

### 2021 Progress Report

Last year was a highly productive year for the One Water Partnership. Along with providing safe water and wastewater services to the community, One Water continued to find new ways to work together in operations, infrastructure planning, and with technology improvements.

The annual One Water work plan, which consisted of ten major projects, was designed to better focus resources and align with One Water goals. Each project had a team leader (or leaders) as well as team members from both organizations who committed to developing milestones, executing on deliverables, and reporting to the Board each quarter.

#### Highlights include:

- Under the Drops of Kindness program, One Water started
   a lasting community conversation on water affordability
   with a facilitated sprint session and participation in the US
   Water Alliance Affordability pilot with seven other cities across the country. The program helped 24,970 customers in our service areas and distributed \$9 million in assistance.
- 28,665 customers were converted to monthly billing in 2021 as part of the Pure Connect Advanced Metering Infrastructure (AMI) initiative.
- A new billing services agreement was successfully negotiated and signed, extending Louisville Water and Louisville MSD's contract through the next six years.
- Fleet Services went live with the newly installed Fleet Management Information System in November 2021.
- One Water collaborated on major federal, state, and local infrastructure funding opportunities, including the American Rescue Plan, Senate Bill 36, and the Bipartisan Infrastructure Law.

### **About the One Water Partnership**

Launched in 2012, the One Water Partnership realizes Louisville Mayor Greg Fischer's vision of identifying key efficiencies between Louisville Water and Louisville MSD through shared processes, cooperative contracts, and shared labor. The One Water Board meets quarterly and includes members of both Louisville Water's Board of Water Works and Louisville MSD's Board of Directors as well as an executive member of Louisville Metro.

Board members: JT Sims – Chair (Louisville MSD Board Member), William E. Summers, IV – Vice-Chair (Board of Water Works Member), Ellen Hesen (Deputy Mayor, Louisville Metro), Marita Willis (Louisville MSD Board Chair), Dr. Sharon Kerrick (Board of Water Works Chair).

The One Water Advisory Council (OWAC) includes Louisville Water and Louisville MSD Executive Leadership Team members plus other strategic employees who meet twice a month to encourage peer-to-peer relationships and continuous knowledge sharing.

#### Goals

- Improve every customer experience
- Sustain partnership/ Partner for progress
- Drive revenue growth
- Create efficiencies

#### **Vision**

Work together to provide customers with the best water-related products and services



### 2021 Update

# **Cooperative Contracts**



- Fleet-related services parts/ supplies
- Office supplies
- Benefits broker services
- Pre-employment and drug alcohol contract
- Occupational medical services
- Cyber security awareness training
- IT shared software sourcing and Shared Data Center for Disaster Recovery
- Billing Services Feasibility Study
- · Cost of Service Study
- Render Contract
- · Paving restoration
- Key Access System
- Waste disposal
- Procurement sourcing software
- · HR ancillary benefits
- Assetworks Fleet Focus System
- Payment Assistance Contract

## Shared Labor

- Call Center (Director, Manager, Call Quality)
- Fleet Services (Director, Administrator)
- Information Technology (CIO)
- Procurement (Chief Procurement Officer, Buyer)
- One Water (Chief Innovation Officer, Project Liaison Director)
- Communications (VP Strategic Communications)

### Partnerships & Teamwork

Water Quality

**Shared** 

agreement

measures

**Processes** 

**Billing and Collections** 

Fleet management system

**GPS (Global Positioning** 

performance measures

**Drops of Kindness Program** 

**Concrete Interlocal** 

**Customer service** 

Fleet performance

- Emergency Operations Support
- Louisville Water Foundation
- Memberships and training
- Project management
- · Development projects
- · Government relations
- · Bill re-design
- MSD Credit Union
- Joint Utility Reception
- HR outreach efforts (job fairs, workforce collaboration, recruitment sources)
- Water Equity Taskforce
- Water Affordability
- USWA Case Study



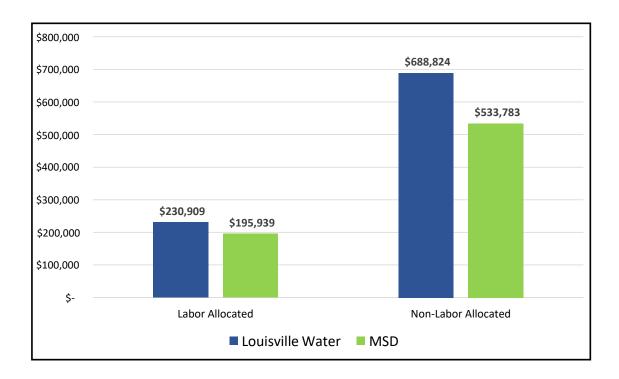
# Knowledge Sharing

- Economic development and regionalization efforts
- Workforce development
- · Team collaboration
- Peer-to-peer interaction on projects
- Tours and job shadowing
- Training plan for mechanics
- Operational needs
- HR best practices (compensation/policies/ procedures)
- COVID-19 response measures
- · Water infrastructure funding
- Small business development programs





# One Water Shared Service Expenses December 2021 YTD

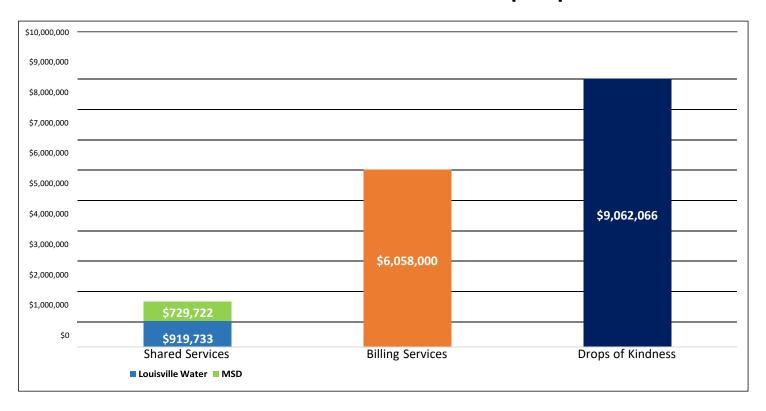


Labor Costs Allocated to LW	
MSD One Water Employees	Amount
Fleet Services Director	\$ 81,393
Chief Innovation Officer	62,108
Fleet Services Administrator	45,148
Procurement Director	39,416
One Water Buyer	2,843
T-4-1	\$ 230,909
Total	
	- 134
Non-Labor Costs Allocated t	o LW
	o LW Amount
Non-Labor Costs Allocated t	Amount
Non-Labor Costs Allocated t	<b>Amount</b> \$ 587,015
Non-Labor Costs Allocated t Shared Services Dell EMC TLA Costs	Amount \$ 587,015 40,012
Non-Labor Costs Allocated t Shared Services  Dell EMC TLA Costs Assetwork Implementation	Amount \$ 587,015 40,012 13,813
Non-Labor Costs Allocated to Shared Services  Dell EMC TLA Costs Assetwork Implementation LAGIT Insurance	\$ 587,015 40,012 13,813 20,000
Non-Labor Costs Allocated t Shared Services  Dell EMC TLA Costs Assetwork Implementation LAGIT Insurance Promise Pay	\$ 587,015 40,012 13,813 20,000 10,712
Non-Labor Costs Allocated t Shared Services  Dell EMC TLA Costs Assetwork Implementation LAGIT Insurance Promise Pay Backup Data Line for Cust Svc	\$ 587,015 40,012 13,813 20,000 10,712 8,006
Non-Labor Costs Allocated t Shared Services  Dell EMC TLA Costs Assetwork Implementation LAGIT Insurance Promise Pay Backup Data Line for Cust Svc Billing Services Feasibility Study	\$ 587,015 40,012 13,813 20,000 10,712 8,006 7,500
Non-Labor Costs Allocated t Shared Services  Dell EMC TLA Costs Assetwork Implementation LAGIT Insurance Promise Pay Backup Data Line for Cust Svc Billing Services Feasibility Study Render Labs - One Water Study	

Labor Costs Allocated to MSD		
LW One Water Employees	Amount	
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Project Liaison Director	\$ 99,479	
IT Vice President	36,620	
Customer Service Director	26,314	
Vice President of Communications	20,411	
Customer Service Manager	7,454	
Customer Service Representative	5,661	
Total	\$ 195,939	
Non-Labor Costs Allocated to	MSD	
Shared Services	Amount	
Shared Services  Dell EMC TLA Costs		
	Amount	
Dell EMC TLA Costs	Amount \$ 431,061	
Dell EMC TLA Costs Assetwork Implementation	Amount \$ 431,061 50,925	
Dell EMC TLA Costs Assetwork Implementation LAGIT Insurance	Amount \$ 431,061 50,925 13,813	
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### **Total 2021 One Water Partnership Impact**



One Water Impact	
Shared Services	\$1,649,455
Billing Services	\$6,058,000
Drops of Kindness*	\$9,062,066
Total Impact	\$16,769,521

<sup>\*</sup>Includes \$943k from the Louisville Water Foundation