

Westfield Gas & Electric Municipal Light Board Regular Meeting Minutes May 4, 2022



Location: Gas & Electric Operations Center, 40 Turnpike Industrial Rd. Conference Room, Westfield, MA

The meeting was called to order at 7:00 p.m.

I. Call to Order

II. Chairman Roman stated that this meeting of the Municipal Light Board is being electronically recorded in both video and audio by the Municipal Light Board. As stated in the WG+E MLB Video Policy the recording will be available on the WG+E website within one week. Is anyone, other than the Municipal Light Board, recording the meeting and if so state whether it is an audio or video recording and whether the recording is being live streamed. Peter Currier of the Westfield News, who was in attendance remotely, indicated he was not recording.

III. ROLL CALL was taken as follows:

Present:

Ward #6 Commissioner, Robert C. Sacco (remote)
Appointed Commissioner, A. Edward Roman
Ward #1 Commissioner, Kevin M. Kelleher
Ward #2 Commissioner, Ray Rivera
Ward #3 Commissioner, Dawn Renaudette
Ward #4 Commissioner, Francis L. Liptak
Ward #5 Commissioner, Joseph B. Mitchell

Present: 7 Absent: 0

IV. PLEDGE OF ALLEGIANCE

V. READING OF THE RECORD OF:

On motion by Commissioner Rivera, seconded by Commissioner Mitchell, it was unanimously;

VOTED: To accept the minutes of the April 12, 2022, Regular Session Meeting of the Municipal Light Board as presented.

VOTED: To accept the minutes of the April 12, 2022, Executive Session Meeting of the Municipal Light Board as presented, but not release to the public at this time.

VI. PUBLIC PARTICIPATION: None

VII. COMMUNICATIONS RECEIVED BY GAS AND ELECTRIC:

- a) **Acknowledgement- Munger Hill School- Temperance Freeman-** Thank you card was received from Temperance Freeman a 2nd grade student at Munger Hill School for contributing to the Big Tree Project.
- b) **Acknowledgment- MHA-** Kimberly Lee of MHA sent a note of thanks for Westfield Gas +Electric/Whip City Fiber sponsorship for their annual Wellness Classic golf tournament.
- c) **Customer Compliment- 1029 Granville Rd-** Customer located at 1029 Granville Rd reached out to customer service to pass along praise to Utility Service Technician, Mike Sears who was very kind, helpful during a service call at her home.
- d) **Customer Compliment- 104 Lawton Ave-** Robert Filipek of 101 Lawton Ave filled out a Customer Satisfaction Inquiry Form describing excellent customer service from Customer Service Representative, Renee Chechile who was extremely pleasant and helpful.
- e) **Customer Compliment- 679 Montgomery Rd-** Customer located at 679 Montgomery Rd, was extremely happy with IT Support Technician, Kenny Schabowski resolving the connection issues on her laptop.

VIII. REPORTS FROM THE GAS & ELECTRIC

A. Action Required Items

a) **Presentation: Payroll Manager and Account Analyst**

i. **Transition of Billing/Collections and Accounts Payable/Payroll**

Christine Tougas, Payroll Manager and Account Analyst gave a brief overview on the transition of the Business Office Specialists model transitioning away from the Customer Service model, the business office specialties include payroll, accounts payable, billing, collections, reporting data collection. The Business Office Specialist Series is comprised of three levels listed below:

- Entry level- Business Office Representative
- Mid-level-Business Office Specialist
- Senior-level- Sr. Business Office Specialist

Christine explained the benefits of transitioning to Business Office Specialists better reflects the tasks and duties of the positions, allows for cross- training opportunities for business continuity, creates a pathway for professional growth.

b) **State Sales Tax Audit**- Jay Kline, Director of Finance and Energy Supply briefly highlighted the State Sales Tax Audit provided by Customer Accounts and Credit Manager, Arlene Paton. The report provided the General Manager and the Board with an update on WG+E's State tax exemption process for commercial accounts and the continuous monitoring of those commercial accounts.

c) **Gas and Electric Price Projections for the City** - The General Manager gave a brief overview to the Board on a recent meeting with the General Manager, Mayor McCabe, Superintendent of Schools, Stefan Czapowski and other City department heads on the gas and electric price projections forecasted for the school department and the city, communications will be ongoing with respect to the gas and electric price projections.

d) **Energy Supply Update**- The General Manager gave an update to the Board on behalf of the Energy Supply department on the summer peak power prices in 2022 as compared to last year's prices.

e) **Energy Stabilization Funds Quarterly Report**- Jay Kline, Director of Finance and Energy Supply provided a brief overview to the Board of the Energy Stabilization Funds Quarterly update as provided in the report from Financial Reporting Manager, Jamie Naughton.

- f) **Monthly Finance Reports** – Jay Kline, Director of Finance and Energy Supply gave a monthly overview of the finance report to the Board as presented.
- g) **WG+E and City of Westfield Inspection Process-** Caitrin Ferriter, Director of Customer Service and Sales provided information on Westfield Gas + Electric and City of Westfield Inspection Process. Ms. Ferriter explained in previous years there was a disconnect with WG+E and City of Westfield inspection process of electric and gas service due largely in part with the tools that were used. Ms. Ferriter proposed a new process utilizing a mobile application, Spry Mobile currently used by WG+E that manages work orders to better communicate the inspection process together with Superintendent of Buildings, Carissa Lisee, Gas Inspector, Dan Pease and Electrical Inspector, Mike Jasmin. The building department agreed to use the Spry Mobile Application on the (3) iPads and Verizon cell that WG+E provided. Ms. Ferriter was pleased to say the implementation has been beneficial on WG+E, City of Westfield, contractor, and customer experience thus far.
- h) **Emergency Response Field Drill-** Mike Lee, Director of Operations reported to the Board the Emergency Response Field Drills are exercised to ensure for the best response and recovery in the case of emergencies and catastrophic events. Tabletop drills and field exercises are one part of this preparation. At the last table-top, members of the Westfield Local Emergency Planning Committee (WLEPC), including fire, police, and dispatch were all in attendance. All parties expressed interest in participating in a future full-scale field drill. On April 19, 2022 a plan was developed to incorporate the City's multi-department needs in a drill. Westfield Gas + Electric hired NorthStar Advisory to oversee the exercise and to provide an after-action report based on their observations during the drill.

B. Informational Items

- a) **Utility Issues-** as presented.
- b) **Utility News-** as presented.
- c) **Utility Courses Update-** as presented.

IX. OLD BUSINESS:

X. NEW BUSINESS:

a) **Proposed start time for Municipal Light Board meeting-** The Board agreed to a new proposed start time of 6:30 p.m. for the Municipal Light Board meeting. The new proposed time will be implemented at the next Municipal Light Board meeting on Wednesday, June 1st, 2022.

On a motion by Chairman Roman it was unanimously;

VOTED: to accept the proposed start time of 6:30p.m for the Municipal Light Board meeting effective immediately.

Sacco	"aye"
Roman	"aye"
Kelleher	"aye"
Rivera	"aye"
Renaudette	"aye"
Liptak	"aye"
Mitchell	"aye"

Motion passed 7-0	0-absent
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XI. EXECUTIVE SESSION:

On a motion made by Commissioner Mitchell, seconded by Commissioner Renaudette and on the basis of roll call it was:

VOTED: To adjourn the regular meeting of the Municipal Light Board meeting and enter into executive session for the purpose of discussing trade secrets and competitively sensitive information and not to reconvene the Regular Session after adjournment from Executive Session

Sacco	"aye"
Roman	"aye"
Kelleher	"aye"
Rivera	"aye"
Renaudette	"aye"
Liptak	"aye"
Mitchell	"aye"

Motion passed 7-0 0-absent

Chairman Roman stated that the Municipal Light Board would be entering into executive session for the purpose of discussing trade secrets and competitively sensitive information or other proprietary information and would not reconvene the Regular Session after adjournment from Executive Session.

XII. ADJOURNMENT

On the motion of made by Commissioner Mitchell, seconded by Commissioner Renaudette it was unanimously:

VOTED: To adjourn the regular meeting of the Municipal Light Board meeting. Chairman Roman declared the regular session portion of the meeting adjourned at 8:12 p.m.

A TRUE RECORD.

Attest: 

A. Edward Roman, Chairman

	Documents Presented at REGULAR SESSION May 4, 2022 Meeting		
Municipal Light Board Regular Session Meeting Minutes — May 4, 2022			
Municipal Light Board Executive Session Meeting Minutes — May 4, 2022			
Acknowledgement- Munger Hill School			
Acknowledgement- MHA			
Customer Compliment- 1029 Granville Rd			
Customer Compliment- 104 Lawton Ave			
Customer Compliment-679 Montgomery Rd			
State Sales Tax Audit	Arlene Paton, Customer Accounts and Credit Manager	5/4/2022	Communications/Customer Service/Community Affairs- State Tax Exemptions CCA-2.5
Gas and Electric Price Projections for the City	Jamie Naughton, Financial Reporting Manager	5/4/2022	
Energy Stabilization Funds Quarterly Report	Michael S. Lee, Director of Operations	5/4/2022	Facilities, Information Brief AO-6.1
Monthly Financial Reports	T. Fouche, Accounting Manager	5/4/2022	Financial Notes Monthly Financial Statements F-2.5
WG+E And City of Westfield Inspection Process	Caitrin Ferriter, Director of Customer Service and Sales	5/4/2022	Communications Communications/Customer Service
Emergency Response Field Drill	Michael S. Lee, Director of Operations	5/4/2022	Regulatory/Legislative Relations; Emergency Response Planning Information Brief RGA-1.8: AO-4.3
Utility News/Pulse Line	Leanne Cloutier, Executive Administrative Assistant	5/4/2022	Communications/Customer Service/Community Affairs Media Relations - CCA-1.6
Utility Course Update 2021 Seminars/Workshops	Robin Krok, HR Coordinator/Records Manager	5/4/2022	Administration and Organization WG+E Training & Development, AO-3.6