

***Littleton Light and Water Departments
Board of Commissioners
Meeting Minutes***

April 3rd, 2024

I. Present for Meeting

Commissioners: Scott Larsen, Ivan Pagacik, Dick Taylor, Joe Knox, Melissa Hebert

General Manager: Nick Lawler

Staff: Sara Karr, Erica Rooks, Paul Denaro, Corey Godfrey, Dave Ketchen, Pat Laverty

Audience: Chris Briggs, Michael Vigeant

Meeting called to order: 6:00 PM

Meeting Adjourned: 7:30 PM, Motion by Commissioner Taylor, seconded by Commissioner Knox.

The Roll Call Vote: Pagacik – Yes, Taylor – Yes, Knox – Yes, Larsen – Yes, Hebert – Yes

II. General

1. Pledge of Allegiance
2. Approve minutes from March 6th, 2024, on a motion made by Commissioner Larsen and seconded by Commissioner Knox, the Board approved the minutes as amended from March 6th, 2024, The Vote: 5-0
3. Public Input – None
4. Great Blue Research
 - a. Michael Vigeant from GreatBlue Research came to present the finding from our Customer Service Satisfaction Survey.
 - b. LELWD received 957 completed surveys, and 95.5% of customers provided positive ratings for their overall satisfaction with LELWD.
 - c. Nearly all 94.8% of customers who had a recent interaction with LELWD were satisfied with their contact experience.
 - d. LELWD customers believe we are extremely transparent with what goes on within our utility.
 - e. Overall, over one-third of customers are aware that LELWD needs to achieve the statewide goal of reaching Net Zero greenhouse gas emissions by 2050. Further, over three-quarters of customers indicated they have "a great deal of trust" in LELWD's decision-making regarding the energy portfolio.
 - f. LELWD received over 80% positive ratings for four-out-of-five water characteristics (i.e. purity, clarity, quality of water, smell) and an 84.8% rating for overall quality of water.

III. Electric Light Department

1. FY23 Financials
 - a. The Board reviewed the 17% complete budget
 - b. Power Budget – Board reviewed, everything within range.
 - c. Capital Budget – Board reviewed, no major expenses.
 - d. Cash Report – Board reviewed.
 - e. Rate of Return – Board reviewed.

2. HER/HEAR

- a. Department of Energy Resources received federal funds which they will take and give out to utilities to create programs. The issue with this is that the DOER oversees these funds through regulations which we oppose. LELWD is working with the DOER through ENE to access these funds without regulation.
- b. Several Boxborough Sustainability Committee members signed onto the HER/HEAR bill and Boxborough does not realize the negative impact this will have on LELWD.
- c. LELWD received \$500,000 from DOE for us to build our own program to map out an rebate program.

3. Capital Project Update

- a. Hartwell Ave
 - i. Completed a 3-phase wire extension which will give us more added reliability.
- b. Boxborough Mass Ave
 - i. Will be starting the reconductor with the Hendriks 3-phase spacer cable.

IV. Water Department

1. FY23 Financials

- a. Budget – The Board reviewed 67% of the complete budget.
- b. Capital Budget – The Board reviewed.
- c. Cash Report – The Board reviewed.

2. Capital Project Updates

- a. Whitcomb Ave
 - i. All vessels in the plant are up and running
 - ii. Working on remaining punch list items
 - iii. Well cleaning at Whitcomb Ave is taking place and will be another 2 weeks until the wells are back online.
- b. Boxborough
 - i. Currently working through permitting issues.
 1. There is an endangered turtle population that has raised concern with the State. LWD performed a mini pump test to address these concerns and are waiting for the results.
 2. This is currently holding up other permitting approval.

3. Sanitary Survey

- a. DEP requires the sanitary survey for all public water systems every 3 years.
- b. The reason for the survey is to make sure that the utility is following the proper guidelines.
- c. LELWD had no violations.

4. Town Meeting Articles

- a. We had to make a few changes to the numbers but overall no major changes.

V. Sewer Department

1. FY23 Financials

- a. Budget – The Board reviewed 67% of the complete budget.
- b. Capital Budget – The Board reviewed.
- c. Cash Report – The Board reviewed.

2. Project Updates
 - a. Revoli construction will start back up in a few weeks.
 - b. Methuen to complete dewatering by the end of April.
 - c. Possibly schedule a Sewer Forum for May.

VI. General Manager

1. General Manager Update
 - a. April 18th Senior Lunch.
 - b. April 26th Senior Safety Talk with Council on Aging.
 - c. General Line Foreman Dave Lizotte last day was March 29th. We are working on his retirement party and Sara will keep you updated.
2. Next Meeting and Adjourn
 - a. May 22nd at 6:00pm