

**BOARD OF WATER WORKS  
REGULAR MEETING AGENDA  
MAY 23, 2023 11:00 A.M.  
LOUISVILLE WATER COMPANY HEADQUARTERS**

**I. MEETING MINUTES**

Approve the Minutes of the Annual and Regular Called Meetings held on April 18, 2023 and a Special Called Meeting held on May 19, 2023

**II. REPORT OF CHIEF EXECUTIVE OFFICER**

**III. NEW BUSINESS**

- A. 2022 Financial Audit Report
- B. Approve Contract for Oracle CC&B / C2M Licensing and Support
- C. Approve Unbudgeted Call Center Phone System and IVR Project
- D. Consider Prospective Litigation

**IV. COMMUNICATIONS**

- A. One Water Update

**V. OTHER OFFICERS' REPORTS**

- A. Financial
- B. Communication and Marketing
- C. Customer Service and Distribution Operations
- D. Engineering and Production Operations
- E. Human Resources
- F. Information Technology
- G. Legal

**VI. CLOSED SESSION**

**VII. EXECUTIVE SESSION**

**VIII. ADJOURN**

The next regular monthly meeting of the Board of Water Works will be held on June 20, 2023.