



Utilities Advisory Board Regular Meeting Minutes

October 16, 2024 at 8:00 AM

City Hall Commission Chambers
401 S. Park Avenue

Present

Kathryn Sutton, Michael Poole, Paul Conway, Mary Dipboye

Absent

Paul W. Smith Jr., Leon Huffman

Staff Present

Director of Water and Wastewater Utilities David Zusi, Electric Director Jaime England, Electric Utility Operations Manager Miguel Cruz, Director of Finance Wes Hamil, Director of Communications Clarissa Howard

1. Call to Order

Michael Poole called the meeting to order at 8:07 a.m.

2. Discussion Items

a. Water and Wastewater Strategic Plan

- Introductions
- Industry and Regional Trend Review
- Stakeholder Input Overview
- Strategic Framework Review
- Next Steps and Parting Thoughts

Catherine Carter and Tristan Townsend of Raftelis, a utilities consulting firm were introduced and presented the study results to UAB. The following points were reviewed: Industry and Regional Trends; Stakeholder Input Overview; Strategic Framework; Next Steps and Parting Thoughts.

Board members commented on a number of trends: GIS/ lead and copper lines; Customers per capita; The difficulty in attracting employees; Using the AMI system and encompassing Smart City technology/cybersecurity; Improving the customer experience; Financial considerations; Increased risk profile - natural or man-made disasters.

Board members were presented and reviewed the following: Strengths, Opportunities, Vision, Mission and Values.

The following Strategic Priorities were discussed: Workforce Development - succession

planning; Customer relationships - the need to be more proactive; Communication outreach; Operational Optimization - adding AI at the city level before the utility level.

Next Steps and Parting Thoughts - Work Session on 10/31 for 30 to 45 minutes

3. Adjournment

The meeting adjourned at 11:03 a.m.

/s/ Bahiyyah Layton, Board Coordinator