

**ENWIN UTILITIES LTD.**  
**BOARD OF DIRECTORS MEETING**  
**PUBLIC MEETING MINUTES**  
**WEDNESDAY, FEBRUARY 21, 2024**

A public meeting of the ENWIN Utilities Ltd. Board of Directors was held on Wednesday, February 24, 2024 at 4545 Rhodes Drive, Windsor, Ontario and via Zoom Conference call.

**ATTENDANCE:**

Directors: Drew Dilkens (Chair), Jo-Anne Gignac, Leo Muzzatti, Gregory Ioanidis, Garnet Fenn, Andrea Orr.

Management: President & CEO G. Rossi; VP Business Development Kris Taylor; VP Water Operations R. Spagnuolo; VP Hydro Operations J. Brown; VP of Corporate Services and CFO M. Carlini; VP Customer Care and Corporate Operations P. Gleason; Director Engineering (Water) C. Manzon; Director of Water Operations D. Melnyk; Manager of Water Operations D. Mustac; Director People, Safety and Culture M. Bonnici; Director of Information Technology M. Vinhaes; Manager Information Technology, J. Gabriel; Director of Finance G. Boose; Director of Procurement and Supply Chain R. McIntyre; Director Customer Care J. LaPlante-Lane; Director Regulatory Affairs C. Bebbington; Governance and Records Coordinator A. Pelaccia.

Guests: Lorie Gregg, City of Windsor

Regrets: Drew Dilkens

**CALL TO ORDER & DECLARATION OF CONFLICTS OF INTEREST**

The Chair noting quorum called the meeting to order at 8:59 a.m.

No conflicts of interest were declared.

## **CONSENT AGENDA**

Moved and seconded

That the following Consent Agenda items be approved as recommended:

- 3.1 THAT the EWU In Camera Board Meeting Minutes for November 29, 2023  
BE APPROVED.

**-CARRIED**

## **COMMUNICATION AGENDA**

The President & CEO provided an overview of item 4.3, Q1 ENWIN President & CEO Update. Congratulations were provided to the Manager of Human Resources who recently won a Culture Innovator Award at the Electricity Human Resources Canada's 2023 Awards of Excellence event.

The Chief Risk Officer provided the Board an overview of item 4.4, Regulatory Affairs Update, regarding Energy Transition Project and preparation for LDCs. The Board discussed the implications, and noted this is a good topic for the Risk & Governance Committee to consider in the future.

A Board Member inquired about item 4.9, Water Operations Report, and requested more details about a reported adverse water event. The Chief Operating Officer – Water reviewed the incident. Increased sampling was completed and determined that a false positive was due to a sampling issue or lab error.

The Chief Risk Officer reviewed item 4.16, 2024-2028 Strategic Plan Progress and provided an overview of the new changes to how the report will be presented going forward.

Item 4.17, 2023 Customer Satisfaction Survey, was discussed by the Chief Risk Officer and Directory of Customer Care. Board Members inquired about training for customer service staff members and how ENWIN works with customers facing economic uncertainty. Management reviewed the training provided to staff and options to work with customers. Future value-added services, such as chat features and mobile applications, were discussed to provide a direct line of communication to customers.

Moved and seconded

THAT the following Communication Agenda items BE RECEIVED as recommended:

- 4.1 Report of the Chair of the EWU Audit & Finance Committee
- 4.2 Draft EWU Audit & Finance Committee Meeting Minutes of  
February 7, 2024
- 4.3 Q1 ENWIN President & CEO Update
- 4.4 Regulatory Affairs Update

- 4.5 ENWIN Group Financial and Corporate Compliance for Quarter Ending Q4, 2023
- 4.6 Annual Purchasing Compliance (Fiscal Year 2023)
- 4.7 Hydro Operations
- 4.8 Ontario Electrical Distribution Regulation 22/04 – 2022 Due Diligence Inspections Report
- 4.9 Water Operations
- 4.10 Watermain & Lead Services Update
- 4.11 ENWIN Utilities Ltd. Annual Certificate of Compliance with Water System Operating Agreement (“WSOA”)
- 4.12 2023 WUC Capital Carryforward
- 4.13 Contract Approval Summary – Water
- 4.14 WUC 2023 Development Charge Funds Request
- 4.15 Customer Care & Corporate Operations
- 4.16 2024-2028 Strategic Plan Progress
- 4.17 2023 Customer Satisfaction Survey

**-CARRIED**

## **ENWIN EXECUTIVE REPORTS**

None noted.

## **IN CAMERA SESSION**

All guests, excluding the Executive Team, Director of Regulatory Affairs, and the Governance and Records Coordinator were excused from the meeting.

Moved and seconded  
That the Board move to an In Camera session.

**-CARRIED**

The In Camera session commenced at 9:46 a.m.

The In Camera session concluded at 10:36 a.m.

## **RESUME PUBLIC MEETING SESSION**

Moved and seconded  
That the Board move to resume the public meeting session.

**-CARRIED**

**OTHER BUSINESS**

None noted.

**TERMINATION**

Moved and seconded  
That the meeting be terminated.

**-CARRIED**

The meeting terminated at 10:36 a.m.

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Recording Secretary

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Board Chair