MINUTES of the GOVERNANCE COMMITTEE MEETING of the ERIE

COUNTY WATER AUTHORITY held in the office, 350 Ellicott Square Building, Buffalo, New York, on the 24th day of March, 2016.

PRESENT: Earl L. Jann, Chairman

Jerome D. Schad, Vice Chairman Robert Anderson, Treasurer

Robert F. Gaylord, Executive Director

Joseph T. Burns, Secretary to the Authority Robert J. Lichtenthal, Jr., Deputy Director

Russell Stoll, Executive Engineer

Ashley W. Johnson, Deputy Associate Attorney Daniel J. NeMoyer, Director of Human Resources

Karen A. Prendergast, Comptroller

Steven V. D'Amico, Budget and Financial Analyst

Terrence McCracken, Director of Employee Relations

Paul Whittam, Director of Water Quality John Mogavero, Chemist/Chief WPTO

ATTENDEES: Sean Dwyer

John Jennings

CALL TO ORDER

PLEDGE TO THE FLAG

I. - ROLL CALL

II. - READING OF MINUTES

Motion by Mr. Anderson seconded by Mr. Schad and carried to waive the reading of the Minutes of the Governance Committee Meeting held on December 17, 2015.

III. - APPROVAL OF MINUTES

Motion by Mr. Anderson seconded by Mr. Schad and carried to approve the Minutes of the Governance Committee Meeting held on December 17, 2015.

IV. - REPORTS

V. - COMMUNICATIONS AND BILLS

VI. - UNFINISHED BUSINESS

VII. - NEW BUSINESS

- **A.** Authorities Budget Office Submission of Summary Form, Mission Statement and Performance Measurements Report
- **B.** PARIS Filing

PARIS Filing and Authorities Budget Office Submission of Summary Form, Mission Statement and Performance Measurements Report

A proposed PARIS filing and the Summary Form, Mission Statement and Performance Measurements Report for the Authorities Budget Office were distributed to the Board.

Motion by Mr. Schad seconded by Mr. Anderson and carried that a recommendation be made to the Board for the approval of the PARIS filing and the Authorities Budget Office Submission of Summary Form, Mission Statement and Performance Measurements Report at the Authority's Board Meeting.

Summary Results of Confidential Evaluation of Board Performance

Critoria	Agree	Somewhat Agree	Somewhat Disagree	Disagree
	#	#	#	#
Board members have a shared understanding				
of the mission and purpose of the Authority.	3			
The policies, practices and decisions of the				
Board are always consistent with this mission.	2	1 1		
Board members comprehend their role and				
fiduciary responsibilities and hold themselves	3			
and each other to these principles.				
The Board has adopted policies, by-laws, and				
practices for the effective governance,				
management and operations of the Authority	2	1		
and reviews these annually.				
The Board sets clear and measurable				
performance goals for the Authority that	2	1	i i	
contribute to accomplishing its mission.				
The decisions made by Board members are				
arrived at through independent judgment and				
deliberation, free of political influence, pressure	3			
or self-interest.				
Individual Board members communicate				
effectively with executive staff so as to be well	3			
informed on the status of all important issues.				
Board members are knowledgeable about the				
Authority's programs, financial statements,	2	1	1	
reporting requirements, and other transactions.				
The Board meets to review and approve ail				
documents and reports prior to public release	3		1	
and is confident that the information being	°			
presented is accurate and complete.				
The Board knows the statutory obligations of				
the Authority and if the Authority is in	3			1
compliance with state law.				
Board and committee meetings facilitate open,				
deliberate and thorough discussion, and the	2	1	4	
active participation of members.				
Board members have sufficient opportunity to				
research, discuss, question and prepare before	2	1	1	
decisions are made and votes taken.				
individual Board members feel empowered to				
delay votes, defer agenda items, or table	3			
actions if they feel additional information or	3			
discussion is required.				
The Board exercises appropriate oversight of		700-1		
the CEO and other executive staff, including	3			
setting performance expectations and	٠			
reviewing performance annually.				
The Board has identified the areas of most risk	T			
to the Authority and works with management to	2	1		
implement risk mitigation strategies before	-	'		
problems occur.				
Board members demonstrate leadership and	3			
vision and work respectfully with each other.				

Name of Authority: Erie County Water Authority

Date Completed: March 23, 2016

AUTHORITY MISSION STATEMENT AND PERFORMANCE MEASUREMENTS

NAME OF PUBLIC AUTHORITY: ERIE COUNTY WATER AUTHORITY

PUBLIC AUTHORITY'S MISSION STATEMENT:

THE MISSION OF THE ERIE COUNTY WATER AUTHORITY IS TO PROVIDE ALL OF ITS CUSTOMERS A PLENTIFUL SUPPLY OF SAFE, HIGH QUALITY AND AFFORDABLE DRINKING WATER THROUGH A RELIABLE INFRASTRUCTURE.

DATE ADOPTED: APRIL 24, 2014

LIST OF PERFORMANCE GOALS:

The Authority believes its mission imposes a responsibility to provide our customers with a plentiful supply of safe, clean drinking water at an affordable rate, with outstanding service through dedication, professionalism and a progressive vision within a framework of a sound long term financial policy. The elements of that policy are:

- An unqualified commitment to meet all obligations to the bondholders in the full letter and spirit of the Authority's General Revenue Bond Resolutions and the covenants made therein;
- An integrated program of inspection, maintenance, repair, rehabilitation and capital improvements to insure the continued integrity of its infrastructure and facilities and the health of its customers;
- Control of expenditures to the fullest extent consistent with prudent management and responsible administration;
- 4. Provide the lowest possible rates and outstanding service which at the same time enables the Authority to meet its obligations and responsibilities to provide for adequate financial reserves and capital improvements.

PERFORMANCE MEASUREMENTS

- 1.(a) Affirmation of credit ratings from bond rating firms
- 2.(a) Preparation of a capital budget for the coming year and the next succeeding four years which is reviewed by the Board.
- 3.(a) Financial statements consisting of a Balance Sheet, Income Statement, and an Investment Report are prepared monthly, usually within fifteen (15) days of the last day of each month.
- 3.(b) An independent audit firm retained to annually review and provide a report on the financial statements and expenditures at the end of the fiscal year.
- 3.(c) Various regular reports related to review and monitoring of the operating and capital improvement budgets by management, the Finance Committee and the Authority Board to allow for the containment of controllable expenses throughout the year.
- 4.(a) A series of budget hearings are held with each department head, the Executive Director, the Deputy Director and the Budget Director. A final annual operating and capital budget is reviewed, approved and adopted by the Board.
- 4.(b) The Authority has commissioned several customer surveys focusing on the customer's perception of the service they receive.

Additional Questions:

1. Have the board members acknowledged that they have read and understood the mission of the public authority?

Yes, Board Members have acknowledged that they have read and understood the mission of the Authority. The Board Members have all signed the Acknowledgement of Fiduciary Duties and Responsibilities.

2. Who has the power to appoint the management of the public authority?

The Board of Commissioners hire the Secretary to the Authority, Executive Director, Deputy Executive Director, Executive Engineer, Comptroller, Attorney and Associate Attorneys.

3. If the Board appoints management, do you have a policy you follow when appointing the management of the public authority?

The Authority follows all applicable policies, rules and regulations of the New York State Civil Service Commission as overseen by the Eric County Department of Personnel.

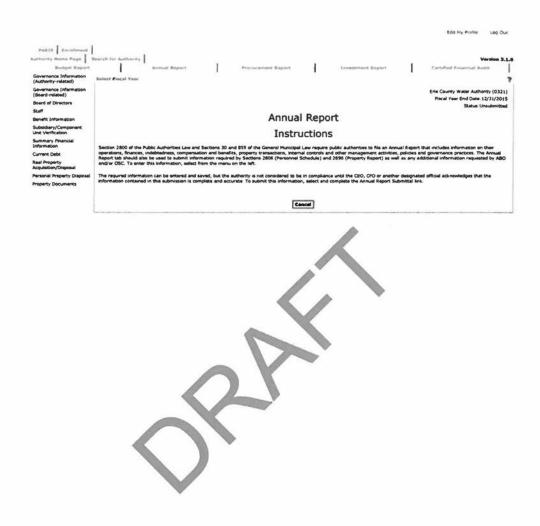
 Briefly describe the role of the Board and the role of management in the implementation of the mission.

The Board is the governing body of the Authority and is responsible for periodically reviewing the Authority's mission, vision, and goals and accomplishments. The Board establishes policies to promote a plentiful supply of safe, clean drinking water with outstanding service at an affordable rate through the dedication and professionalism of the Authority's employees. The Board reviews the financial, legal and operational management reports and oversees the Authority's internal controls. Management has the task of implementing policies and procedures to achieve the Authority's goals and report on the status of them to the Board and Board Committees on a periodic basis. The Board oversees the fiscal stability of ECWA through the performance of various functions, including but not limited to, the following: Annual review of the budget and four year financial plans; approval of contracts that exceed \$5,000; approval of proposed collective bargaining agreements; approval of budget modifications in excess of approved thresholds; approval of the annual operating and capital budget and approval of capital borrowings.

5. Has the Board acknowledged that they have read and understood the responses to each of these questions:

Yes, the Board has acknowledged that it has read and understood the responses of each of these questions.

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Governance Information (Board-related)	Erie County Water Authority (0321)
Board of Directors	Placel Year End Date: 12/31/2015 Status: Uneubmitted
Staff	
Benefit Information	ENTER GOVERNANCE INFORMATION (AUTHORITY-RELATED)
Subsidiary/Component Unit Verification	
Summary Financial Information	* Required Field
Current Debt	
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	Yes No O If Yes, provide the LRIL link to the document and attach the document below:
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	Document Type: Operations and Accomplishments
	Balact Document) Browse
	Updates to the
	* 2 As required by section 2800(9) of PAL, did the Authority prepara on assessment of the National Controls?
	Yes ® No O
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	100 //www.acma.org/outhicators
	 3 Has the lead sucht partner for the independent swift. Frm changed is limiting live years in accordance with section 2802(4) of PAL? Yes No O
	4 Does the independent auditor provider an earlit service is the Authority
	Yes O No 📵
	* 5 Dess the Authority have an organization hant?
	Yes Ao O
	If Yes, provide the URL Tro. 20-20s discovered bility
	PREDITIONAL ACTS 5 SOUR
	* 6 Are any Auto- y staff also employed by a spher government agency? Yes No
	If Yes, denotify the a
	City of Lackamanus, Till. emitteen
	Authority Mission Statument
	* 7 Has the Authority posted their mission statement to their website?
	Yes ® No O
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	Nto //www.ecna.org/oxbications
	* 8 Has the Authority's mission statement been revised and adopted during the reporting period? Yas O No
	If Yes, attach the new mission statement: <u>Pleason Statement benoists</u> .
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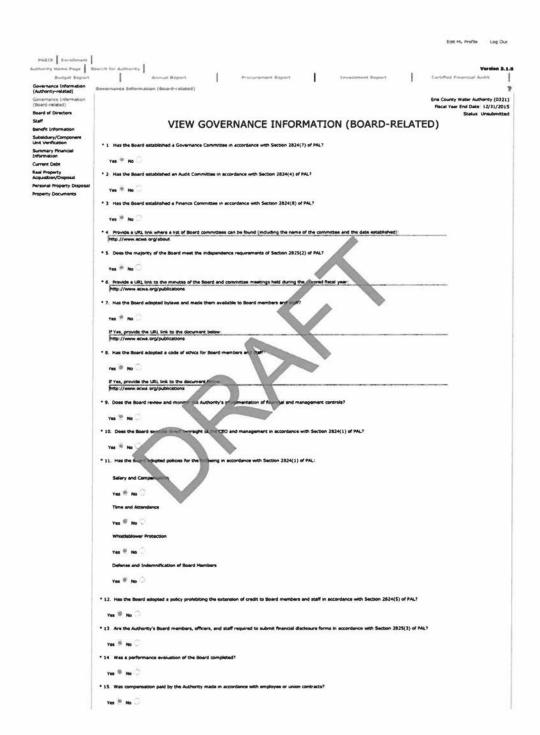
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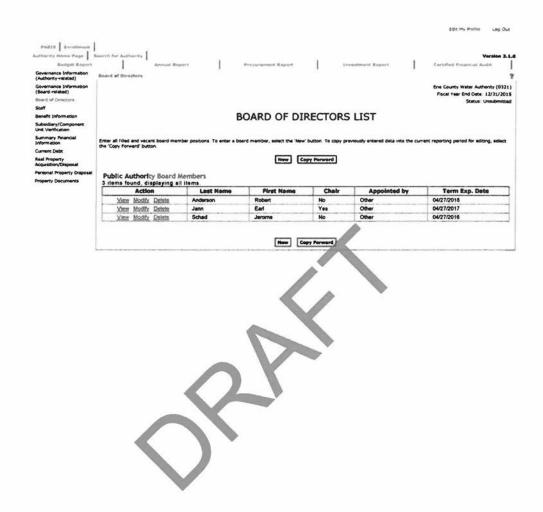
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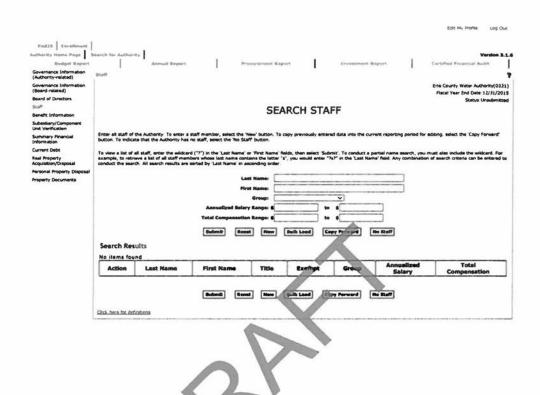
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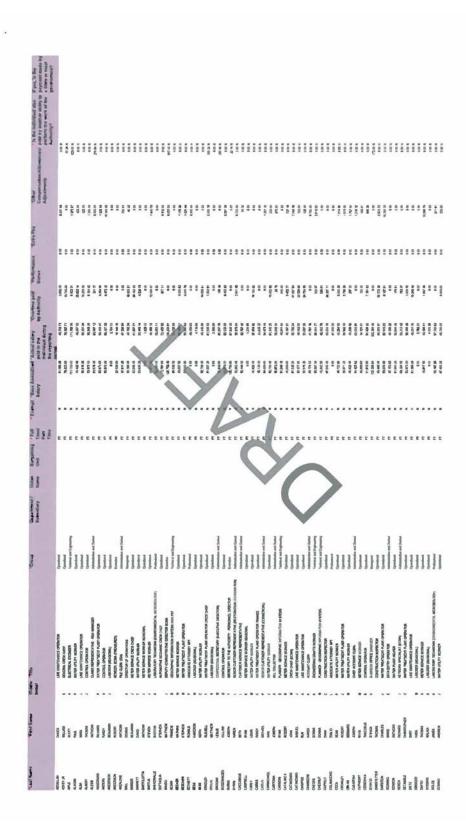


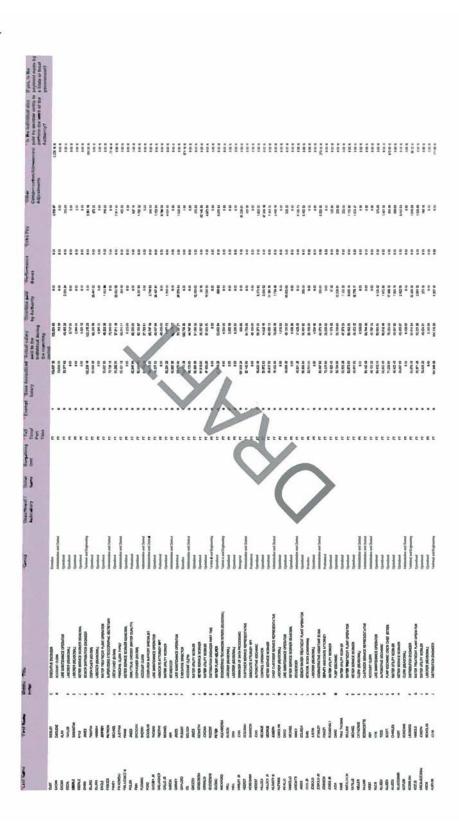


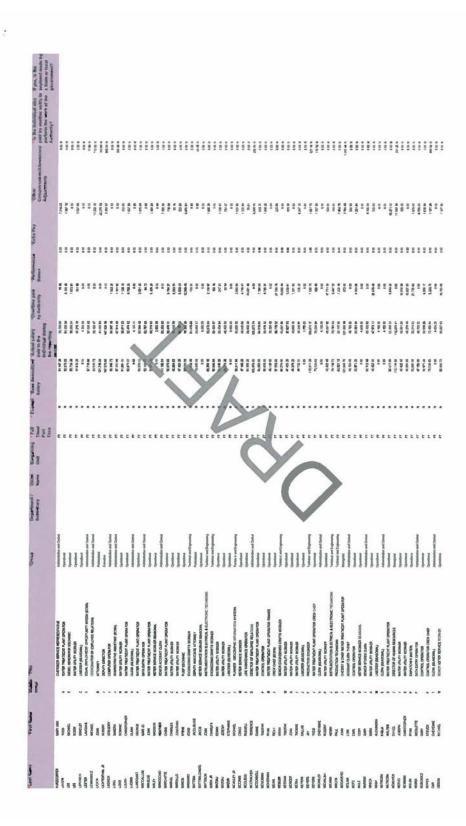


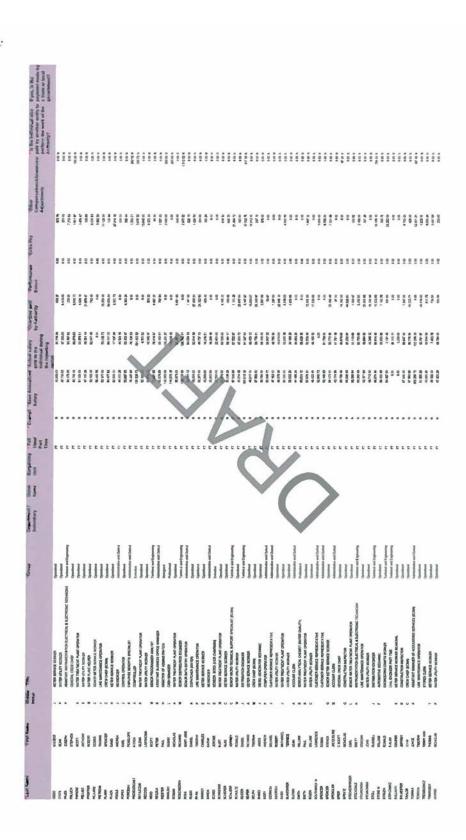
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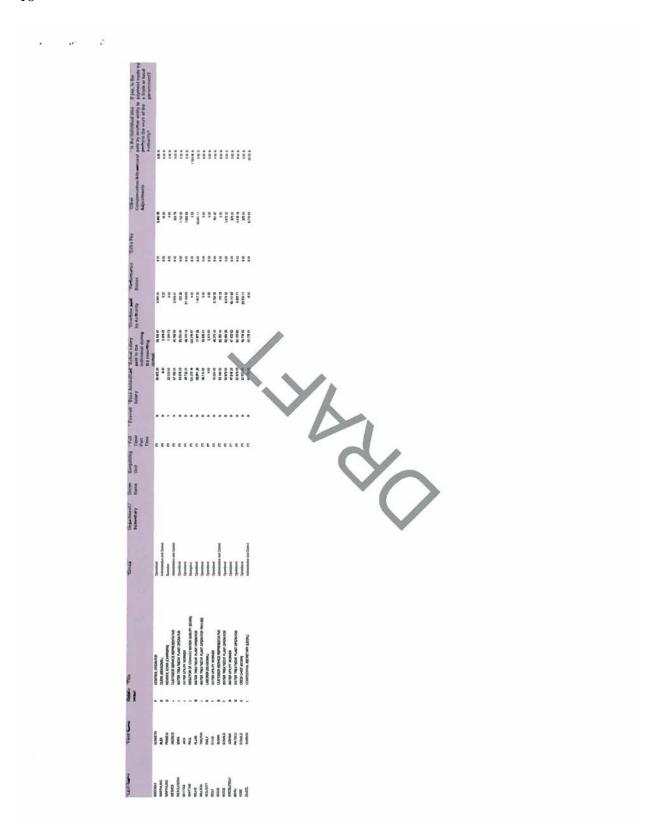


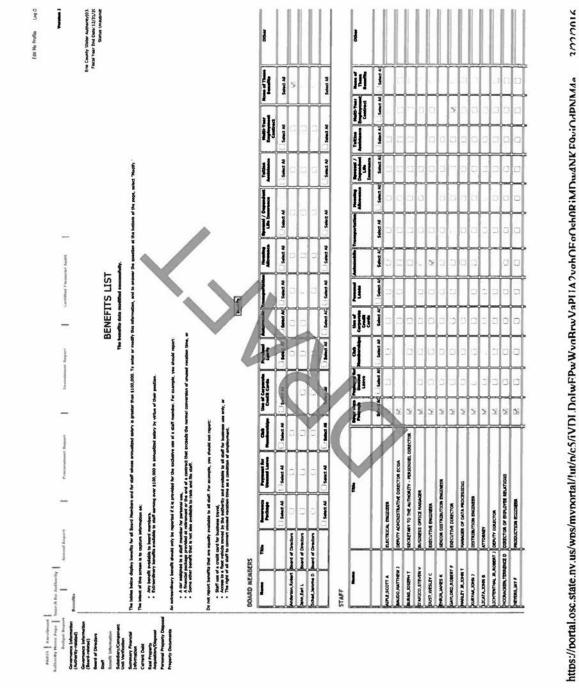












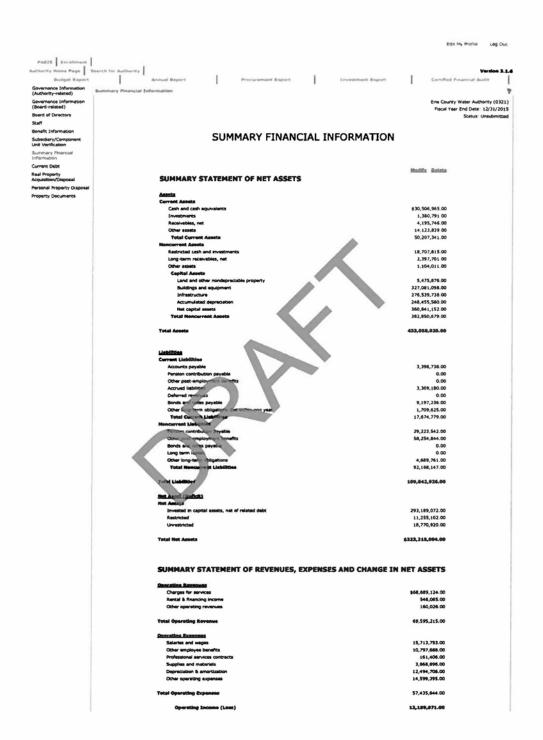
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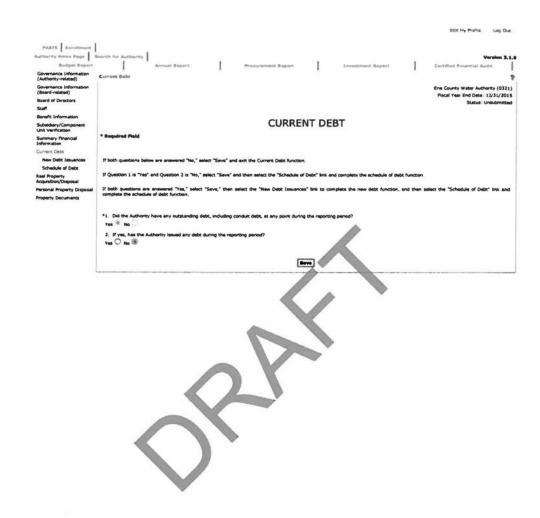


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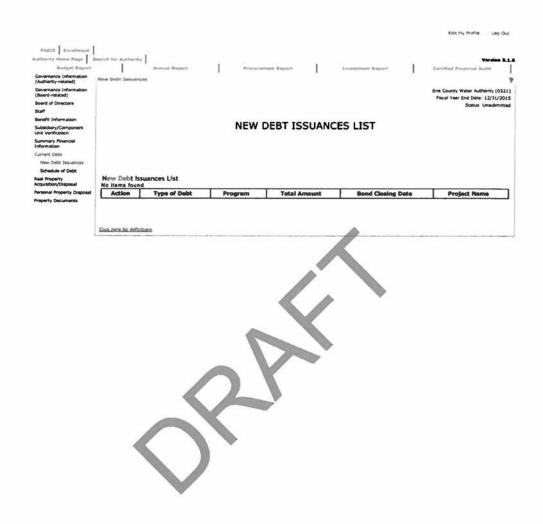
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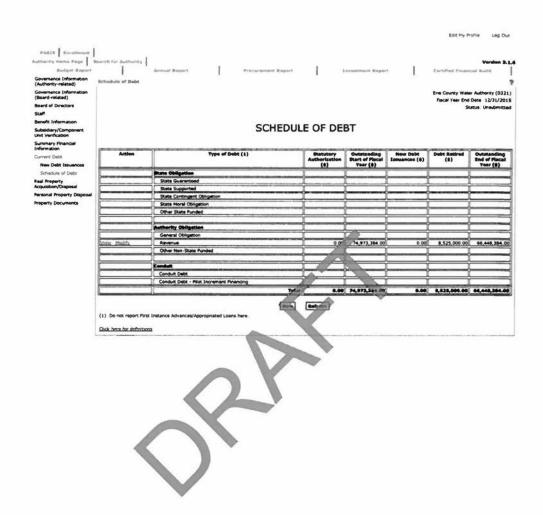


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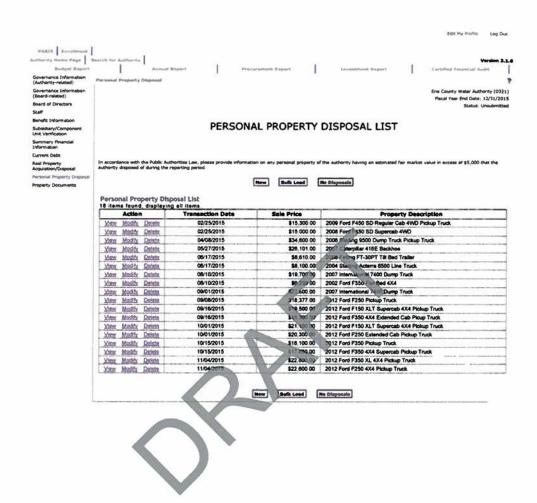
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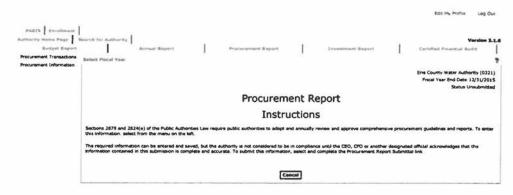




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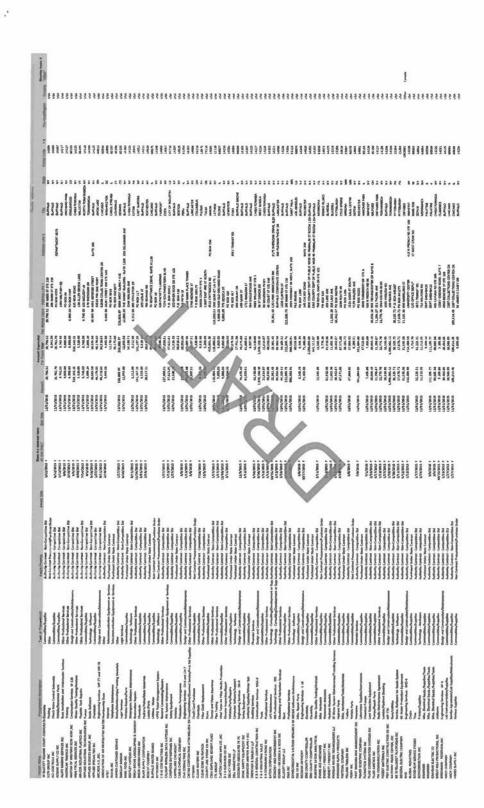
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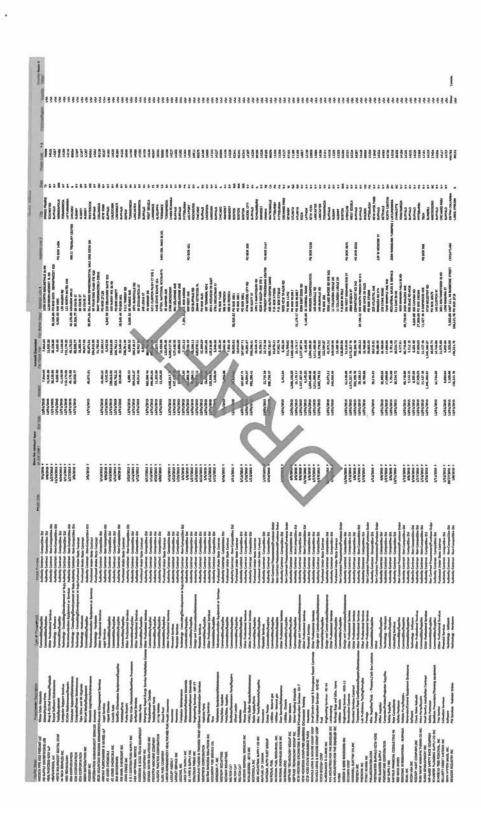




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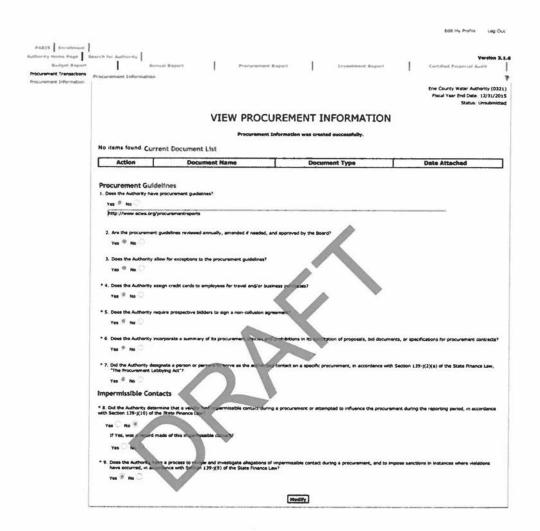




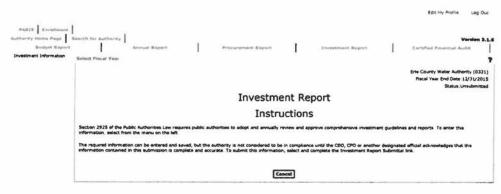




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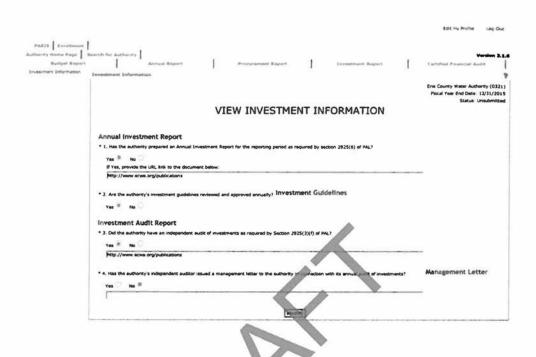


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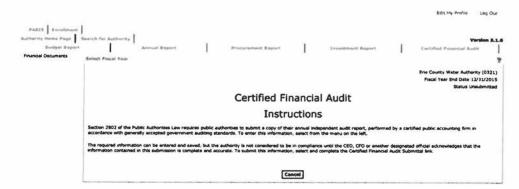




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2015 Department Accomplishments

Administration Department

- ♠ ECWA Advance: Major planning completed on the first technology change in decades at the Authority. In December the implementation of Cityworks, an industry standard work asset management program, was rolled out to our workers putting advanced technology in the hands of our crews to more efficiently manage field work orders.
- Design of a wide area network to provide real time connectivity to our major operation and business centers was started. The network will be constructed in 2016 and 2017. Lastly, the development of a new water system control system is being designed to provide mobile control with first class monitoring of all our customers in the future. ECWA Advance will build a new foundation for many years to come.
- To improve efficiency, the Administration Department has created new technical training and business analytical teams to address changes to our operations and analyze data to best serve our customers.
- ➡ The Administration Department has accomplished outstanding results in inventory control with the Stores Unit and overall control of materials and supplies. Cell tower revenues continue to rise and new prospective tenants have been secured. A three year Fleet Management Replacement Program is resulting in lower monthly cost of ownership expenses.

Distribution Department / Engineering Department

- Water main replacements Village of Williamsville: This replacement project completed the work necessary for the successful conversion of Williamsville to direct service.
- ➡ Water main replacement along Seneca Street in the Town of West Seneca. This work involved replacing old and failing cast iron water mains with new cement lined ductile iron water mains that will perform well for years to come.
- The ECWA worked cooperatively again with the Town of Cheektowaga to coordinate a road reconstruction project with a water main replacement to result in efficiencies for both entities.
- Along with the Administration Department, began the implementation of Cityworks, a web based technology upgrade initially involving a Work Order and Asset Management system. This implementation will continue through 2016.

Finance Department

:

- Successful implementation of annualized hydrant billing to all municipalities resulted in a 92% reduction in the number of bills generated for public fire protection service. In total, 792 fewer bills and payments were mailed and processed.
- ★ The elimination of customer fees has increased the number of ACH payments 63%, from 45,025 in 2014 to 73,656 in 2015. Overall, new payment contracts resulted in a 19% increase in all electronic payments received in 2015.
- In continuing efforts to reduce the amount of paper generated and stored, 110 utility accounts payable were converted to paperless billing and automatic payments, resulting in over 1,000 fewer invoices processed and checks generated each year. Payment vouchers have also been digitized, significantly reducing the need for space at our storage facility.
- In an effort to improve service to our customers, and increase operating efficiency, oversight of the Meter Shop has been moved to the Business Office. Rerouting monthly meter reading routes and realigning billing cycles is one example of increasing efficiencies.

Human Resources

♣ Training 2015

- During the course of 2015, the ECWA HR Department coordinated over four thousand, five hundred and ninety eight (4598) hours of classroom training for our employees. This was an increase from the previous year total of 4285 hours and is indicative of the commitment which the ECWA has made to improving the safety and competence of our entire workforce. When hands-on training hours, such as those involved in the Line Maintenance Operator program are included, the total number of employee training hours for 2015 totaled 13,726 hours.
- For 2015, in an effort to offset some of the costs associated with this increased training program, the ECWA HR department applied for grants through the New York State, Department of Labor Hazardous Abatement Program. The ECWA program was approved for a total of \$14,334 in reimbursements from this program and has received payment of \$12,334 to date.

Safety and Equipment

 In 2015 the ECWA Human Resources Department increased the Authority's efforts to reduce workplace injuries and accidents by initiating new tool and uniform purchases in various departments.

- Purchased battery powered tools such as impact wrenches, saws, and lights to replace older, heavier, gas- powered equipment, we have helped departmental supervisors discover safer ways to perform necessary tasks.
- Issuance of additional, more comprehensive, reflective safety gear to Line
 Maintenance Personnel in a continuing effort to reduce injuries and accidents.

> Information Technology

★ New Online Customer Payment Options:

 As of January 2015, registered and unregistered customers, may now make a payment online via ACH without incurring a convenience fee, or pay via credit card incurring a substantially reduced convenience fee with the change in vendors from Pay Connection to Paymentus.

★ Configured MS Azure Servers for City Works and ECWA GIS:

As part of the ECWA Advance Project, we configured cloud based servers to host our GIS and newly purchased Asset Management System, City Works. In addition to these production servers, we also setup identical development servers for testing purposes. Data Processing along with the GIS group exported data from our current systems for folks at EMA could import it into the new systems. Employees are now able to view and update information real time in the field via tablets and laptops using an app or browser.

♣ Reengineered Customer Billing System:

 Modified the ECWA Billing System to eliminate a new customer's initial bill thus reducing annual postage costs.

Existing coaxial video cameras were upgrade to IP cameras at the Van de Water Main plant and the Raw Water building. IP cameras give us a higher resolution picture and also provides the capability to add as many cameras as necessary (scalability) to the system as needed for the future. It also eliminates the need to have separate power supplied at the camera head since Power Over Ethernet (POE) network switches provide power and data over the same line. This project required POE switches be installed throughout the Main plant and a Microwave Radio link be established between the Main plant and Raw Water Plant.

High Speed Production Scanners:

 The production scanners located at the Service Center and Ellicott Square were replaced and an additional scanner was installed for Ellicott Square to not only provide backup of the main scanner but to also allow multiple people to scan at one time. Newer technology not only increases the pages per minute (PPM) that can be scanned but also gives us higher quality images. Invoices, Purchasing Documentation and Post Cards are some of the items imaged.

Create Image Copy of Voucher Packs:

Creating an image copy of voucher packages which consist of the voucher, a copy of the AP check, images of all the paid invoices, and extracts of all related purchase orders allows us to attach the images to the corresponding invoices and purchase orders. Since these documents are stored electronically, physical storage of the hard copy at our Ellicott Square location is no longer needed.

Production

Control and Treatment Plants

- Install (2) new pumps at Eden I pump station
- Install (2) new pumps at Keller Rd Pump station
- Paint East Aurora Tank and Chestnut Ridge tank
- The Sturgeon Point Decant project was completed, these improvements enhanced
 plant operations, allowing for the backwashing of all 10 filters within a 24 hour period.
 Having the ability to keep all 10 filters in-service, allows the Authority to meet
 production demands and NYSDOH regulations of maintaining the drinking water
 turbidity < 0.30 ntu. In addition the Decant upgrades provides for efficient handling of
 sludge residuals and increases our lagoon capacities.
- The Authority's SCADA team consisting of Water Treatment Plant Operators, Instrumentation Technicians and Control Operator's collaborated with the Information Technology Department and EMA Engineering Firm on the design concept, replacement specification of a new Distribution SCADA system. The final product will enhance the automation of the Authority's Control operations, at the water treatement plants and in the transmission and distribution systems.

➤ Water Quality

ECWA's Water Quality Department insured that all of its regulatory compliance requirements were met during 2015. All of the water quality results in the water system were within their acceptable limits. There were no maximum contaminant level (MCL) or monitoring violations during 2015. 6.

- During the summer of 2015 Lake Erie recorded its largest algae bloom on record. ECWA's Water Quality Department proactively provided additional monitoring for toxic blue green algae to ensure the quality and safety of its drinking water.
- During 2015 ECWA performed additional testing of its drinking water for a variety of currently unregulated compounds including additional volatile organics, various pharmaceutical compounds and hormones.
- A disinfection study was undertaken in 2015 by ECWA's departments of Water Quality, Production and Engineering to ensure that the Authority's current disinfection methods provide optimum protection of the drinking water while meeting all of its regulatory requirements.
- ECWA's Water Quality Department along with other various departments within the Authority, participated in the 2015 National Drug Take Back events assisting county, state and federal agencies in the collection, removal and proper disposal of pharmaceuticals and personal care products. This semi-annual effort helps take drugs off the street, away from public misuse and keeps them from entering the source water that is used to produce our drinking water.

VIII. - ADJOURNMENT

Motion by Mr. Anderson seconded by Mr. Schad and carried that the meeting adjourn.

Joseph T. Burns

Secretary to the Authority

SLZ