

**WINDSOR UTILITIES COMMISSION
BOARD OF COMMISSIONERS MEETING
PUBLIC MEETING MINUTES
WEDNESDAY, NOVEMBER 20, 2019**

A public meeting of the Windsor Utilities Commission Board of Commissioners was held on Wednesday, November 20, 2019, in the Boardroom at 787 Ouellette Avenue, Windsor, Ontario.

ATTENDANCE

Commissioners: Drew Dilkens (Chair), Julian Hawkins, Doug Lawson, Kieran McKenzie, Jim Morrison, Mario Sonego, Joanne Gignac and Egidio Sovran

Management: President & CEO Helga Reidel, VP Corporate Services & CFO Matt Carlini, VP Customer Operations and Business Development & COO John Wladarski, VP Water Operations Garry Rossi, Director of Hydro Engineering Marvio Vinhaes, Director of Regulatory Affairs and Corporate Secretary Paul Gleason, Director of Customer Service Robert Spagnuolo, Director of Water Engineering Chris Manzon, Director of Water Operations Dave Melnyk, Director of Human Resources Suzanne Leonard, Director of Information Technology Brigitte Rivest, Controller Brian Pougnet, Communications Coordinator John-Paul Bonadonna, Compliance Coordinator Monica Reid and Recording Secretary Kate Carter.

Guests: Tony Ardovini, Deputy Treasurer- City of Windsor

CALL TO ORDER & DECLARATION OF CONFLICTS OF INTEREST

There being a quorum and proper notices received, the Chair called the meeting to order at 10:33 a.m.

No conflicts of interest were declared.

CONSENT AGENDA

In response to a question about changing restrictions of investments, the CEO mentioned that they have spoken to the City regarding this, and that the City is working on obtaining a legal opinion on the matter. Management will report back to the Commission when they receive and review this opinion.

The Mayor and CEO welcomed Joanne Gignac to the Commission.

The CEO mentioned that she and the CFO met with the Internal Auditors and they are currently working on the risk assessment and audit plan which will go to the EWU group for approval. Any planned audits or issues related to the other companies will be reported to the appropriate company including WUC. In addition, Management met with Enwave, they appear to be interested in growing the DEW system in Windsor.

There was a discussion regarding the recent media reports on the topic of lead, and corresponding lead service calls, with management indicating that call numbers have not been overwhelming. In the last 16 days 52 calls were received, and 21 sample requests, only one of which exceeded 10 mg per litre provincial standard. Management commented on the timeline of the completion of lead line replacements and what is being done proactively to move forward with this initiative. The Commission asked about possible subsidy programs that could help homeowners with lead service in their home to correct the issue on the customer side of the demarcation point A Commissioner suggested that we seek legal advice to find out what can be done regarding this issue. Management agreed to follow up on what additional work can be done in regard to these comments.

Moved and seconded

That the following Consent Agenda items be received or approved as recommended:

3.1 WUC Board Public Meeting Minutes of September 18, 2019 be approved.

-CARRIED

COMMUNICATIONS AGENDA

4.3 The Commission asked how the call center handled the large power outage which occurred earlier that week. Management explained that the outage was restored fairly quickly, and that the statistics on dropped calls will be reviewed, in response to a Commissioner who highlighted that he was unable to speak to someone at ENWIN during the outage.

There was a brief discussion on reducing the call centers hours, and the “app” which management is currently working on with London Hydro, as well as upgrades to the system allowing callback capabilities. In regard to the pilot on the new telephone system, management advised that there are a few technical issues of concern; functionality is good but the stability is an issue at this time Management advised that they would be proceeding with customer service initiatives according to the mission statement and the customer value map as previously reported.

There were some questions surrounding the water production and volumes used by the Windsor Fire Department (WFRS) for training and large fires as the pumps do not have meters. Management advised that the water usage by WFRS, is part of lost water but is minimal.

4.6 A Commissioner congratulated the Utility on the recent communication to the community, helping them to better understand the lead issue which was recently in the news. Management thanked the Commission and noted that we have a strong support system, and knowledgeable staff with the data readily available.

4.8 The Commission asked if the new requirements of the Corrosion Control program would have any financial impact, G. Rossi explained the treatment process we use should ensure compliance with the potential new standard for lead of 5ppb. Financial impact risk would be low.

4.10 There was a brief discussion on the possibility of a conflict of interest surrounding the DEW pilot project being considered by the City of Windsor. A Commissioner wanted to make it clear that we need to do what is in the best interest of the Commission.

4.15 A Commissioner asked about the tight timeline on eliminating cash payments from customers. Management responded to the Commission's satisfaction.

Moved and seconded

That the following Communication Agenda items be received as recommended:

- 4.1 Draft Governance Committee Meeting Minutes of October 9, 2019 be received.
- 4.2 Draft WUC Audit & Finance Committee Meeting Minutes of November 6, 2019 be received.
- 4.3 ENWIN Group President & CEO Report be received.
- 4.4 Water Operations Report be received.
- 4.5 VP Customer Operations & Business Development Report be received.
- 4.6 Corporate Communications & Public Relations Report be received.
- 4.7 DWQMS Third Party Audit Report be received.
- 4.8 New Water License and Permit and Corrosion Control Monitoring Program report be received.
- 4.9 WUC Financial & Corporate Compliance Report Quarter Ending Q3 2019 be received.
- 4.10 DEW – Alternative Heating/Cooling Supply to Aquatic Centre report be received.
- 4.11 EWU Group and WUC 2019 Meeting Dates be received.
- 4.12 EWU Group and WUC 2020 Meeting Dates be received.
- 4.13 Windsor Utilities Commission Board Work Plan be received.
- 4.14 WUC Initiatives Tracking report be received.
- 4.15 Customer Service Operation Changes report be received. **-CARRIED**

ENWIN EXECUTIVE REPORTS

5.1 WINDSOR UTILITIES COMMISSION Q3 2019 FINANCIAL REVIEW

Moved and seconded

That the Windsor Utilities Commission Q3 2019 Financial Review be received, as recommended by WUC Audit & Finance.

-CARRIED

5.2 CUSTOMER COMPLAINT MANAGEMENT POLICY

Moved and seconded

That the recommended Complaint Management Policy presented by the President & CEO be approved.

-CARRIED

5.3 IT ACCEPTABLE USE POLICY

Moved and seconded

THAT the IT Acceptable Use Policy BE RECEIVED, and that the IT Acceptable Use Policy BE APPROVED.

-CARRIED

IN CAMERA SESSION

Moved and seconded

Pursuant to the Municipal Act section 239(2), that the Commission be directed to move in camera for the purpose of consideration of the following items of business:

6.1 Windsor Utilities Commission In-Camera Meeting Minutes of September 18, 2019

s. 239(2)(i) a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the municipality or local board which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization

s. 239(2)(a) the security of the property of the municipality or local board

s. 239(2)(f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose

s. 239(2)(k) a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board

6.2 Draft In-Camera WUC Governance Committee Meeting Minutes of October 9, 2019

s. 239(2)(f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose

6.3 Draft In-Camera WUC Audit & Finance Committee Meeting Minutes of October 6, 2019

s. 239(2)(k) a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board

6.4 WUC's Legal Powers

s. 239(2)(f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose

-CARRIED

The In Camera session commenced at 11:37 a.m.

The In Camera session concluded at 11:40 a.m.

RESUME PUBLIC MEETING SESSION

Moved and seconded

That the Commission move to resume the public meeting session.

-CARRIED

TRANSMISSION OF RECOMMENDATIONS

Moved and seconded

That the recommendations discussed in camera be brought forward for consideration.

-CARRIED

Moved and seconded

That the Windsor Utilities Commission In-Camera Meeting Minutes of September 18, 2019 be approved.

-CARRIED

Moved and seconded

That the Draft In-Camera Governance Committee Meeting Minutes of October 9, 2019 be received.

-CARRIED

Moved and seconded

That the Draft In-Camera Audit & Finance Committee Meeting Minutes of November 6, 2019 be received

-CARRIED

Moved and seconded

That the WUC's Legal Powers Report be received.

-CARRIED

MEETING TERMINATION

Moved and seconded

That the meeting be terminated.

-CARRIED

Meeting terminated at 11:41 a.m.

Recording Secretary

Board Chair