



MEMORANDUM

DATE: August 18, 2017

TO: Daniel Duchniak, PE

FROM: Donna Scholl, CPA

RE: Organization Chart

In anticipation of my departure in January, and per your request, I have examined the Organization's structure to look for opportunities to streamline how we operate.

As you know, after my initial evaluation, the entire management team brainstormed several configurations. Additionally, we researched structures from other organizations and discreetly tested the skills of staff members who may assume different roles. Our work over the last two months produced the attached organization chart.

There are four changes for the Commission to consider.

- The functions of meter reading and installation have been moved from Operations to Administration. This relationship is present in several Utilities in our region. Meters exist to support the billing process, and many of our customer service calls relate to metering. Moving meter reading and installation to Administration is intended to capitalize on these existing relationships. One service tech will be affected by the move. The change is budget neutral.
- Meter testing has been moved to Technical Services. This move addresses a number of changes at the Utility. The reductions in staff have placed pressure on our ability to inspect main as it is being installed. This is seasonal work and does not require a full time position. Additionally, the PSC mandated meter replacements are ahead of schedule, resulting in less work for the service techs. By moving one service tech to Technical Services we can meet the seasonal inspection needs, yet maintain the staffing necessary to perform the testing when required. The tech that we anticipate moving has construction experience, and recently successfully

filled in on an inspection job when staffing was tight. The change is budget neutral.

- The Locating Technician (for Digger's Hotline) has been moved to Technical Services. Locating our underground facilities requires information from the Geographical Information System (GIS). GIS is currently maintained by staff in Technical Services. Furthermore, there is a desire to cross train the GIS Specialist to locate. The move is intended to capitalize on these existing relationships. The change is budget neutral.
- Establish the position of Supervisor-in-Training. It is likely that one of the Supervisors in Operations will be retiring in 2019. There are several internal candidates who, with some training, will be qualified to assume the role.

The Supervisor in Training would continue to perform many of their existing tasks. However, during the slower periods, the Utility could train the future supervisor in areas that they are unfamiliar with, e.g. GIS, cost accounting, supervisory skills.

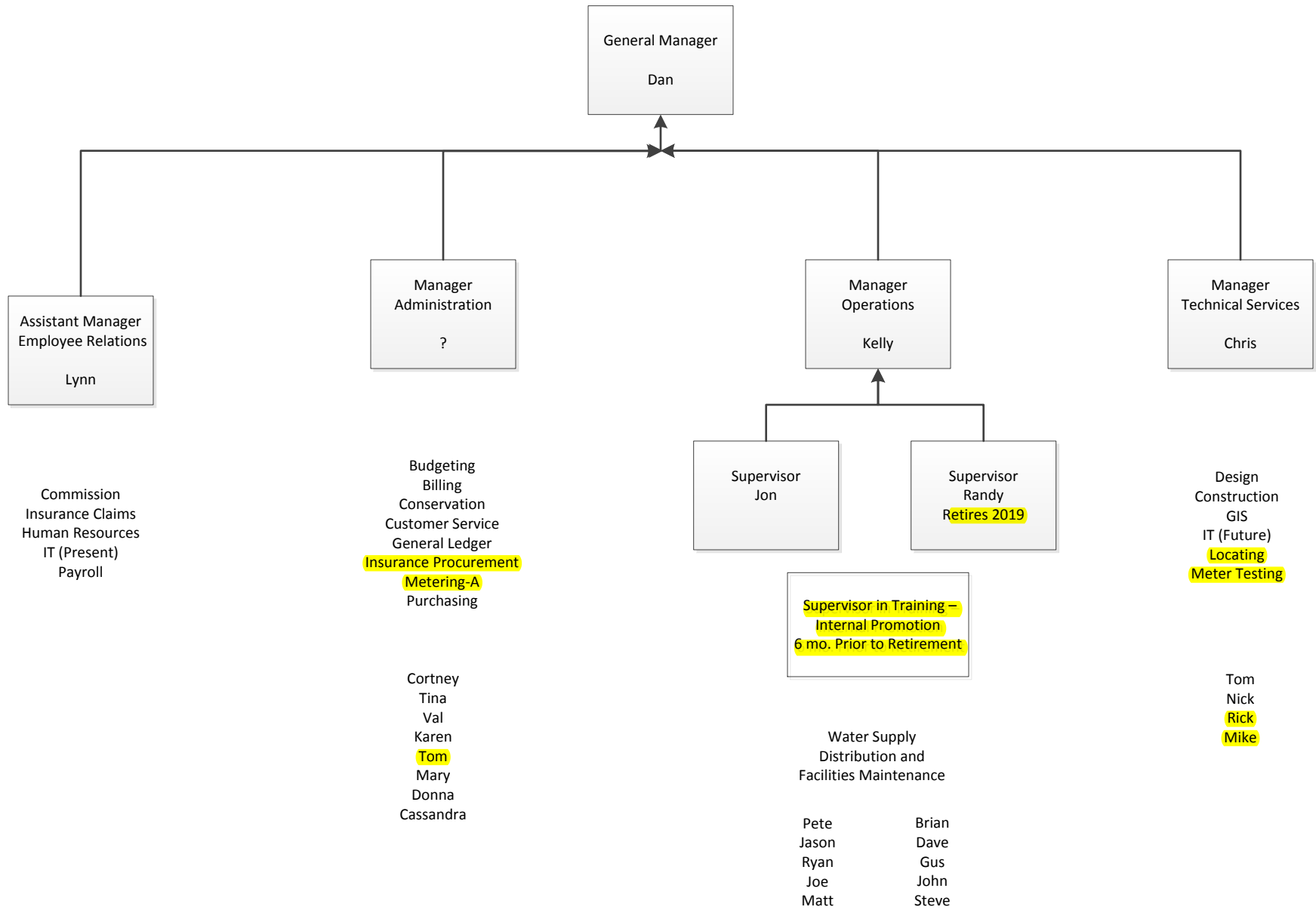
I anticipate that the promotion to Supervisor-in-Training would come with an increase that is similar to that of a solid performer; approximately \$0.75 per hour. When the promotion to supervisor occurs, this position would not be filled until another supervisor chooses to leave.

We can also inform the Commission that the vacant Technical Services Manager position was filled via internal promotion effective August 15th. The position has been vacant for five months. The Manager of Operations has been doing double duty since a retirement. In preparation for the budget it was time to fill the position. Chris Walters, the Utility Engineer has been engaged in management development activities for about 18 months and, under your guidance is ready to assume the role. The change will result in an increase for the incumbent. Yet, because there is currently a vacant position in operations, the move will be budget neutral.

Although I will present the chart at the meeting, the entire management team will be available to answer questions.

Recommended Motion: Move to approve as presented.

WWU Proposed Organization Chart



A – 7/20 Email re: responsibilities