

2022 Progress Report

Along with providing safe drinking water and wastewater services to the community, Louisville MSD and Louisville Water continue to find new ways to work together in operations, customer service, procurement, and technology improvements.

The annual One Water work plan, which consisted of seven (7) projects, was designed to focus resources and align with One Water goals. Each project had a team leader (or leaders) as well as members from both utilities.

2022 highlights include:

- Celebrated the 10th anniversary of One Water by producing the communication piece Partnering for Progress, One Water at Work, which outlines the history, timeline, and successes.
- Installed more than 61,500 (135,000 total) endpoints in Jefferson County and converted more than 42,000 (71,000 total) customers to monthly billing as part of the Advanced Metering Infrastructure initiative.
- Engaged with other utilities on a national level on learning best practices for water affordability. Created an internal Water Affordability working group to gather/analyze data and assess current programs. Louisville Water and Louisville MSD contributed a total of \$400,000 to the Louisville Water Foundation, which provides customer assistance funding across our service areas.
- Participated in the Louisville Equity in Contracting and Procurement Task Force,

continued to recruit and build capacity through various small business programs, and collaborated on supplier diversity outreach efforts.

 Developed an initial strategy to offer Billing Services to other entities and outlined technical, functional, and resource requirements to go to market.

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

- Established the Partner of the Year recognition award, given annually to an employee/team for their outstanding efforts on a project/program within the partnership. In 2022, Megan Hancock, Louisville Water's Director of Customer Service, and Bill Malcolm, One Water Director of Fleet Services, were honored with inaugural awards. Mayor Greg Fischer and Deputy Mayor Ellen Hesen were given Lifetime Partner awards for their dedication as waterutility advocates
- Initiated a cross functional workgroup to evaluate and proactively prepare for regulatory changes impacting the operations and management of both utilities

About the One Water Partnership

Launched in 2012, the One Water Partnership identifies key efficiencies between Louisville Water and Louisville MSD through shared processes, cooperative contracts, and shared labor. The One Water Board meets twice a year and includes members of both Louisville Water's Board of Water Works (BOWW) and Louisville MSD's Board of Directors as well as an executive member of Louisville Metro.

2022 Board members: JT Sims – Chair (Louisville MSD Board Member), William E. Summers, IV –

Vice-Chair (BOWW Member), Ellen Hesen (Deputy Mayor, Louisville Metro), Marita Willis (Louisville MSD Board Chair), Dr. Sharon Kerrick (BOWW Member), Carmen Moreno-Rivera (Louisville MSD Board Member).

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



2022 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
- IT shared software sourcing and Shared Data Center for **Disaster Recovery**
- Paving restoration
- **Key Access System**
- Waste disposal
- **Procurement sourcing** software
- HR ancillary benefits
- **Assetworks Fleet Focus** System
- **Payment Assistance** Contract
- One Water communications brochure
- **Billing Services Consultant**

Processes



· Concrete Interlocal agreement

Shared

- Fleet management system GPS (Global Positioning
- System)
- **Customer service** performance measures • Fleet performance
- measures Drops of KindnessSM

Program

Partnerships & Teamwork

- Water quality
- **Emergency Operations** Support
- **Louisville Water Foundation**
- · Memberships and training
- **Project management**
- **Development projects**
- **Government relations**
- Supplier Diversity Outreach
- MSD Credit Union
- · HR outreach efforts (job fairs, workforce collaboration, recruitment sources)
- **Water Equity Taskforce**
- Water affordability efforts
- **USWA Case Study**



- · Fleet Services (Director, Administrator)
- **Procurement (Chief Procurement Officer**)
- One Water (Chief Innovation Officer, Project Liaison Director)
- Communications (VP Strategic Communications)

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
- **Engineering Enterprise Program Management** Strategies







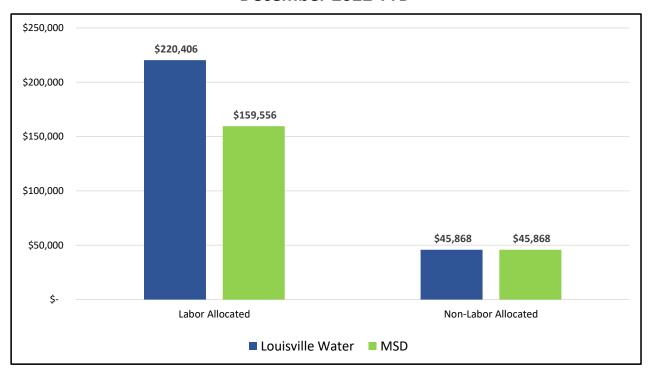








One Water Shared Service Expenses December 2022 YTD

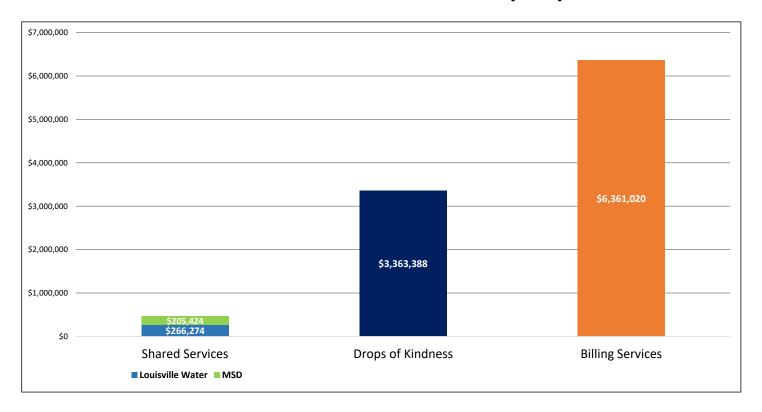


Labor Costs Allocated to LW		
MSD One Water Employees		Amount
Fleet Services Director	\$	83,537
Chief Innovation Officer		62,156
Fleet Services Administrator		46,333
Chief Procurement Officer		28,380
Total	\$	220,406
Non-Labor Costs Allocated to LW	/	
Shared Services		Amount
Backup Data Line for Cust Svc	\$	13,880
LAGIT Insurance		11,782
One Water Partnership Story		7,250
One Water Affordability Project		7,008
WEFTEC Conference & Expo		1,517
US Water Alliance Conference		1,266
AMWA Executive Mgmt. Conference		1,103
Greater Louisville Inc. Annual Meeting		725
NEUAC Conference		719
One Water Partner of the Year Awards		367
One Water Progress Executive Summary		221
Business Cards: Executive Director - One Water		30
Total	\$	45,868

Labor Costs Allocated to MSD		
LW One Water Employees	Amount	
Executive Director - One Water	\$	108,895
Vice President of Communications		29,451
Customer Service Director		21,210
Total	\$	159,556
Non-Labor Costs Allocated to MSI)	
Shared Services		Amount
Shared Services	Amount	
Backup Data Line for Cust Svc	\$	13,880
LAGIT Insurance		11,782
One Water Partnership Story		7,250
One Water Affordability Project		7,008
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Total 2022 One Water Partnership Impact



One Water Impact	
Shared Services	\$471,698
Drops of Kindness*	\$3,363,388 \$6,361,020
Billing Services	\$6,361,020
Total Impact	\$10,196,106

^{*}Includes \$268K from the Louisville Water Foundation