

“So, You Have Become a Board Member”

- Overview/Introduction
 - Why are there Boards?
 - Value of being a Board Member
 - The three “T’s”-time, talent & treasure
 - Impact of a Board and its members
- Role of a Board Member
 - Your “Job Description”
 - Your Time Commitment
 - Honoring Your Position & Other Board Members
 - Personal Satisfaction on being a Board Member
 - Position your Utility for the Future
- Mission & Values
 - What is Mission & Values?
 - What is the Mission of the organization you represent?
 - What are the Values of the Organization you represent?
 - Holding the Mission as a Board Member
 - Championing the Values as a Board Member
- Charters & Bi-Laws
 - Charters
 - Creating the organization
 - By-Laws
 - Structure & Governance
 - Utilizing Fully to Guide the Organization
- Board Responsibilities (Overview)
 - Fiscal Responsibilities
 - Management S/O/M Position
 - Emergency Response Plans
 - Legal Responsibilities
 - Decision Making
 - Committee & Task Forces
 - Social Media and Communications Protocol
- PUC Governance & Regulatory Agencies
 - Knowledge and understanding of the
 - Public Utilities Commission
 - Maine CDC Drinking Water Division
 - Maine Department of Environmental Protection
 - Understanding Legislators and Legislation
- Close
 - Prep for next session

“Walking The Tight Rope”

- Duties & Responsibilities of Board Members Vs. Superintendent/President
 - Leaving role of Manager behind & stepping into role of Board Member
 - Superintendent/President is Boards ONLY employee
 - What is Update to Board vs Decision Needed?
 - Clarity on Board “Job Description”
 - Hiring, Evaluating, Compensating, Terminating S/O/M
 - Methods used and results of organization
 - Clarity on S/O/M Job Description
 - Develop and carry out the methods
 - Evaluates and supervise the staff
 - Chain of Command
 - Organization Charts
 - Who attends Board Meetings?
 - Power of the Trustees/Honoring the Organization
 - How to work with your S/O/M
- Conducting Meetings
 - Chair
 - Vice-Chair
 - Secretary
 - Treasurer
 - Officer Term Limits
 - Roberts Rules of Order & Meeting Time Management
 - Committee & Task Forces
- Productive Meetings
 - Preparation
 - Input
 - Roberts Rules of Order
 - Parliamentary Procedure
 - Consensus
 - Self-defined
 - Understand and Utilize Decision Making Process
- Committees and Task Forces
 - Review responsibilities of committees and taskforces
 - Utilizing Experts
- Executive Sessions
 - A meeting that visitors and the media are excluded from. There must be an open session before and after the executive session.
 - Personnel matters
 - Matters privileged in the client attorney relationship
 - Preliminary discussion regarding the acquisition of real property
- Retreats & Annual Meetings
- Close

“Human Resources & Ethics”

- Nuts & Bolts of a Board Meeting
 - Purpose of a Board Meeting
 - Attendance of members
 - Responsibility after the meetings
- Legal Considerations & Confidentiality
 - Legal Responsibilities
 - Carry out rules and regulations
 - Ensure compliance
 - Federal, State, Local
 - Conduct business only as a board
 - Create, record, maintain, and make all records, minutes, and notices available
- Legal Quorum
 - Know the quorum needed by your board to transact business
 - Deal with chronic problems assembling a quorum
 - Persuasion and peer pressure
 - Possible involuntary resignation of non-participating members
 - Liabilities.
 - SDWA (Safe Drinking Water Act)
 - SARA/Title III
 - Sunshine Laws
 - Prior notification of meetings
 - Public’s right to records and minutes
 - Public’s right to attend all meetings except an executive session
 - Prohibition on private meetings
- Human Resources & Compliance
 - EEO (Equal Employment Opportunity)
 - OSHA (Occupational Safety and Health Act)
 - ADA (Americans with Disabilities Act) –
 - FLSA (Fair Labor Standards Act) –
 - FMLA (Family Leave Act) –
 - Diversity & Inclusion
- General Public Communications & Dealing with the Media
 - Communications-two points of contact, Manager & Chair of the Board
 - Dealing with the Media
 - Expectations of public entities
 - Steps to a Positive Image
 - Validate your story
 - Make a game plan with all staff (not just the S/O/M)
 - Customer Complaints
- Crisis Communication
 - Pre-plan/Disaster Recovery
 - Message, Communication Roles, Spokesperson
 - Inform the Employees, Customers, Public

Close

“Operations & Finance”

- Fiscal/Fiduciary Responsibilities
 - To exercise rights and powers for, and on behalf of others
 - Ensure system receives records, and spends funds in accordance with modern standards
 - Assure system revenue covers operations, debts, and reserves
- Understanding of Budgets, Operations & Rates
 - Budgets
 - Compare mission against operation and capital budgets
 - See if expenditures get wanted results
 - Make sure funds are spent proportionately in different budgets
 - Compare revenues vs expenditures on operation, debt, and reserves
 - Monitor performance of bill payment, unsold water, production costs, etc.
 - Determine type of budget appropriate for business
 - Operations
 - Capital
 - Reserves
 - Contingency budgets
- Audits
 - A certified, annual, financial examination of accounts.
 - Water loss audits
 - Electrical audits
 - Delinquent account trends
 - Compliance records
 - Physical components
- Monthly statistics
 - a. Actual revenue
 - b. Expenditures vs budgets
 - c. % Of unsold water
 - d. Cost of production vs revenue received
 - e. Delinquent accounts
- Understanding Proposals & Purchases
 - Review Present Proposal Forms
 - Determine what Board needs and wants in a proposal
 - Determine process to expand, accept or decline proposals
 - Review Present Purchase Forms
 - Determine what Board involvement in purchases
- Emergencies
 - Create a Disaster Recovery Plan