BOARD OF WATER WORKS REGULAR MEETING AGENDA NOVEMBER 20, 2018 11:00 A.M. LOUISVILLE WATER COMPANY HEADQUARTERS

		INCL
I.	MEETING MINUTES Approval of the Minutes of the Regular Called Meeting held October 23, 2018	1 - 13
1	• Approval of the Minutes of the Regular Caned Meeting field October 23, 2010	1 15
II.	REPORT OF THE CHIEF EXECUTIVE OFFICER	14 - 15
	SPECIAL ISSUESApprove Proposed 2019 Annual Operating and Capital BudgetAmendment to 2018 Budget	16 - 17 18
	COMMUNICATIONS Billing Services New Revenue Opportunities	19
V.	COMMITTEE REPORTS . Public Affairs and Customer Satisfaction Committee	20 - 22
	 OTHER OFFICERS' REPORTS Financial Communication and Marketing Customer Service and Distribution Operations Engineering and Production Operations Human Resources Information Technology Legal One Water Update 	23 - 32 33 - 34 35 - 37 38 - 40 41 42 43
VII.	CLOSED SESSION	

VIII. EXECUTIVE SESSION

IX. ADJOURN

The next Regular Meeting of the Board of Water Works will be held on December 18, 2018. The Audit Committee will hold a meeting on November 30, 2018. Both will be held in the Board Room at the Louisville Water Company, 550 South Third Street, Louisville.

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