

e Narragansett Bay Commission
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Vincent J. Mesolella
Chairman

Raymond J. Marshall, P.E.
Executive Director



OFFICIAL MINUTES OF:

Meeting of:	Personnel Committee Meeting
Date:	September 29, 2015
Time:	9:45 a.m.

MEMBERS PRESENT:

Bruce Campbell, Committee Chairman
Michelle DeRoche
Vincent Mesolella, NBC Chairman
John MacQueen
Al Montanari
Angelo Rotella

MEMBERS ABSENT:

STAFF AND GUESTS PRESENT:

Raymond Marshall, NBC Executive Director	Cecille Antonelli, NBC
Tom Uva, NBC	Gail Degnan, NBC
Paul Nordstrom, NBC	Sherri Arnold, NBC
Deborah Samson, NBC	Karen Giebink, NBC
Rich Bernier, NBC	Kyle J. Connors, Hague, Sahady, & Co., P.C.
Diane Buerger, NBC	Karen Musumeci, NBC
Jennifer Harrington, NBC	David Pratt Word, The Angell Pension Group, Inc.
Brenda Smith, NBC	Mike Stuard, NBC
Joanne Maceroni, NBC	

1. Call to Order

Committee Chairman Campbell recognizing that a quorum was present called the September 29, 2015 Personnel Committee Meeting to order at 9:58 a.m.

2. Approval of Minutes – June 23, 2015

Chairman Campbell asked for a motion to approve the minutes of the June 23, 2015 Personnel Committee meeting as written. Commissioner Montanari moved to approve the minutes of the June 23, 2015 Personnel Committee meeting, Commissioner MacQueen seconded the motion. The vote taken by the Personnel Committee was unanimous. The motion carried.

3. Items for Action

A. Amendments to the Organizational Plan-Positions in the FY2016 Operating Budget With Title or Pay Grade Changes

Mr. Marshall stated that in accordance with Article 27, Section 27.1 of the Collective Bargaining Agreement (CBA) a union employee requested reclassification/upgrading. An outside firm is responsible for conducting the procedure; amending job descriptions to reflect the current duties and responsibilities; and evaluating and recommending the appropriate compensation level for the revised position.

Based on the level of work being performed, it was determined that our Assistant Electronics & Instrumentation (E&I) Technician Clerk (grade U4) at Field's Point should be reclassified as an Electronics & Instrumentation (E&I) Technician (grade U5). The incumbent will be moved into the appropriate step within the new grade.

In accordance with the CBA, the salary adjustment will be retroactive to the first pay period following the beginning of the reclassification/upgrading procedure.

We have sufficient funds in the FY'16 operating budget to support this change and request the Committee's approval of this change.

Commissioner MacQueen made a motion to approve the Amendments to the Organizational Plan. Commissioner Montanari seconded the motion and the vote taken by the Personnel Committee was unanimous. The motion carried.

Mr. Marshall advised that based on a review of the roles and responsibilities in the Customer Service section the following modifications to the Customer Service organization chart are recommended:

1. Change the grade of the Assistant Billing Supervisor position from a Grade 7 to a Grade 8. This position reports to the Billing Supervisor and is now responsible for ensuring the timely and accurate loading of meter readings, monthly bill calculation and file transmission, bill printing and mailing. The incumbent has also taken on an increased role in supervising the critical and high volume cash and electronic customer payment processing functions. The position is also the lead contact for NBC's largest customers that have numerous accounts.
2. Change the grade of the Collections Supervisor from a Grade 8 to a Grade 9. This position strategizes and prioritizes the collection activity of the Customer Service section in consultation with the Customer Service Manager. The responsibilities of the position now include directing and managing all aspects of the highly effective water shut-off program, establishment of budgets and collection calls, and lien sale account selection. The position is also NBC's liaison with the Division of Public Utilities and Carriers (DPUC) with respect to customers that are in the collection process and have requested that the DPUC intercede.

3. Change the grade of the Customer Research Supervisor from a Grade 8 to a Grade 9. This position's responsibilities have evolved to include liaison activities with the seven different water suppliers that provide meter reading and water shut-off services for NBC, the various cities and towns in the service area to verify existing and determine new accounts, and NBC's legal department regarding lien sale accounts. The position is also responsible for managing the abatement program, the customer dispute resolution program, and meter reading of large and/or difficult to access accounts. The position manages the physical posting of accounts for water shut-offs and lien sale, and is also critical to the handling of difficult customers.
4. Reallocate a Customer Service Representative Position (grade U4) to a Customer Service Representative Position – Fiscal Clerk Position (grade U5). Additional support of the customer payment function is required to assist with the large volume of customer payments processed on-site, remote deposits, processing of mail, electronic payments, and the research activities associated with the decision module for the posting of payments.

Mr. Marshall advised that there is sufficient funding in the current operating budget to support these changes.

Commissioner Rotella made a motion to approve the Amendments to the Organizational Plan. Commissioner Montanari seconded the motion and the vote taken by the Personnel Committee was unanimous. The motion carried.

4. Other Business

There was no other business to report.

5. Adjournment

A motion to adjourn was made by Commissioner MacQueen seconded by NBC Chairman Mesolella and the Personnel Committee meeting adjourned at 10:06 a.m.

Respectfully submitted,



Raymond J. Marshall, P.E.

Executive Director/Secretary