



LAKE WHATCOM WATER AND SEWER DISTRICT
1220 Lakeway Drive
Bellingham, WA 98229

WORK SESSION OF THE BOARD OF COMMISSIONERS

Minutes *August 12, 2020*

Board President Laura Abele called the Work Session to order at 5:34 p.m.

Attendees: Commissioner Laura Abele
Commissioner Todd Citron
Commissioner John Carter
Commissioner Bruce Ford
Commissioner Leslie McRoberts
Recording Secretary Rachael Hope
General Manager Justin Clary
District Engineer/Assistant GM Bill Hunter

No public were in attendance.

All attendees participated remotely by phone or video conferencing.

Roll Call

General Manager Justin Clary performed a roll call to identify those in attendance, as well as confirm that all participants were able to be heard and hear each other clearly. He also verbally confirmed that this meeting was noticed in accordance with Resolution No. 859 allowing remote meeting attendance as well as in compliance with current statutory requirements.

Effective Utility Management Assessment

The Effective Utility Management (EUM) assessment process has been developed by industry professionals to help water and wastewater utilities make informed decisions and practical, systematic changes to enhance level-of-service and achieve excellence in utility performance. The process provides a practical approach to assessing, managing, and measuring a utility's performance through identification of opportunities and challenges that allows for developing an action plan for areas requiring additional focus. Ten attributes are identified within the EUM assessment process that comprise a comprehensive framework related to operations, infrastructure, customer satisfaction, community sustainability, natural resource stewardship, and financial performance of a water and/or wastewater utility.

Clary guided the Board through completion of the assessment process. The purpose of this process is to gain a comprehensive understanding of how the District's performance of each of the ten attributes are viewed relative to each other by each internal group (board, management, and staff), and as-a-whole. This allows for identifying any significant differences in perception of District performance specific to each attribute between the groups, so that we may all gain a better understanding of others' perspectives. Ultimately, the assessment process should allow for the identification and prioritization of specific attributes to focus the District's resources on improving (i.e., strategic level-of-service enhancement). Discussion followed.

With no further business, Abele adjourned the Work Session 6:28 p.m.




Recording Secretary, Rachael Hope

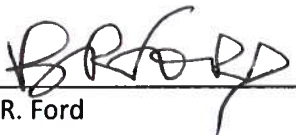
8/26/20

Date Minutes Approved

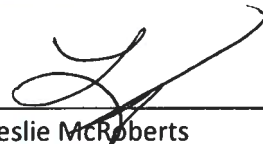
Laura Abele



Todd Citron



Bruce R. Ford



Leslie McRoberts

John Carter