER BOARD OF COMMISSIONERS
REGULAR BOARD MEETING
December 12, 2024**

COMMISSIONERS PRESENT:

Sherry French President
Naomi Angier, Secretary
Tessah Danel, Treasurer
Rusty Garrison
Bob Rubitschun

STAFF PRESENT:

Todd Heidgerken, General Manager
Karin Holzgang, Executive Assistant/Contracts
Coordinator

CRW Employees: IT Manager, Kham Keobounnam;
Chief Financial Officer, Christina Irish; Engineering
Manager, Joe Eskew;

COMMISSIONERS ABSENT:0

VISITORS: Bob Steringer, Jeff Griffin (WHA Insurance), Jared Swinford (Express Bill Pay), Kevin Williams

Call Regular Meeting to Order

Commissioner French called the meeting to order at 6:00pm. The pledge of allegiance was recited and roll taken.

MOTION: Commissioner Angier moved to approve the agenda as Presented. Commissioner Danel seconded the motion.

MOTION CARRIED 5-0

Ayes: Angier, Danel, French, Garrison, Rubitschun
Nays: None
Abstentions: None

Public Comment- none

Insurance Presentation- Mr. Griffin provided an overview of the insurance proposal renewal for 2025. The major driver to increases in rates is from national disasters from the past few years.

Xpress Bill Pay Presentation- Mr. Swinford provided an overview of the Xpress Bill pay platform from a customer interface perspective.

Consent Agenda

CA-1: Gross Payroll and Account Paid for November 2024
CA-2: Cash & Investment Ending Balances Report

MOTION: Commissioner Angier moved to approve the consent agenda as presented. Commissioner Danel seconded the motion.

MOTION CARRIED 5-0

Ayes: Angier, Danel, French, Garrison, Rubitschun
Nays:
Abstentions: None

Agenda Item 1.0 Contract Award: Construction Contract for Redland Rd. Waterline Abandonment, Project, 23-5307

Mr. Eskew shared that this project is half of the original project that will be completed in this BN and then the other half of the project will be completed in the next BN. The project was publicly advertised and eight bids were received, the project will be started in January 2025.

MOTION: Commissioner Angier moved to award the Redland Rd. Waterline Abandonment, Project, 23-5307 construction contract to S & W Underground inc. for the bid amount of \$397,485.40 and authorize the General Manager to sign the completed contract. Commissioner Danel seconded the motion

MOTION CARRIED 5-0

Ayes: Angier, Danel, French, Garrison, Rubitschun
Nays:
Abstentions: None

Agenda Item 2.0 Consider Approval of Contract with Crystal Greens Landscape, Inc.

Mr. Heidgerken shared there was a process conducted to obtain bids from three different contracts for landscape services. Crystal Green was the successful responder. Commissioner Garrison asked about the cost of the previous contract (same as last contract period)

MOTION: Commissioner Angier moved the Board approve a contract with Crystal Greens Landscape, Inc. for landscape services for a not to exceed amount of \$80,000 and authorize the General Manager to sign the contract. Commissioner Danel seconded the motion.

MOTION CARRIED 5-0

Ayes: Angier, Danel, French, Garrison, Rubitschun
Nays:
Abstentions: None

Agenda Item 3.0 Consider Approval of Contract with Xpress Bill Pay for Customer Utility Bill Payments (see attached presentation)

Ms. Irish shared the advantages of CRW using the Xpress Bill pay platform (real time availability of account balances, cost savings over the current bill pay platform per transaction & customer support).

Commissioner Angier asked how customers on autopay will be notified of the new bill pay platform (staff will be reaching out to these customers to alert them). Comm. Garrison asked about the integration of Springbrook and Xpress Bill pay and what the customers will see on their account. Comm. Rubitschun asked how the customer un-links autopay from the current platform when Xpress Bill pay goes live, Ms. Irish is researching this.

MOTION: Commissioner Angier moved the Board approve the contract with Xpress Bill pay for Customer Utility Bill Payments for a not to exceed amount of \$320,000 and authorize the General Manager to sign the contract. Commissioner Danel seconded the motion.

MOTION CARRIED 5-0

Ayes: Angier, Danel, French, Garrison, Rubitschun

Nays:

Abstentions: None

Agenda Item 4.0 Consider Approval of Resolution 07-2025 -Updating Water Rates Charges to Oregon City Effective January 1, 2025

Mr. Heidgerken shared that the two CRW and Oregon City agreements are both for provision of water to certain areas of the City. The agreements outline how (formula for the rates is laid out which includes a 3% max cap) and when water rates are updated. The resolution approves the new rate effective January 1, 2025

MOTION: Commissioner Angier move that the Board approve Resolution 07-2025 updating water rates charges to Oregon City effective January 1, 2025. Commissioner Danel seconded the motion

MOTION CARRIED 5-0

Ayes: Angier, Danel, French, Garrison, Rubitschun

Nays:

Abstentions: None

Agenda Item 5.0 Consider Approval of Resolution 08-2025 -Updating Water Rates Charges to Oregon City for the Thimble Creek Concept Area Effective January 1, 2025

See explanation above. The one difference is that this agreement does not have a 3% per year cap on rate increase.

MOTION: Commissioner Angier move that the Board approve Resolution 08-2025 updating water rates charges to Oregon City for the Thimble Creek Concept Area effective January 1, 2025. Commissioner Danel seconded the motion

MOTION CARRIED 5-0

Ayes: Angier, Danel, French, Garrison, Rubitschun
Nays:
Abstentions: None

Agenda Item 6.0 Management Report

- The Board received the monthly report, and the December bill insert.
- The Board were provided an early preview of the updated/refreshed CRW website
- Ms. Irish provided the Board with a draft budget calendar, the Board is asked to review the dates and let staff know if there are any conflicts before the calendar is adopted in January
- The January Board meeting is the 9th, and the Work Session will be January 27
- Jason Branstetter will be joining CRW as Chief Engineer on December 16

No public comment- None

Agenda Item 8.0 Commissioner Reports and Reimbursements

The CRW Board of Commissioners is convening an Executive Session to:

1. Discuss information or records that are exempt by law from public inspection pursuant to ORS 192.660 (2) (f) and 192.355 (9) (a) and ORS 40.225
2. To conduct deliberations with persons designated by the governing body to negotiate real property transactions. 192.660 (2) (e)

Open meeting is adjourned 7:29pm



Clackamas River Water

Clackamas River Water

Xpress Bill Pay for Online Utility Bill Pay

Board Meeting – December 12, 2024

Christina Irish



Advantages of **xpress** BILL PAY



- Integration - Real-time data sync with Springbrook Software



- Product Features - Mobile app, pay-by-text, admin auto-pay options, etc.



- Customer Support (including onboarding new customers)



- Price

Xpress Bill Pay is integrated with Springbrook

- All account information is updated, regardless of the source of the change. This includes updates to the account balance, phone number, and mailing address
- Reduces overpayments on accounts
- Email reminder alerts sent to customers when bills arrive, when they're due, and when they're paid
- A complete history of payment confirmations and online transactions.

The logo for Xpress Bill Pay is contained within a white circle with a blue border. The word "xpress" is written in a bold, red, lowercase sans-serif font. Below it, the words "BILL PAY" are written in a smaller, grey, uppercase sans-serif font.

xpress
BILL PAY

Xpress Bill Pay product features

- Mobile app
- Pay-by-text
- Auto-pay options
- Customer-selected auto-pay dates
- Partial payments available

Customer Support

Xpress Bill Pay provides support to our staff and customers

They also provide valuable support during the customer signup process as we integrate with their billing system, ensuring a seamless experience for all users.

Proposed
marketing plan to
transition our
customers from
our current online
payment provider
to Xpress Bill Pay
(XBP):

- 1) 2 – 3 months before going live, put a note on your website and on your printed statements to the effect of:
 - 1) “Clackamas River Water will soon be changing our online payment system to provide you with many new options and features like real-time balances, paperless billing, auto pay, mobile app, pay by text, and many more. Please look for additional details in the coming months.”
- 2) On the date you go live with XBP, switch the link on your website from your current provider to XBP.
- 3) On the date you go live, have XBP send out a change in provider email (details of this email will be in email 2 of 3) with a First Time User’s manual.
- 4) Upon going live, post an XBP Sign Up flyer or First Time User’s manual on any social media platforms the district may have.
- 5) Update district’s phone menu to let customers know they can now pay online by visiting the district’s website and selecting the online payment option.
- 6) Remind your staff to mention the change to XBP in all phone calls and face-to-face interactions. Print a stack of XBP Sign Up flyers to give to any customers that visit the office.
- 7) Upon first billing when XBP has gone live, add a note to pay bill online to the billing envelope. Add a note to the mailed statement. Add an XBP Sign Up flyer or stuffer to each bill that is mailed out.
- 8) During the following 4 months after going live, use XBP’s various marketing flyers on the district’s website, social media platforms, and potentially with mailed statements to encourage: Auto Pay, Paperless Billing, IVR, and Mobile App (see details in email 2 of 4).

Price

Currently we pay 2.49% (per transactions amount)

Xpress Bill Pay is 2.42% (per transaction amount)

Cost Analysis for October 2024

- We paid \$16,136.59
- Xpress Bill Pay would have been \$15,703.87
- SAVINGS OF \$432.72

Contract not to exceed is \$320,000

Security

Xpress Bill Pay is Serious About Safeguarding Information

- Xpress Bill Pay follows rigorous security procedures to protect information and transactions against unauthorized access. Their entire system was developed from the ground up to protect and ensure the confidentiality of our customer's information.

TLS Encryption

- For many years the term SSL has been synonymous with security. Today's most secure systems use Transport Layer Security (TLS) technology to encrypt your personal information such as User IDs, Passwords, and account information transmitted over the internet. Xpress Bill Pay always uses the latest and strongest possible TLS to secure your information.

Customer's Information is of Utmost Importance.

- Xpress Bill Pay maintains procedural safeguards that comply with all industry standards related to protecting personal and financial information. Xpress Bill Pay's thorough security procedures are designed to ensure that your information is kept completely confidential. That's why Xpress Bill Pay works with the industry security standards groups to assure full Payment Card Industry (PCI) Data Security Standard compliance.

The background is a solid blue color with numerous water droplets of various sizes scattered across it. The droplets are rendered with realistic shading and highlights, giving them a three-dimensional appearance. Some droplets are large and prominent, while others are small and numerous, creating a textured effect.

Questions?



Clackamas River Water

Monthly Update

December 2024



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Purchase Order Report- November 2024

Purchase Order Report November 2024

Vendor: 00215 - RELIABLE FENCE & CONSTRUCTION

PO #	Description	Total Amount
25-0105	FENCING REPAIR AND REPLACEMENT- GLENN OAK	6,969.00

Vendor: 00402 - DLT SOLUTIONS

PO #	Description	Total Amount
25-0101	AUTODESK AEC COLLECTION IC GOVERNMENT NEW MULTIUSER ELD ANNUAL	2,983.73

Vendor: 01235 - ELECTRONIC SYSTEMS TECH. INC.

PO #	Description	Total Amount
25-0102	ESTEEM RADIO TROUBLESHOOTING	3,300.00

Vendor: 01258 - TOWN & COUNTRY FENCE CO.

PO #	Description	Total Amount
25-0108	FENCING REPLACEMENT MATHER RES	20,151.00

Vendor: 03597 - CLOUD RECORDS MANAGEMENT SOLUT

PO #	Description	Total Amount
25-0103	ORMS-0153 / MONTHLY USER FEE PER USER OR-0486 ERMS SAAS	2,961.60

Vendor: 04036 - NEWEGG BUSINESS INC

PO #	Description	Total Amount
25-0104	MICROSOFT WINDOWS SVR DATACNTR 20221PK DSP OEI DVD 16 CORE - LICENCE	14,100.00

Vendor: 04381 - CORRECT EQUIPMENT INC

PO #	Description	Total Amount
25-0107	LOVIBOND TURBIDIMETER POSTFILTER	5,249.95

Vendor: 04636 - PUMP DYNAMICS LLC

PO #	Description	Total Amount
25-0106	HIGH LIFT #5 PUMP AND MOTOR REPLACEMENT	367,748.00

Contract Log

(Executed since last board meeting November 14, 2024)

Company	Product / Service	Rates	Eff. Date	Exp. Date	New/Amended/ Extended
Crystal Green Landscape	Snow Removal/Deicing	NTE \$20,000	10/1/24	4/30/25	New
Ferguson Water Works	Water works supplies	NTE \$89,160	12/1/24	11/30/25	Extended for time. Approved by the Board in July 2024
HD Fowler	Water works supplies	NTE \$86,400	12/1/24	11/30/25	Extended for time. Approved by the Board in July 2024
Kone Inc	Elevator & Lift Maintenance	NTE \$25,000	12/1/24	11/30/29	Extended for time
RH2 Engineering, Inc.	WTP Concrete repair & seismic imp	NTE \$169,829	11/9/23	3/31/25	Amended to increase the NTE-Board approved 11/14

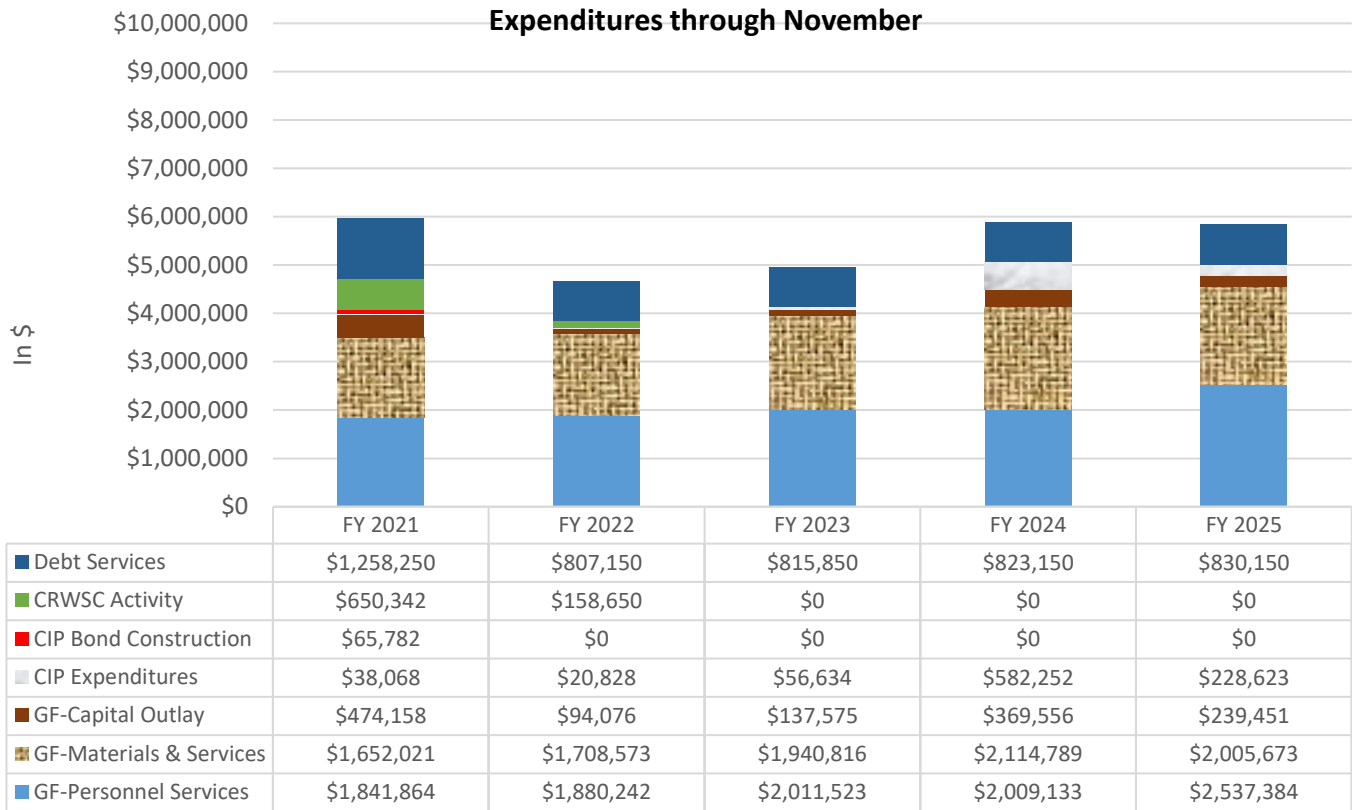
Summary of Legal

	<i>November 2024</i>
Harrang Long Gary Rudnick monthly retainer	\$ 4,600.00
Harrang Long Gary Rudnick work outside of retainer/Client Cost	\$
Sub-contracted legal services	\$ <u>7,596.00</u>
Total Legal	\$ 12,196.00

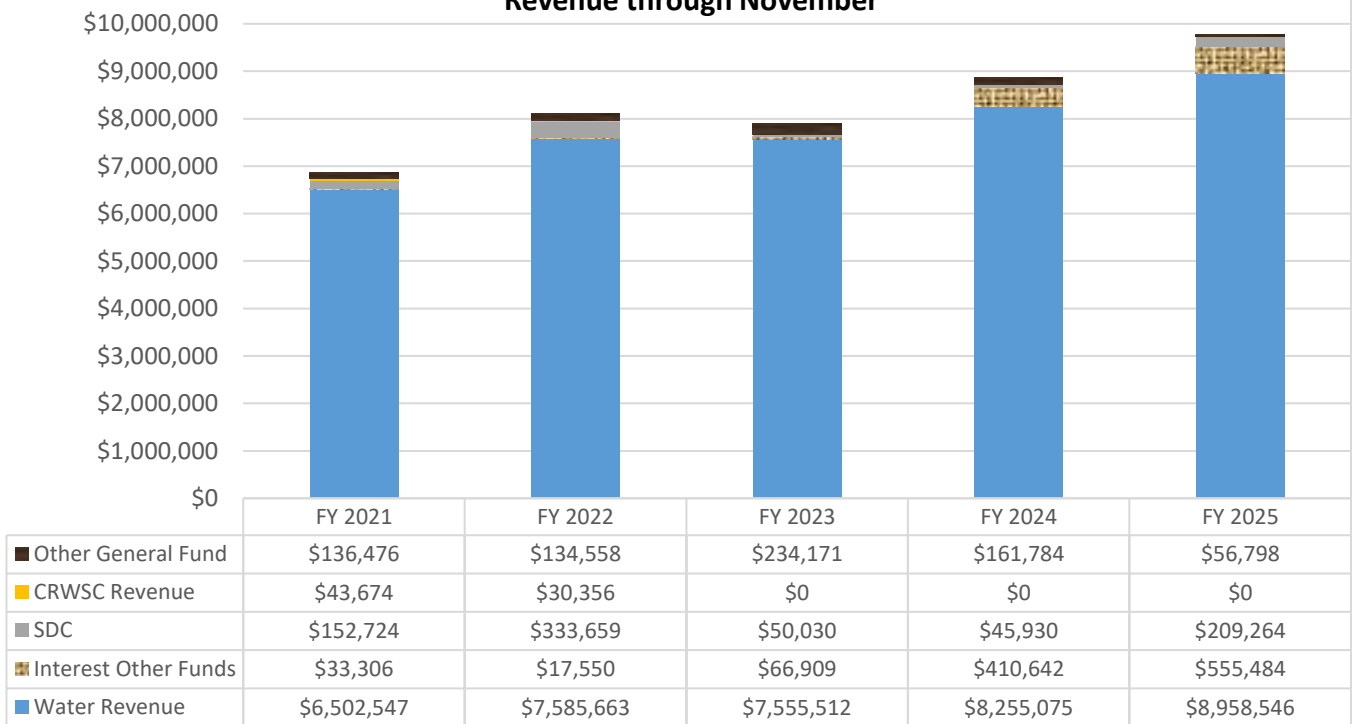
Public Records Request Received

Number of Records Requests Received in November 2024 **1**

Expenditures through November



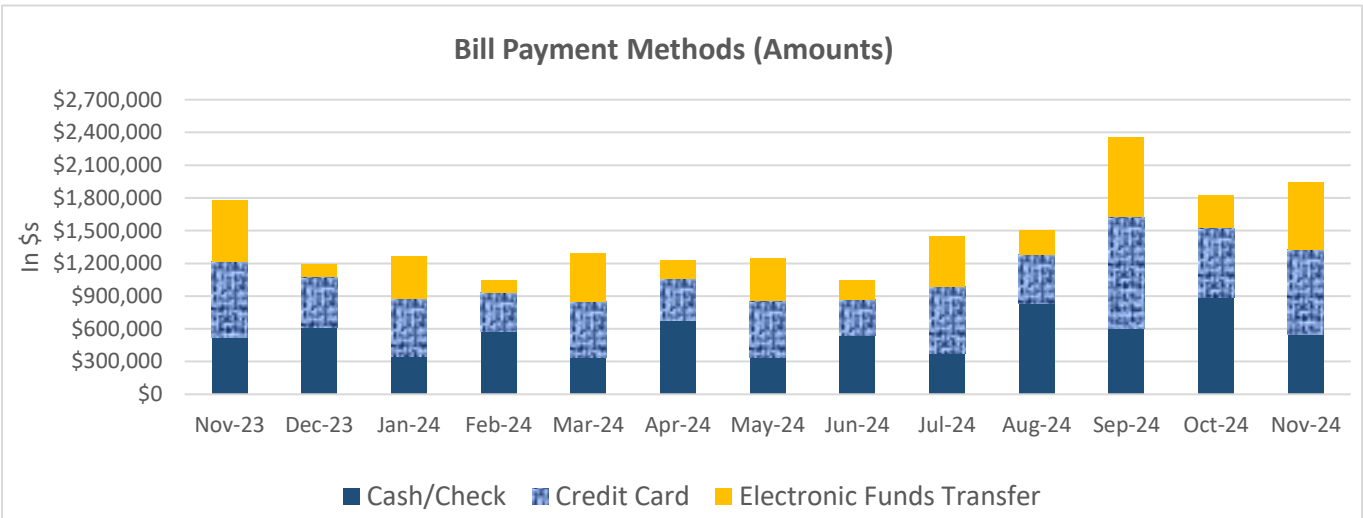
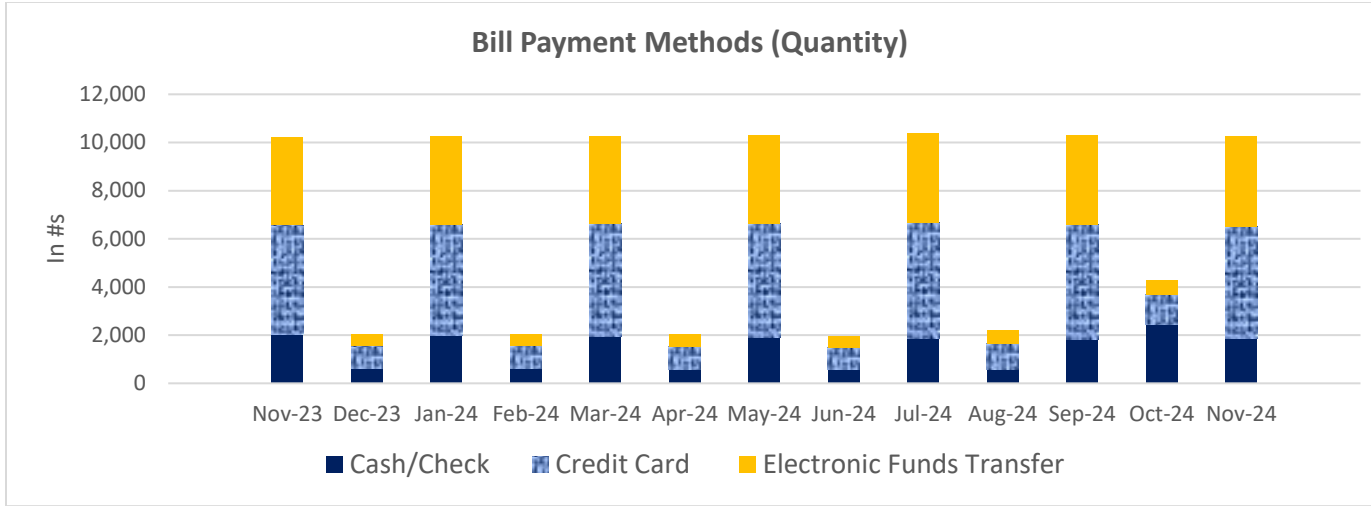
Revenue through November



- 1) Water Revenue is higher than prior years due to unusually higher temperatures in July and increased rates. 2) Interest Other Fund revenue is higher primarily due to increasing interest rates and a higher account balance. 3) SDC Revenue is higher compared to last year due to an application for multiple in district developments 4) Other General Fund Revenue is lower compared to last year due to lower Grant Funds received 5) CIP expenditure is low with the completion of several projects in FY24. 6) GF-Personal Services is high because of step increases, employee payouts, and retro pay. 7) There are no costs for CIP Bond or CRWSC as those funds have been closed out but will be reported in the 5-year graph.

(as of the end of November 2024)

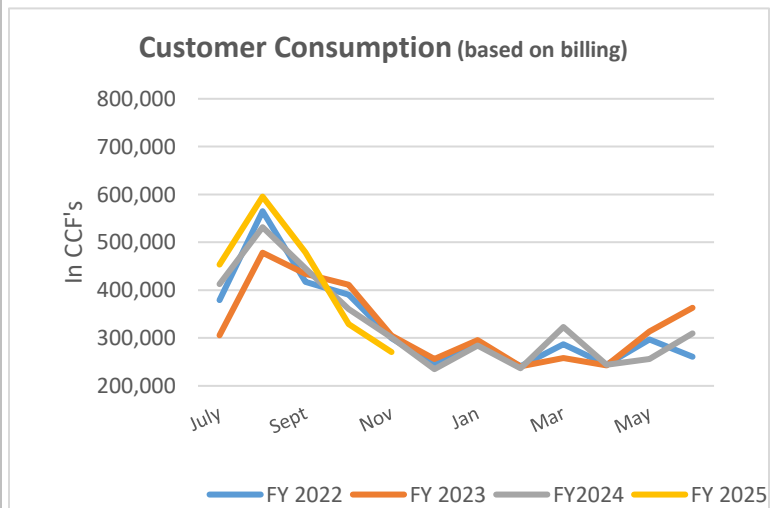
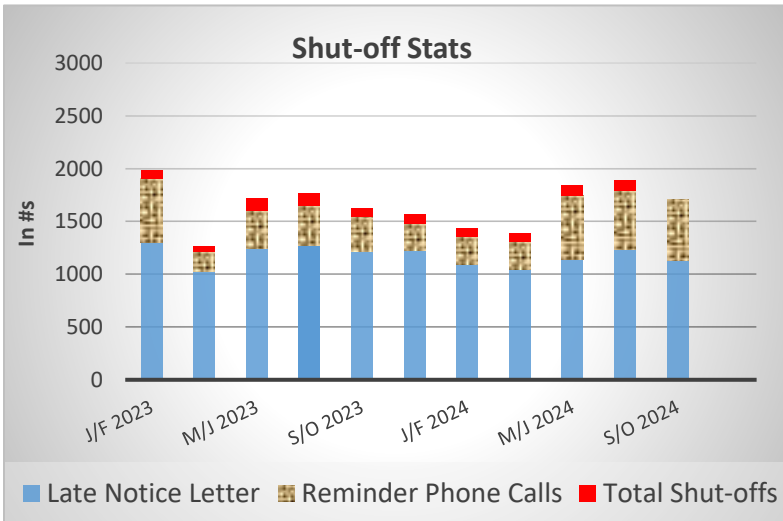
Residential Customers are billed on even months, Commercial Customers are billed on odd months.



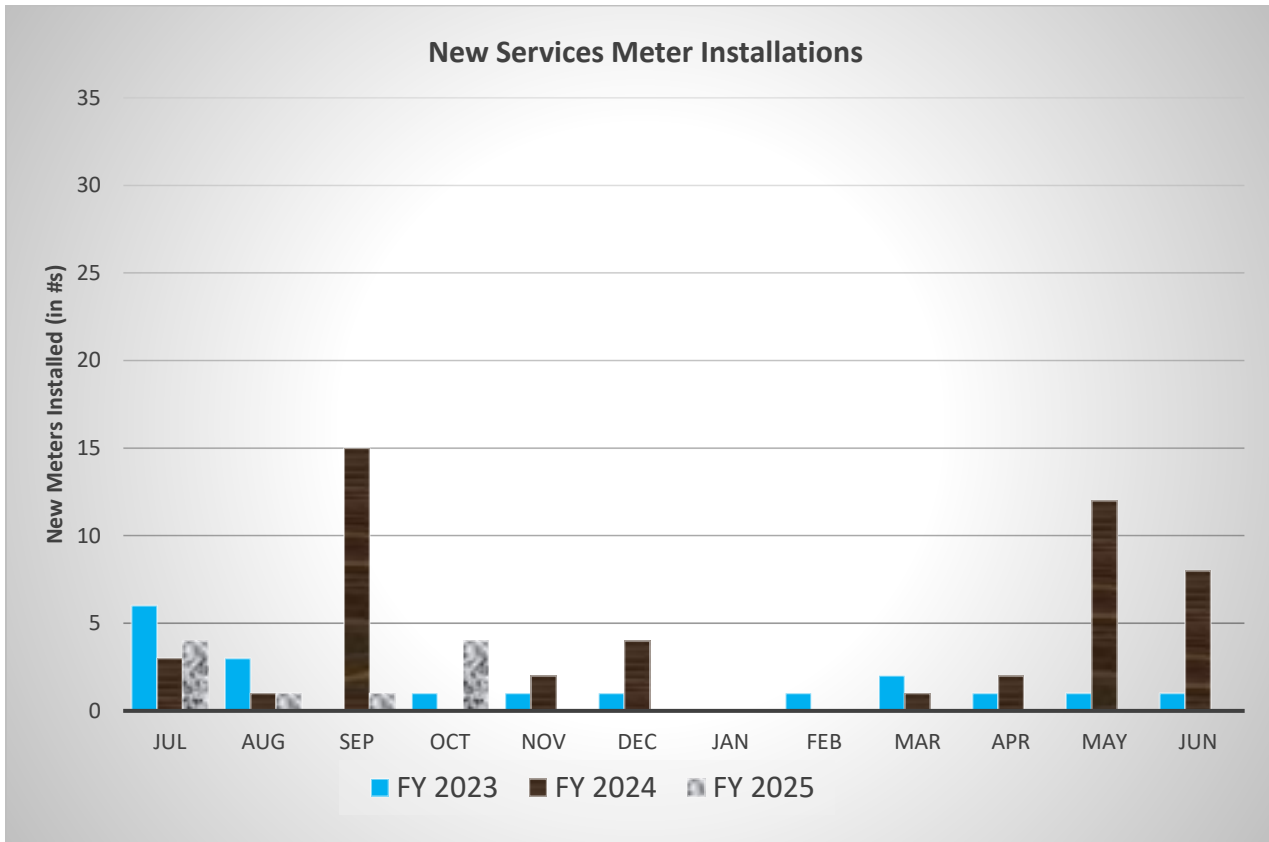
Cash/Check – Received via Lockbox, Counter

Credit Card – Received via CRW Initiated Automatic Payment, Walk-ins/Phone Calls, and Website

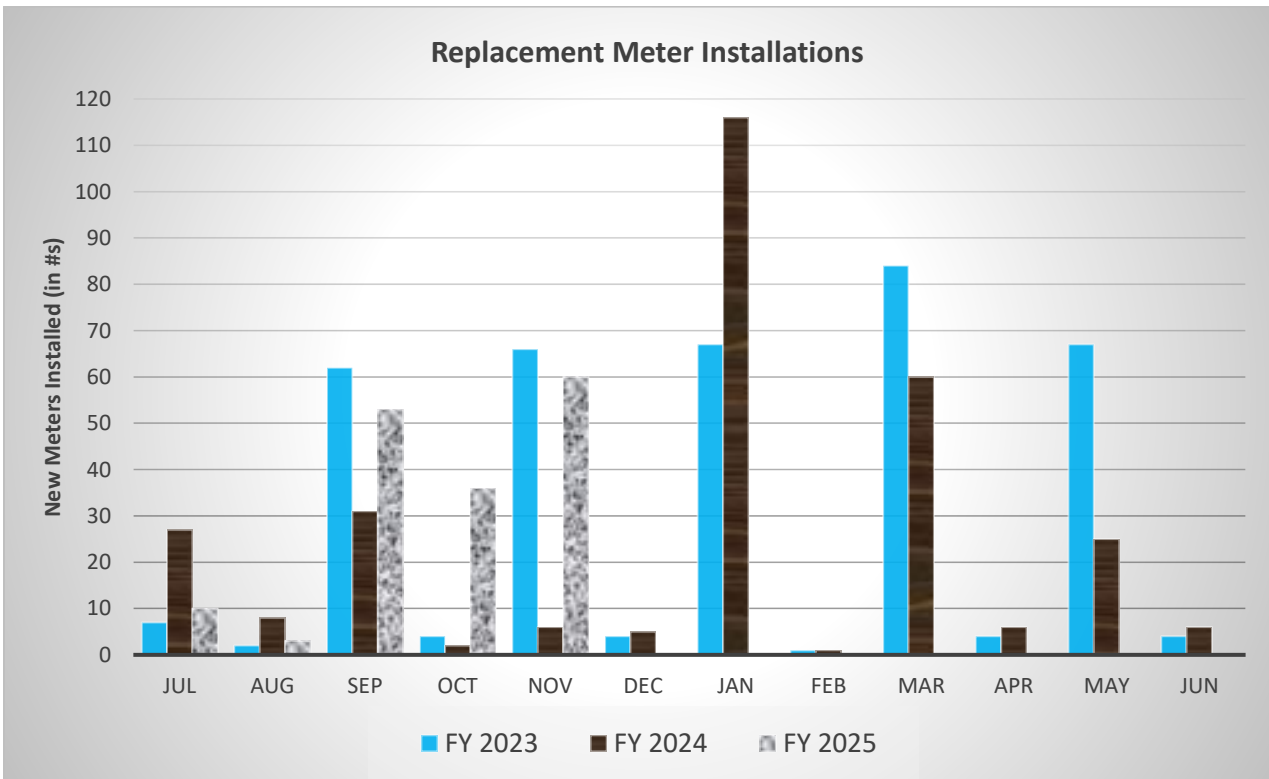
Electronic Funds Transfer – Received via Bank-to-Bank Transfer, Automatic Checking Withdrawal (RapidPay)



*Reminder Phone Calls are made during the even months. Shut offs occur the following month. **Jan/Feb late notice number is an estimate *No late notices Sept-Dec. '20; reinstated February and sent in May 2021



No new services for Sept. FY21, April F22, Sept. FY 22, Sept. FY 23, Jan FY23, Oct. FY24, Jan FY24, Feb FY24, Nov FY25



Annual 2024 Goal for Meter Replacement is 350- Year to date is 376

Operation Statistics

	Leak Repairs Made (all pipe sizes)	Leak Detection Completed (miles)	Hydrant Maintenance	Locate Requests	Valve Maintenance & Mapping	After-hours Callouts	Meter Maintenance Tasks	Cross Connection Inspections
Jan. 2024	3	0	38	311	4	28	60	5
Feb. 2024	0	0	109	340	116	3	0	13
Mar. 2024	1	0	4	397	7	3	86	16
April 2024	0	0	91	483	18	3	0	0
May 2024	1	0	21	469	35	4	44	15
June 2024	0	22	126	402	1	5	0	10
July 2024	3	19	127	423	0	7	50	2
Aug. 2024	1	38	105	418	0	16	0	0
Sep. 2024	3	0	6	391	61	8	56	0
Oct. 2024	2	0	186	397	12	1	16	3
Nov. 2024	0	0	0	236	2	3	74	1
Dec. 2024								
Total to Date	14	79	813	4267	256	81	386	64
2024 Annual Goal	N/A	97	905	N/A	600	N/A	N/A	96

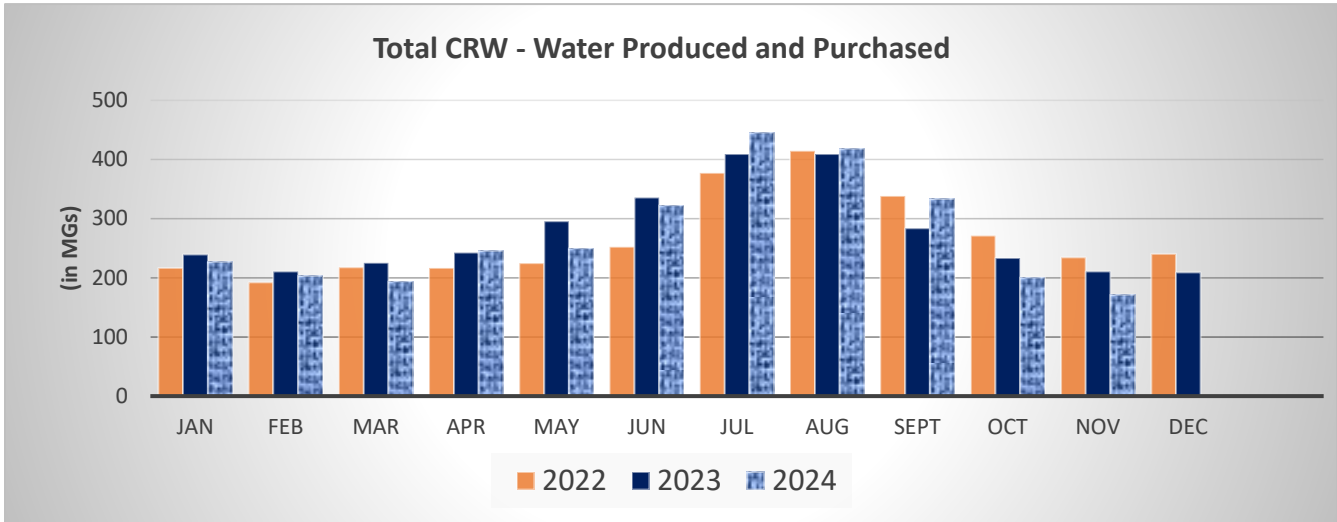
Note - Annual maintenance goals are established based on several criteria including; AWWA Best Management Practices, identified system priority maintenance and repair focus needs, and internal/external project forecasts.

Capital Project Status Report – November 2024

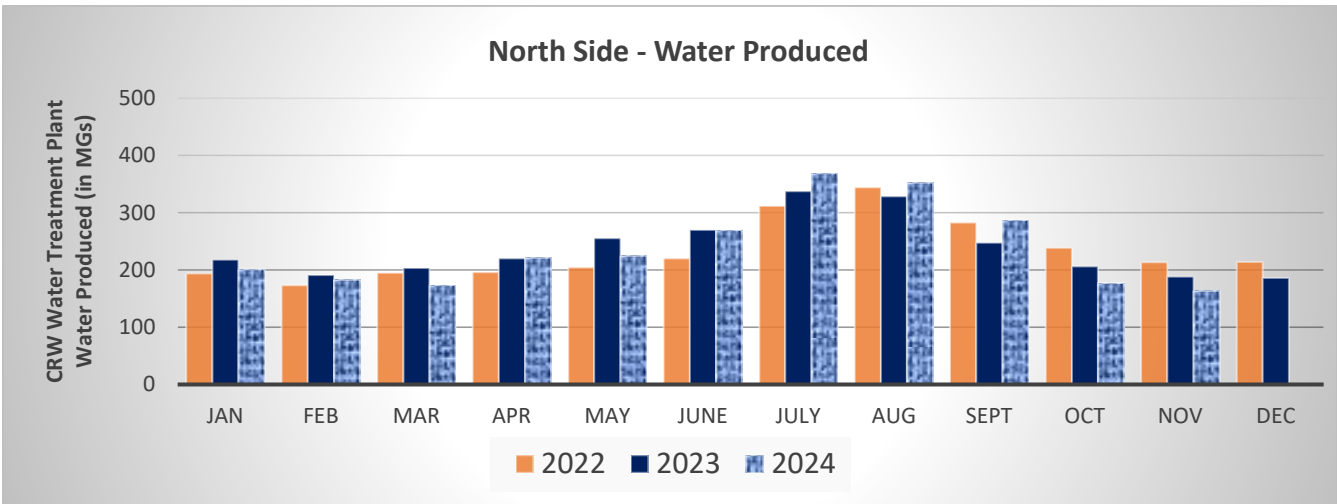
Project No.	Name	Project Budget	Spent to Date	Remaining Project Budget	Project Status
5301	Trans/CRW Impact Projects	\$250,000	\$12,653	\$237,347	
Utility coordination and adjustments at: Johnson Cr. Blvd at 79th Place Signals; ODOT 82nd Ave., Webster Rd.					
5303	82 nd Dr. Waterline Phase 2	\$1,041,000	\$148,063	\$892,937	In Design
Conflict analysis and route selection on going.					
5291	I-205 Crossings:	\$1,119,000	\$181,850	\$937,150	In Design
Design on going.					
5306	Redland Rd. Waterline Phase 2	\$1,355,000	\$773,409	\$581,591	Complete
Complete.					
5307	Redland Rd. PRV	\$1,003,000	\$52,252	\$950,748	In Design
PRV valves in design. Redland Rd WL abandonment and service stage advertising for bid.					
5308	Low Lift PS Improvements	\$749,000	\$10,166	\$738,834	In Design
Preparing procurement documents.					
5309	WTP Structural Improvements	\$1,000,000	\$223,128	\$776,872	Construction
Repairs ongoing. Evaluating next steps.					
5273	Redland Rd. Waterline Phase 1	\$666,000	\$359,216	\$306,784	Complete
Complete.					
5270	Linwood Road Improvements	\$210,000	\$128,626	\$81,374	Construction
Punch list items are ongoing.					
5278	Monroe Street Improvements	\$850,000	\$55,955	\$794,045	In Design
County scheduled to open bids in December 2024 with construction start in 2025.					
5280	Pump Station Chlorine	\$142,000	\$32,133	\$109,867	In Design
Procuring parts and equipment for chlorine tablet systems. Construction tentative during December 2024.					
5281	WTP Polymer Feed System	\$252,000	\$1,716	\$250,284	In Design
Design at 30%. Construction tentative beginning of 2025.					
5282	WTP Filter Valve Replacement	\$1,302,000	\$1,263,211	\$38,789	Complete
Complete.					
5302	King Rd Improvements	\$0	\$16,572	(\$16,572)	Design
Opportunity project with City of Milwaukie Road improvements. Design at 90%. Preparing IGA with Milwaukie.					
5305	Webster Improvement	\$0	\$51,838	(\$51,838)	Construction
Construction ongoing.					
5292	Johnson Cr Blvd Improvements	\$0	\$2,502	(\$2,502)	In Design
Coordinating with Clackamas County. Project downsized to pavement overlay with ADA upgrades at intersections.					
5312	Thiessen Rd. Culvert Crossing	\$0	\$3,750	(\$3,750)	In Design
Coordinating 8" waterline relocation to accommodate Clackamas County culvert replacement. Culvert construction in summer 2026.					

Private Project Tracking – October 2024

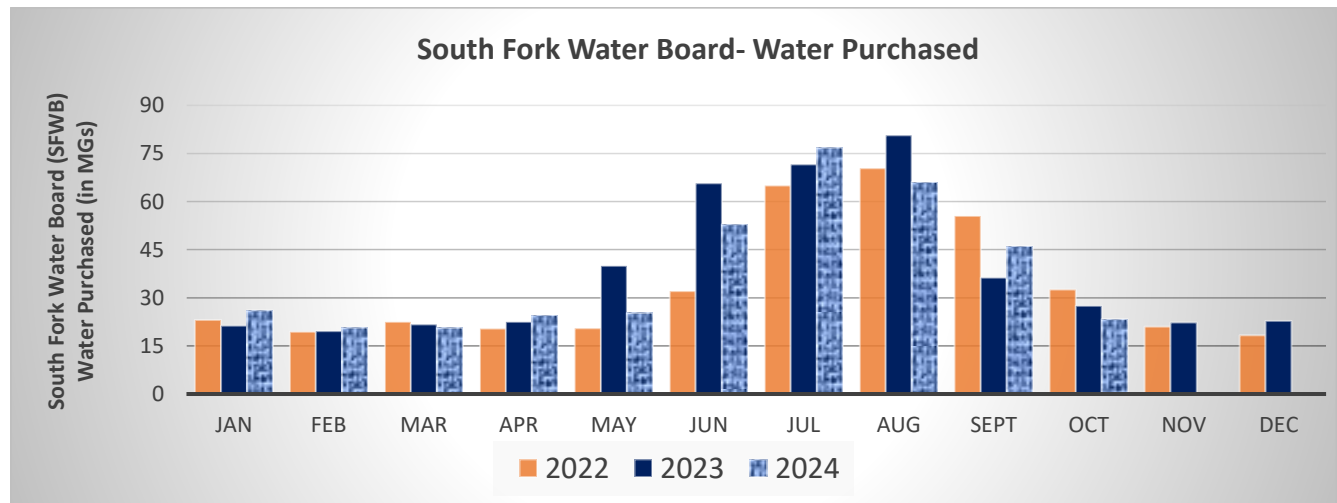
Project No.	Name	Description	Phase	Status
20-5262 Private	Bonaventure Senior Living	6" fire service and 3" meter	Const.	Punch List.
22-5295 Private	Jannsen Multi-Family	New fire and domestic service for 8-plex development.	Const.	On Hold.
22-5298 Private	Serres Farms 2 Subdivision	7-lot subdivision	Const.	Pending Construction Start.
23-5299 Private	Prologis Park Clackamas	4-Warehouses with Fire and domestic service	Design	Developer reimagining site configuration with redesign.
23-5304 Private	WES - IT2 30" Force Main	Relocate waterline at four locations	Const.	Pending Construction Start.
23-5310 Private	Johnson Creek RCF	Assisted living with fire and domestic service	Design	Plan Review.
23-5313 Private	Beacon Dental	Medical office with fire and domestic service	Const.	Pending Const Start.
24-5314 Private	Clackamas Housing Project	County housing project with domestic service	Const.	Pending Construction Start.
24-5316 Private	SRS Warehouse	New fire service for existing building	Const.	Punch list.



*March & April 2024 Data includes water purchased from NCCWC during WTP Shutdown



*March & April 2024 Data includes water purchased from NCCWC during WTP Shutdown



*November 2024- In the process of resolving a meter repair issue and the read will be updated once complete

Regulatory

All 73 samples collected and analyzed for the November monitoring period showed no presence of coliform/*E. coli* bacteria.

No PFAS detected: In February we began sampling for the Fifth Unregulated Contaminant Monitoring Rule (UCMR5) in both our North and South systems. The fourth and final quarterly sampling event occurred during November. This fifth round of UCMR testing focused on PFAS related compounds. The methods had far lower detection limits than we have used to test before. We are pleased that none of the compounds were detected in either of our water systems in any of the UCMR5 sampling events.

Non-Regulatory

General water quality parameters (pH, temperature, chlorine, TDS, hardness, alkalinity) were collected throughout the distribution system at 16 locations in the North and South systems.

Monthly watershed sampling was conducted at 4 long-term sampling locations for total organic carbon, nutrients (nitrate/nitrite, total phosphorus, orthophosphate, etc.), coliform density, pH, dissolved oxygen, TDS, and temperature.

- The current Clackamas River 7-day average streamflow is 63% of normal (median).
- **November precipitation in the Clackamas basin was 114% of normal.** Precipitation for the water year (October 1 – December 9) is 91% of normal (average).
- **The three-month outlook (Dec-Feb)** from the NOAA Climate Prediction Center calls for a likely chance of **below-normal temperatures**, and **above-normal precipitation** for northern Oregon.
- The current snowpack in the Clackamas River Basin is 85% of median (see graph below).

SNOW WATER EQUIVALENT IN CLACKAMAS

