Board Of Water Works REGULAR CALLED MEETING MINUTES July 20, 2021

Board Members Present:

Dr. Sharon Kerrick, Chair Dr. Sundeep "Sunny" Dronawat, Vice Chair Mr. Greg Dearing Mr. Paul Esselman Ms. Jennifer Fust-Rutherford Mr. William E. Summers, IV

Not Present:

Greg Fischer

Others Present:

Mr. Spencer Bruce, President and Chief Executive Officer
Mr. Dave Vogel, Executive Vice President, Customer Service and Distribution Operations
Mr. Jeff Knott, Vice President, Information Technology
Mr. Tim Kraus, Vice President, Engineering and Production Operations, and Chief Engineer
Ms. Lynn Pearson, Vice President and Treasurer
Mr. Terrence Spence, Vice President, Human Resources and Labor Relations
Mr. Michael Tigue, Vice President, General Counsel and Corporate Secretary
Mr. Adam Carter, Union President, Local 1683, AFSCME
Ms. Jenni Schelling, Director, Internal Audit
Mr. Jeremy Stephens, Director, Risk Management
Ms. Shannon Tivitt, Director, Project Liaison, One Water
Mr. Brian Sturgeon, Computer Network Administrator
Ms. Beverly Soice, Paralegal

Visitors:

The regular called meeting of the Board of Water Works (BOWW) was held on Tuesday, July 20, 2021 at the Louisville Water Company Headquarters, 550 South 3rd Street, Louisville, KY. Chair, Dr. Sharon Kerrick called the meeting to order at 11:24 a.m.

Minutes of the Previous Regular BOWW Meeting Approved

William Summers moved to approve the Regular Monthly Meeting Minutes of June 22, 2021 as presented, seconded by Greg Dearing and the motion unanimously carried.

Report Provided by the President/Chief Executive Officer

Spencer Bruce stated that each board member should find a copy of the Louisville Water Company 2020 Annual Report on the table in front of them. He explained that Kelley Dearing Smith is not able to attend today's meeting as she is on Greater Louisville Inc.'s Southern Indiana Innovation Tour.

Mr. Bruce advised that long-time employee, Jim Grunow will be retiring next Friday, July 30, 2021. Jim has been with Louisville Water since 1998 and has served in many roles including project

Board of Water Works Regular Meeting Minutes July 20, 2021 Page 1 of 9 engineer, program manager, Director of Engineering and, on two occasions, Interim Vice President and Chief Engineer.

Tim Kraus read the following proclamation issued by Bullitt County Judge Executive Jerral Summers.

WHEREAS, Jim Grunow, PE was hired by the Louisville Water Company in 1998 and has served in many roles for 23 years; and

WHEREAS, in 2001 Jim went out to Bullitt County as a project engineer; and

WHEREAS, in 2005 Jim was promoted to Bullitt County Water Extension Program Manager for Bullitt County; and

WHEREAS, as Bullitt County Water Extension Program Manager Jim oversaw and facilitated the installation of over 187 miles of water main serving over 5,613 customers and provided 1,499 fire hydrants expanding the fire protection for thousands of Bullitt County residents; and

WHEREAS, Jim served on the Bullitt County Advisory Board from 2009 to present providing valuable insight on infrastructure improvements for the community; and

WHEREAS, in 2011 Jim was promoted to Director of Engineering; and

WHEREAS, Jim served as Interim Chief Engineer in 2013, then again from 2016-2017;

WHEREAS, Jim acted in all matters professionally with respect. He was diligent in his efforts to execute his work;

WHEREAS, Jim's contributions to the betterment of the Bullitt County and the Louisville Water and to the communities they serve have left an indelible mark upon which we place our deepest gratitude.

NOW THEREFORE, I, Jerral Summers, Judge Executive of Bullitt County, Commonwealth of Kentucky, do hereby convey my deepest appreciation for the distinguished services rendered by James Grunow and proclaim the 30th of July, 2021 to be

JIM GRUNOW DAY

Mr. Bruce advised that this week, Louisville Water begins a more normal return to business operations. We have ceased the full-time remote work status for some employees and have fully opened our downtown office. The Executive Leadership Team (ELT) has coined this as "Employee Appreciation Week" to highlight the great work ethic and resiliency our employees have shown since March 2020. The company's Employee Activities Committee (EAC) has planned a series of events at each company location to thank employees including breakfast meals, food trucks, gifts, and small tokens of appreciation.

Next week employees will start a hybrid work schedule.

Mr. Bruce added that in planning for this transition, we asked employees to complete a voluntary COVID-19 survey to gather perceptions on how we managed through the pandemic. Based on the work status (remote or non-remote), employees answered a series of questions. More than

60% of our employees completed the survey and it was almost an equal representation of those employees who were in the office or in the field throughout the pandemic and those who worked remotely for part or all of their schedule. The survey showed that overall, 95% of our employees believe our company managed well through the pandemic and over 85% believed their health and safety were at the core of our decisions. Additionally, the survey found that employees appreciated the communication with 90% indicating it was clear and frequent.

The survey also told us what matters to employees as we resume more normal operations. Employees across the company want the focus on health and safety to continue along with the cleaning protocols. In addition, the majority also want the focus on using technology to continue.

Second Quarter Certification of Projects & Change Actions

Mr. Bruce certified that the following Projects and Change Actions were authorized during the Second Quarter of 2021 in accordance with the Capital Projects Authorization Policy and Procedure.

Project Proposals Requiring Board Approval:

Project Number	Project Name	Reque Estima		Contribution	L	WC Net Cost	Curre	ent Year Estimate
16169	John L. Huber Building Roof Replacement	\$	720,000	\$	- \$	5 720,000	\$	720,000
Total		\$	720,000	\$-	•	720,000	\$	720,000

Project Change Actions/Admin Notifications Requiring Board Approval:

Project Number	Previously Approved Total Estimate		Change In Current Year Estimate
Total			

Project Proposals Approved by the President:

Project Number	Project Name	Req	uested Total I	Con	tribution	LWO	CNet Cost	Curr	ent Year Estimate
16153	20" Main Break 7th Street and Hill Street	\$	330,000	\$	-	\$	330,000	\$	330,000
16162	Allmond Security Trailer & Fence Repairs	\$	383,000	\$	-	\$	383,000	\$	383,000
16164	20" Main Break at 26th and Howard	\$	265,000	\$	-	\$	265,000	\$	265,000
16185	Relocations 2021 - Kentucky Kingdom	\$	214,750	\$	-	\$	214,750	\$	192,250
Total		\$	1,192,750	\$	-	\$	1,192,750	\$	1,170,250

Project Change Actions Approved by the President with Total Estimate Changes:

Project Name	Appr	roved Total						
CHPS - Overhaul Pump #4	\$	600,000	\$	300,000	\$	900,000	\$	300,000
Belgravia Court Lead Tailpiece	\$	187,710	\$	82,510	\$	270,220	\$	82,510
Frankfort Ave 60" Transmission	\$	12,589,200	\$	342,648	\$	12,931,668	\$	192,468
	CHPS - Overhaul Pump #4 Belgravia Court Lead Tailpiece	Appr Estin CHPS - Overhaul Pump #4 \$ Belgravia Court Lead Tailpiece \$	Approved Total Estimate CHPS - Overhaul Pump #4 \$ 600,000 Belgravia Court Lead Tailpiece \$ 187,710	Approved Total Estimate Estin (Estimate) CHPS - Overhaul Pump #4 \$ 600,000 \$ Belgravia Court Lead Tailpiece \$ 187,710 \$	Approved Total EstimateEstimateCHPS - Overhaul Pump #4\$ 600,000\$ 300,000Belgravia Court Lead Tailpiece\$ 187,710\$ 82,510	Approved Total EstimateEstimateEstimateCHPS - Overhaul Pump #4\$ 600,000\$ 300,000\$Belgravia Court Lead Tailpiece\$ 187,710\$ 82,510\$	Approved Total Estimate Estimate Estimate CHPS - Overhaul Pump #4 \$ 600,000 \$ 300,000 \$ 900,000 Belgravia Court Lead Tailpiece \$ 187,710 \$ 82,510 \$ 270,220	Approved Total Estimate Estimate Estimate Estimate CHPS - Overhaul Pump #4 \$ 600,000 \$ 300,000 \$ 900,000 \$ Belgravia Court Lead Tailpiece \$ 187,710 \$ 82,510 \$ 270,220 \$

Project Change Actions Approved by the President with Total Estimate Changes Continued:

Project Number	Project Name	Ар	viously proved Total imate	nge In Total mate	quested Total imate	Change I Estimate	n Current Year
16108	Garrs Lane Area-2021 MRRP	\$	1,320,000	\$ 200,000	\$ 1,520,000	\$	500,000
16118	Audubon Parkway Area - MRRP 2021	\$	1,199,000	\$ 200,000	\$ 1,399,000	\$	200,000
16120	Smyrna Pkwy Area-2021 MRRP	\$	1,067,000	\$ 370,000	\$ 1,437,000	\$	-
16121	Belmar Dr Area-2021 MRRP	\$	1,606,000	\$ 409,000	\$ 2,015,000	\$	645,000
16124	Yale Dr Area-2021 MRRP	\$	1,581,000	\$ 499,000	\$ 2,080,000	\$	495,000
Total		\$	20,149,910	\$ 2,403,158	\$ 22,552,888	\$	2,414,978

Project Change Actions Approved by the President with no change Total Estimate Changes:

Project Number	Project Name	Арр		Change Estimat			Change Estima	e In Current Year te
16098	Grand Ave Area-2021 MRRP	\$	2,190,000	\$	-	\$ 2,190,000	\$	1,030,000
15636	JLH Cashier Office Security Improvements	\$	384,000	\$	-	\$ 384,000	\$	220,000
Total		\$	2,574,000	\$		\$ 2,574,000	\$	1,250,000

Status of Open Projects with Total Estimates over \$2,000,000:

Project Number	Project Name	Tot	al Estimate	Tot	al Cost To Dat	Status	Budget Year Category
11264	Transmission - Cardinal Hill Second Supply Phase 2B	\$	3,708,490	\$	125,621	Pending Capital	2005 Budget
11310	BEP - Renovate Sludge Lagoons #1, #2, #3, and #4	\$	19,970,280	\$	12,966,318	Work In Progress	2006 Budget
11615	Transmission - Gene Snyder Freeway Section 1B	\$	9,133,000	\$	383,107	Pending Capital	2007 Budget
11616	Transmission - Gene Snyder Freeway Section 2A	\$	6,641,500	\$	64,331	Pending Capital	2007 Budget
13109	ZPS - Standby Generator	\$	15,408,083	\$	12,637,030	Work In Progress	2011 Budget
13264	CHPS - Replace Slate Roof and Improve Masonry	\$	6,137,000	\$	215,725	Pending Capital	2012 Budget
13274	Metering - AMI for Jefferson County	\$	61,000,000	\$	17,147,764	Design In Progress	2013 Budget
14325	CHFP - Chemical Building and Lab Fire Protection and Off	\$	9,982,740	\$	3,736,955	Work In Progress	2015 Budget
14330	CHWTP - Standby Generator	\$	12,987,000	\$	12,563,258	Work In Progress	2015 Budget
14524	ATT RBF for CH	\$	221,905,253	\$	5,724,658	Pending Capital	2017 Budget
14534	I.T Oracle Utilities CCB,MWM Enhancements	\$	3,500,000	\$	3,262,348	Work In Progress	2016 Budget
14536	I.T Work and Asset Management System - WAM	\$	23,526,488	\$	23,278,790	Work In Progress	2016 Budget
14542	Transmission - Urton Lane	\$	5,297,725	\$	232,853	Pending Capital	2017 Budget
15036	Condition 2017 - Reservoir Yard Piping and Valves	\$	5,000,000	\$	55,714	Design In Progress	2017 Budget
15055	Property Acquisition for Spoil Disposal - Site B	\$	4,300,000	\$	4,284,834	Work In Progress	2017 Budget

Status of Open Projects with Total Estimates over \$2,000,000 Continued:

Project Number	Project Name	Tota	I Estimate	Tot	al Cost To Dat	Status	Budget Year Category
15253	900 Plan - Old Henry Rd to Terra Crossing Blvd	\$	2,374,551	\$	60,257	Pending Capital	2018 Budget
15438	660 Plan-SW Jeff Cty Improv-Lower Hunters Trace 20"	\$	4,857,300	\$	190,524	Work In Progress	2019 Budget
15458	Condition 2019 - PCCP	\$	8,074,818	\$	11,694,947	Completed Not Clo	2019 Budget
15468	Kentucky,Oak,Glenmary Transm Main Rehab 2019	\$	11,500,000	\$	264,583	Design In Progress	2019 Budget
15506	660 Plan-SW Jefferson County Improv-Blanton Lane 20"	\$	5,464,300	\$	441,087	Design In Progress	2019 Budget
15509	Belmont Road BPS	\$	2,245,000	\$	2,022,504	Work In Progress	2019 Budget
15511	690 Plan: Preston Hwy Area	\$	7,476,000	\$	3,603,585	Work In Progress	2019 Budget

• Pending - An approved project that has not yet begun. Some projects may go to Design and back to Pending if put on 'hold' with no construction.

Design - The project is currently in Preliminary or Final Design, but a contract has not yet been awarded for construction.

· Work in Progress - Project has full approval to move forward, construction has begun, and a contract has been executed, if applicable.

- · Complete Not Closed Construction is complete, assets are in-service, but the project has not yet been closed due to various reasons.
- · Contributed Capital is excluded from the Total Cost.

* This information is time sensitive

1 16071 - President approval due to accumulative increases in budget \$153,360. CPAC Rule requires presidental approval for project budgets greater than \$200,000

Second Quarter Certification of Contracts & Bids

Mr. Bruce certified that the following contracts were awarded during the Second Quarter of 2021 in accordance with the Purchasing Policy and Procedure.

Construction

17-150	Assignment to Master Agreement - Transmission System Repairs and/or Capital				
	Improvements-20-inch main Break at 7th Street and Hill Street.				
16153	Southern Pipeline Construction Co.	\$302,417			
17-150	Assignment to Master Agreement 17-150- Transmission System Repairs and/or				
	Capital Improvements-20 in Break 26th and Howard				
16164	MAC Construction	\$220,631			
18-73	Carbon Fiber-Reinforced Polymer Repairs on Large Diameter Water Mains –				
	Master Agreement 3rd CPI Renewal				

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	Structural Preservation Systems, LLC Es	timate
20-16	Assignment to Distribution System Repairs & Capital Improvement Master	
	Agreement- 2021 Critical Main Reduction-Holy Cross	
16116	Southern Pipeline & Construction	\$230,825
20-16	Assignment to Distribution System Repairs & Capital Improvement Master	
	Agreement- Belgravia Ct. Lead Tailpiece Project	
16071	Basham Construction & Rental Company, Inc	\$219,360
20-16	Assignment to Distribution System Repairs & Capital Improvement Master	
	Agreement- Indian Hills Creek Crossings	
16172	Basham Construction & Rental Co., Inc	\$240,570
21-04	Transmission- Frankfort Avenue 60" Project Change Order #1	
	MAC Construction & Excavating, Inc	\$118,660
21-04	Transmission- Frankfort Avenue 60" Project Change Order #2	
16094	MAC Construction & Excavating, Inc	\$342,468
21-25	Hinchbrook Blvd. Area Water Main Replacement	
16097	Seven Seas (CMBE)(LWC-SBE)	\$1,154,620
21-30	Garrs Lane Area Water Main Replacement Project	
16108	Excel Excavating, Inc	\$1,175,532
21-31	Audubon Parkway Area Water Main Replacement	
16118	Allterrain Paving & Construction (CWBE) (LWC SBE)	\$1,305,000
21-32	Bells Mill Road Area Water Main Replacement Project	
16119	C Squared, Inc.	\$1,245,500
21-33	Smyrna Parkway Area Water Main	
16120	MAC Construction & Excavating, Inc	\$1,294,000
21-43	Grand Avenue Area Water Main Project	
16098	Basham Construction & Rental Co., Inc	\$1,362,000
21-48	Taylorsville Road MRRP	
16099	Basham Construction & Rental Co., Inc.	\$1,211,000
21-76	Yale Drive Area Water Main Replacement Project	
16124	MAC Construction & Excavating, Inc	\$1,440,000
	SUM BY BIDS AND AWARDS CATEGORY	\$11,862,583

Procurement of Materials and Services

13-101	Print Utility & Mail Services- 2nd CPI Renewal Extension	
	Utilitec	\$1,350,000
18-64	10 YD Mobile Mixing Concrete Truck 3rd PPI Renewal	
	Pro-All International Mfg., Inc.	Estimate\$245,359
20-55	Notification and Collections of Delinquent Accounts	
	Argon Agency. Inc.	Estimate\$560,000
20-86	Pavement Restoration Utilizing Louisville Metro Contract Renewal	
IFB200148	Hall Contracting	Estimate\$1,400,000
21-24	Ductile Iron Fittings & Accessories	
	Hayes Pipe Supply (Primary Supplier)	Estimate\$350,000
GSA	WAM KloudGin 2021 Enhancement Change order #1	
47QTCA18D00CC	KloudGin	\$121,875
KY State Contract	Oracle Unlimited License Agreement 2 years	
MA7582000000580	Mythics	\$4,091,218
KY State Contract	Purchase of (17) 2021 Ford Escape SE AWD	
MA7581800000180	Paul Miller Ford	\$449,242
	SUM BY BIDS AND AWARDS CATEGORY	\$8,567,694

Procurement of Professional Services

	WAM Phase 4 Enhancements.						
	EY Consulting	\$788,000					
17-13	Engineer of Record - Master Agreement RFP (50% Technical, 25% Interview,						
	25% Cost Proposal) RFP 4th Renewal						
	Hazen & Sawyer	Estimate					
20-03	Plant & Facilities Engineering Services Master Agreement						
	Black & Veatch	Estimate					
	CDM Smith						
	GRW						
	Hazan & Sawyer						

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GSA	HDR IT Project Consulting Services - Master Agreement-Oracle CC&B upgrade from 2.4 to 2.8 change order		
GS35F474GA	TMG Consulting	\$295,638	
	SUM BY BIDS AND AWARDS CATEGORY	\$1,083,638	
Procurement of	of Sole Source Materials and Services		

17-153	Assignment to Master Agreement - Electromagnetic Inspection and Leak Detection		
	on Large Diameter Water Mains-Transmission-Frankfort Avenue 60"		
16094	Pure Technologies	\$986,948	
Sole Source	Annual Renewal of Automic License and Support		
	Broadcom	\$250,000	
	SUM BY BIDS AND AWARDS CATEGORY	\$1,236,948	
	GRAND TOTAL	\$22,750,863	

Enterprise Risk Management Report Given

Jeremy Stephens, Director of Risk Management provided an overview of the company's Risk and Resiliency Assessment practices and Regulatory Compliance Tracker.

Financial Report Given

Lynn Pearson provided a summary of the Financial Report.

Financial results are favorable for June despite consumption and operating revenue coming in lower than budget. These unfavorable budget variances are offset by favorable variances in operating and non-operating expenses. As a result, net income for the month exceeds budget by \$206,000.

Consumption of 2.7 billion gallons for June is 68 million gallons lower than budget, and 110 million gallons higher than June 2020. All customer classes are under budget in June with the exception of irrigation and wholesale. Year-to-date, consumption is 68 million gallons under budget with shortfalls in commercial and industrial consumption mostly offset by favorable variances in residential and wholesale consumption. For the year-to-date period, consumption is 4.0% higher than prior year, mainly a result of the strength of wholesale.

Water Revenue for June 2021 is \$391,000 lower than budget and \$813,000 higher than the prior year. Residential and commercial are the main drivers of the unfavorable budget variance for June, partially offset by favorable variances in irrigation and wholesale. For the year-to-date period, water revenue is 0.3% lower than budget and 5.7% higher than prior year levels.

Other Operating Revenue for June is \$35,000 lower than budget and \$55,000 higher than June 2020. The variance to budget is due to a shortfall in service deactivation fees, slightly offset by late charges and profit on sale of materials which exceed budgeted levels. The favorable variance to prior year is driven by higher late fees offset by lower contract operations revenue. Year-to-date, other operating revenue is \$459,000 below budget and \$622,000 less than prior year. The year-to-date variance to budget is primarily due to lower revenue from late charges and service deactivation fees, which were budgeted to resume in April. These revenue shortfalls are partially offset by higher revenue from consulting services. The variance to prior year for the year-to-date period is driven by lower late charges, service deactivation fees and contract operations revenue offset by higher revenue from cross connection, consulting services, service line protection and sewer billing.

Operating and Maintenance Expenses for June are \$326,000 lower than budget and \$266,000 higher than June 2020. The June variance to budget is primarily due to lower labor and labor related costs,

Board of Water Works Regular Meeting Minutes July 20, 2021 Page 6 of 9 materials and supplies and bad debt. The unfavorable variance to June 2020 is driven by higher utilities, chemicals, insurance and contractual services costs partially offset by lower equipment maintenance and bad debt. June year-to-date operating and maintenance expenses are \$2 million lower than budget and \$790,000 higher than year-ago levels. Labor and labor related, utilities, contractual services, materials and supplies, and bad debt costs are all lower than budget through June and are only slightly offset by an overage in insurance costs. The variance to prior year through June is mainly due to higher contractual services, labor and labor related and insurance costs, offset by lower bad debt expense and equipment maintenance.

Total Operating Expenses for June are \$589,000 lower than budget and \$677,000 higher than prior year. Total operating expenses year-to-date are 3.6% lower than budget and 3.2% over year-ago levels. The June budget variance is primarily the result of lower operating and maintenance expense and lower depreciation. The year-to-date budget variance is primarily due to lower operating and maintenance along with lower depreciation and loss from disposition of property, with the latter two mostly due to timing.

Communications and Marketing Report Given

In Ms. Dearing Smith's absence, Mr. Bruce referred the Board to her officer's report.

Customer Service and Distribution Operations Report Given

Dave Vogel provided a summary of the Customer Service and Distribution Operations Report.

With a return to normal operations, we are allowing our system and processes to operate as they normally would, which includes turnoffs for nonpayment.

Staff is working with Louisville Metro to administer \$2.5M received by Metro as part of the ARP Utility Assistance Program. Metro received these funds from U.S. Department of the Treasury as part of the Coronavirus State and Local Fiscal Recovery Funds (CSLFRF).

Work is progressing with the Advanced Metering Infrastructure project. Louisville Water staff and contractors are meeting regularly as we prepare for the first billing cycle to shift to monthly billing in 2021.

Customer Service currently has several positions open. Interviews are being conducted and we hope to fill the positions soon.

The General Laborers who were performing meter reading duties moved into the apprenticeship program in June and we are looking to outsource a portion of this work as the AMI project progresses. With disconnections for non-payment restarting, we have filled two union vacancies and will add one more in July due to a retirement.

Engineering and Production Operations Report Given

Mr. Kraus provided a summary of the Engineering and Production Operations Report.

2021 capital program expenditures through June totaled \$33,991,724, which is \$5,876,054 or 15.52% lower than the same period last year. These expenditures equate to 27.31% of the 2021 total capital program of \$117,158,160.

Board of Water Works Regular Meeting Minutes July 20, 2021 Page 7 of 9 The amount of water produced and delivered to the system in June 2021 was 137.2 MGD, which was 6.4% higher than June 2020 and 7.7% higher than the June five-year average. For year-to-date, the amount of water delivered to the system was 7.1% higher than 2020, and 6.9% higher than the five-year average.

All water quality goals for June 2021 were achieved. No water quality violations occurred.

Mr. Kraus stated he is happy to inform the board that the backup generators at both the Zorn Water Treatment Plant and the Crescent Hill Water Treatment Plant can be used if needed.

Human Resources Report Given

Terrence Spence provided a summary of recent and current activity between the Louisville Water Company's Labor Management and Local Union 1683 of the American Federation of State, County and Municipal Employees, AFL-CIO (the Union).

- Currently there are two active grievances filed by the Union in discussion for possible resolution.
- Management and Union leadership participate in weekly COVID-19 update meetings to discuss the pandemic's impact on Louisville Water employees, work schedules, and operations.
- Executive Leadership Team (ELT) members accompanied management and union personnel during the Company's "Safety Blitz" visiting with union personnel in the field to communicate the importance of workplace safety and to receive employee feedback.
- Union and non-union personnel participated on the Employee Activities Committee to established events for Employee Appreciation Week.
- Union leadership engaged in discussion with senior management regarding the Company's efforts to more engage employees as part of the Company's on-going Diversity, Equity & Inclusion efforts.
- The Company posted one regular full-time and three temporary full-time classified positions for the internal union job bidding process and six regular full-time General Laborer jobs externally.

The Company continues to monitor and abide by the CDC's and other public health organizations recommendations in our efforts to keep employees safe and healthy from exposure to the virus.

Mr. Spence reviewed measures taken by Louisville Water to protect employee's health and safety from exposure to the coronavirus (COVID-19) in the workplace and minimize disruption to the day-to-day operations.

Information Technology Report Given

Jeff Knott provided a summary of the Information Technology Report.

This year IT will be migrating off Oracle's version of high availability for our main databases to a comparable solution that will also enable our targets of a ten minute recovery point objective (RPO) and a ten minute recovery time objective (RTO). We have engaged a consultant that has Board of Water Works Regular Meeting Minutes July 20, 2021 Page 8 of 9 been used before and is familiar with our environment.

Louisville Water is replacing the current endpoint security products and streamlining our security software by implementing SentinelOne. The rollout method is currently being tested to ensure limited disruption to the business. This should be complete by the end of July. SentinelOne will replace both McAfee and AMP and will add next generation end point protection for increased security.

A second data line from CenturyLink to Franklin, TN has been added to our network. This is providing a second path to our Disaster Recovery (DR) site and will be used for both high availability and extra capacity for data transfers to our DR site in Franklin. Centurylink has the capability to automatically connect to our DR site in case of a local failure. We have contracted with our phone system vendor to configure the new phone line and to test failover to our DR site.

Work order and Asset Management (WAM) Phase 4 is scheduled to be completed by the end of October based on recent scope validation and high-level design discussions with business operations members.

E-Business Suite (EBS)'s upgrade is on schedule for a September go-live.

Customer Care and Billing (CC&B) upgrade to version 2.8 is on schedule for a May 2022 go-live.

Service Oriented Architecture (SOA) has been upgraded to the latest version,12.2.1.4. This application provides the bulk of our integrations to and from CC&B.

The last active application in the legacy SPLASH application has been replaced with a new web version. This application will allow the inspectors to access the application remotely when inspecting and confirming materials used on projects.

General Counsel Report Given

Michael Tigue advised that he has no legal matters to discuss.

Mr. Tigue advised that last year, Risk Management and Security transitioned to report to the General Counsel. Mr. Stephens has made great strides to implement several process and company-wide improvements over that time.

Mr. Tigue also advised that he is leading the Combined Giving Campaign this year. Planning is underway for a company-wide Field and Fair Day event at the Water Tower in September. All money raised will go to benefit Louisville Water's sponsored charities: United Way, Fund for the Arts, Water For People and the Louisville Water Foundation.

There being no further business, the meeting adjourned at 1:13 pm.

Respectfully submitted,

Michael F. Tigue Vice President, General Counsel and Corporate Secretary

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