

Rayleigh Waterworks District's Chair Report AGM Meeting Apr 30, 2015

The financial challenge for Rayleigh Waterworks District is to manage total expenses against a very limited revenue stream, basically just you the residents from your taxes and tolls paid. We improved our bottom line over 2013 but still ran a deficit, but reduced it by around \$29,000 over the deficit in 2013. A detailed financial review will be provided later by Brent Ashby.

I would like to thank our Plant Operations staff for their invaluable and continued efforts for effective plant operations, while keeping an eye on continued 'fine tuning' of the plant and expense reductions. Once again we had no major service interruptions this past year. A big thanks also goes to our Administrator (Shelley) who I feel is the 'glue' that holds our operation together, especially considering the liaison required with the Plant Operations staff, the Board Of Trustees and the residents alike.

We continued our approach started last year to meet again with the City to improve our relationship so they can consider our roles and responsibilities. We have had a successful and positive meeting with the City about Roadwork that will be discussed later in the Agenda,

We continued to meet with the City on the Rae Mor Park water agreement, once the new board didn't accept the 2013 negotiated agreement mentioned in last years AGM, that the previous board had accepted but not signed before the new board was elected. This agreement will be discussed later in the Agenda.

Recognizing our financial challenge, the Board has undertaken several initiatives that we feel will benefit the Business Operations Of RWWD. For example:

- We increased our Plant Insurance that we feel should result in cost savings on breakdown of equipment that we have been solely responsible for, such as river pump failures running \$5-7k to repair or \$14k to replace. This year we repaired one and bought a new one.
- We established a new Operator Agreement to better define compensation and work environment issues. This included addressing employee concerns about using their own vehicles and tools on the job, as well as going into a wage averaging. It established joint protection by ensuring discussion and agreement needed by both parties before it can be changed in any manner. Again this was hard work and emotional at times, but I thank all the Board and Staff who worked towards a successful conclusion.
- We shut down and dismantled the Micro-Filtration Plant due to lack of use and again resulting in a cost savings every year, not to mention the increasing cost to maintain outdated technology.
- We started on the road to improve the Physical Plant security from potential break-

ins, by taking a cost effective approach of first adding deadbolts to all doors, which has yet to be completed. Further measures will probably be considered and may or may not be implemented.

The Board started several initiatives that will be ‘handed-off’ to the new board. One of significance is continuing to address the Employee Succession Plan. The initial task, that we were not successful in late this year, was to hire another full-time Operator to provide such benefits as:

- Ease of Operator vacation relief in the work schedule
- Increased full time Operator involvement/training in the distribution side of Operations
- Increased full time Operator training on some Plant Manager responsibilities to lighten his load and spread the knowledge around.
- Replace the seasonal employee that works 6 months over spring and summer.

As we go forward, I feel the Board’s challenge will be to ensure that Plan Operations continue at the current service level to residents, while addressing potential failures and repairs in an aging distribution infrastructure that may come over the next few years, while trying to address capital projects as needed. The planning and budgeting to establish contingency/reserve funds for them has to continue, somehow in our limited revenue stream. These projects and estimated costs will be summarized later on in the Agenda items.

This Board has tackled many issues over the past year to keep RWWD sustainable, and hopefully it can continue. I will close by thanking my fellow board members - Glen Desjardins, Sheri Heide, Rand Strongrem and Ben Pregent for their work on behalf of the residents.

I personally will not be returning to the Board as my time and efforts are being reallocated to my work for various Charities. However as a concerned resident I will keep myself apprised of the road ahead for RWWD.

Chair

Administrator