

BOARD OF DIRECTORS [REMOTE] REGULAR MEETING MINUTES – 6:00 P.M. APRIL 21, 2020

Board of Directors - Members Present via Zoom:

Kevin Williams President

Paul Gornick Secretary/Vice President

Mark Knudson Treasurer
Susan Keil Director
Ginny Van Loo Director

Oak Lodge Water Services Staff – Present via Zoom:

Sarah Jo Chaplen General Manager Laural Casey District Recorder Jason Rice District Engineer

Aleah Binkowski-Burk Human Resources and Payroll Manager

David Mendenhall Plant Superintendent
Todd Knapp Field Operations Manager
Brad Lyon Field Operations Supervisor

Visitors and Consultants - Present via Zoom:

Rob Moody
Tommy Brooks
Laura Westmeyer
Chris Duckworth

Merina & Company, LLP
Cable Huston, LLP
CDR Labor Law, LLC

Tory Wagoner Cavanaugh & Associates, P.A. Scott Duren Water Systems Consulting, Inc.

1. Call to Order & Meeting Facilitation Protocols

President Williams called the meeting to order at 6:02 p.m.

General Manager Chaplen welcomed everyone and asked District Recorder Casey to facilitate a roll call. District Recorder Casey facilitated the roll call of Board members, staff, and consultants; confirming a Board quorum.

General Manager Chaplen overviewed the general protocols of a virtual meeting due to the current COVID-19 pandemic.

2. Call for Public Comment

President Williams asked District Recorder Casey if there were any members of the public in attendance. District Recorder Casey confirmed that there were eight attendees and asked if any members of the public would like to speak.

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Neil Schulman, Executive Director for the North Clackamas Watershed Council introduced himself but did not have any comments to make.

The other members of the public in attendance did not identify themselves.

President Williams reserved the right for members of the public to speak at the end of the meeting.

3. Consent Agenda

- March 2020 Financial Report
- March 17, 2020 Board Regular Meeting Minutes
- March 26, 2020 Board Regular Meeting Minutes

Secretary/Vice President Gornick moved to accept the Consent Agenda with changes. Treasurer Knudson seconded. President Williams asked District Recorder Casey to conduct a roll call vote. Voting Aye: President Williams; Secretary/Vice President Gornick; Treasurer Knudson: Directors Keil and Van Loo.

MOTION CARRIED

Secretary/Vice President Gornick commented that most of the funds in the Monthly Financial Report seem to be below seventy-five percent noting that it was good.

Director Keil noted that overtime was overbudget on the Monthly Financial Report. Financial Consultant Moody explained that the administrative assistant staff have been accruing overtime due to the need for more COVID-19 related customer support.

Director Keil inquired about Wastewater Reclamation Department (Wastewater Plant)
Contracted Services. Financial Consultant Moody identified this line as one that was grossly underbudgeted. Director Keil asked if the line was being used for contract assistance. Plant Operations Manager Mendenhall explained that the line covered laboratory testing, as well as instrumentation and calibration services. Financial Consultant Moody added that these expenses had been previously accounted for under Materials and Services but are now correctly placed under Contracted Services.

Director Keil asked what Miscellaneous Revenues were in the Monthly Financial Roll-Up. Financial Consultant Moody explained the various situations that revenue would not be accounted for in one of the other lines, noting that he would need to do some research before providing the actual sources. Director Keil inquired where cell phone tower revenue is in Revenue. Financial Consultant Moody replied that it is accounted for in Rents and Leases.

Director Van Loo inquired as to the tracking of new customers in the Low-Income Program during the COVID-19 pandemic. Financial Consultant Moody confirmed that detailed records are kept on program applicants and that a Customer Emergency Assistance Program would be presented later in the meeting to aid customers who do not qualify for the Low-Income Program.

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Director Keil noted a change to the March 26, 2020 minutes stating that the sentence on page three should read, "Director Keil commented that *the absence of* split control is what results in process inaccuracy." District Recorder Casey noted the change.

4. Non-Revenue Water Audit Update - Phase III & IV

General Manager Chaplen overviewed the various reports that would be discussed regarding the Non-Revenue Water Audit and introduced Consultant Tory Wagoner.

Consultant Wagoner overviewed the various aspects of non-revenue water and the importance of a water balance.

Secretary/Vice President Gornick inquired if the water storage accounted for any of the apparent water loss. Consultant Wagoner confirmed and explained "ready for consumption water" and ways the apparent water loss is accounted for.

Consultant Wagoner overviewed the Management of Non-Revenue Water Program noting that the goal is not to save every drop of water, but instead optimize the system volumes and values to allow the fairest rates to the ratepayer.

Director Keil asked if the water loss profile had been completed. Consultant Wagoner confirmed that the profile had been created and explained the natural movement currently occurring between the volumes of water loss.

Consultant Wagoner detailed the Economic Gap Analysis and explained intervention recommendations noting how they shape the path toward the economic target. Consultant Wagoner stated that the highest volume of water will be saved in the Real Loss Category.

Treasurer Knudson noted the assumptions that must be made to achieve progress. Consultant Wagoner confirmed and spoke to the successful data collection and testing thus far in the process.

Director Keil inquired if the testing had found whether water loss had been found in the billing system. Consultant Wagoner outlined the continued evaluation of the water meters and how that data is filtered into the billing system before being calculated. He noted recoverable volume in the billing system. Director Keil asked if there was an inability to accurately calculate the water volume registered by the meter. Consultant Wagoner and Director Keil discussed that while the meters are not accurate one hundred percent of the time, if the correct meter size and rate code are in the billing software, then the majority of customers are being billed correctly. Financial Consultant Moody confirmed billing verification efforts are under way.

Consultant Wagoner overviewed volumes and values of the existing water loss and the economic target. He detailed the operational performance indicators noting the District is three times the unavoidable level of water loss and the economic target is to be about 1.2 percent above.

Secretary/Vice President Gornick asked what percent of revenue is based on commercial

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customers versus residential customers. Financial Consultant Moody answered that the range is about thirty-five percent commercial and sixty-five percent residential. Secretary/Vice President Gornick verified the numbers to be percentage of revenue versus number of customers. Financial Consultant Moody confirmed.

Consultant Wagoner overviewed program components that have been completed and are in progress, commending staff on completing so much work. He discussed the unbilled authorized consumption tracking through billing and metering awareness. Consultant Wagoner also spoke to real loss management and boundary integrity as well as long term awareness, zoning, and pressure management. He overviewed the implementation plan noting staff ability, District resources, and infrastructure age as elements to account for.

Secretary/Vice President Gornick inquired if the pressure management issues were related to the infrastructure in the lower areas of the District where higher pressure may result in greater leakage. Consultant Wagoner spoke to case studies concluding the reduction of pressure directly correlated to a reduction of water loss in volume and through breaks. Consultant Wagoner discussed zoning options for newer infrastructure.

Secretary/Vice President Gornick asked about District Metered Areas (DMA). Consultant Wagoner confirmed the primary deterrent to creating redundancy for flow is actual value gained noting that each system is different and takes a specialized approach. Secretary/Vice President Gornick inquired whether a DMA is considered more accurate than acoustic leak detection. Consultant Wagoner replied that both are leak awareness tools and noted that a DMA provides a more immediate alert to water loss.

Treasurer Knudson noted the value in building baseline awareness of testing results while the meters are new. Consultant Wagoner agreed and outlined the options for starting early testing.

Treasurer Knudson inquired how theft or unauthorized consumption is identified if it is not blatant. Consultant Wagoner agreed that it is difficult and overviewed best practices noting that the best deterrent is to prosecute upon discovery.

Director Keil asked why testing of the easily testable meters would not start immediately. Consultant Wagoner outlined the resources needed and the prioritization of projects that has occurred.

Director Keil inquired if the District was currently acoustic testing. Field Operations Manager Knapp confirmed that the process is completed every few years by District staff. Director Keil asked why it is not currently being used to find areas of non-revenue water. General Manager Chaplen explained that the current focus has been on matching meter data with the billing system and that Consultant Wagoner has indicated leak detection is the next area to focus staff efforts once verification has been completed.

President Williams noted the amount of money that could be recovered from non-revenue water could dedicate an entire full-time employee to cost recovery testing. Consultant Wagoner cautioned against using the value of the non-revenue water as an economic value and

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overviewed the general process of identifying leakage and its natural progression to maintenance.

Director Keil inquired if acoustic testing can detect the difference between large and small leaks. Field Operations Manager Knapp confirmed. Consultant Wagoner added that using the leak detection equipment is an art and having staff who know how to use the equipment is an asset to the District. Director Keil asked how large of an area is tested when using the acoustic equipment. Field Operations Manager Knapp stated the entire system was completed about three years ago in just over a year.

Consultant Wagoner concluded his presentation and invited further questions via email.

5. Consideration of Declaration of State of Emergency Extension

General Manager Chaplen overviewed past board action and discussion regarding the current State of Emergency and recommended extending the effective end date of the Declaration of State of Emergency.

President Williams noted the State of Oregon's plan to reopen in late May. Secretary/Vice President Gornick commented that the Board of Directors meeting in June is on the 16th and extending the Declaration for two months would only be about two weeks after the projected State plan. Treasurer Knudson believed that the District would be better served by the extending the effective end date to the May Board meeting because a further extension is possible at that time. Director Keil agreed. Director Van Loo stated that the Declaration should be extended until June.

President Williams invited a motion. Director Keil moved to extend the Declaration of State of Emergency to the next board meeting and consider at that time to further extend it if needed. Secretary/Vice President clarified that the motion is to approve the Addendum No. 1 to the Declaration and that the Board meeting in May is set for May 19th. Director Keil accepted the friendly amendment. Treasurer Knudson seconded and noted the likely extension into June at the next meeting. President Williams asked District Recorder Casey to conduct a roll call vote. Voting Aye: President Williams, Secretary/Vice President Gornick, Treasurer Knudson, and Director Keil. Voting Nay: Director Van Loo.

MOTION CARRIED

6. Consideration of Resolution 2020-04 Approving a Line of Succession of Authority Among Directors of the Board in the Event of a Director's Unavailability

General Manager Chaplen discussed the proposed resolution and overviewed past Board discussion and actions.

President Williams invited a motion. Director Van Loo moved to adopt Resolution 2020-04 Approving a Line of Succession of Authority Among Directors of the Board in the Event of a Director's Unavailability. Director Keil seconded. President Williams asked District Recorder Casey to conduct a roll call vote. Voting Aye: President Williams; Secretary/Vice President

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Gornick; Treasurer Knudson; Directors Keil and Van Loo.

MOTION CARRIED

7. Consideration of Risk and Resiliency Assessment and Emergency Response Plan Contract

District Engineer Rice introduced Consultant Duren and overviewed the federal requirements for the timely completion of a Risk and Resiliency Assessment and Emergency Response Plan. District Engineer Rice stated that due to Consultant Duren's work on the Water Master Plan, some of the base work for the new Assessment and Plan had been completed. He asked for Board approval of the contract with Water Systems Consulting, Inc.

Secretary/Vice President Gornick asked if there would be a new contract or an amendment to the contract for the Water Master Plan. District Engineer Rice confirmed that a new contract would be executed separate from the Water Master Plan.

Director Keil inquired how long the Assessment and Plan would take to complete. District Engineer Rice noted that the budget for the project is in the 2020/2021 fiscal year.

Director Van Loo asked if any other firms had the opportunity to bid on the project. District Engineer replied that no formal RFP had been created and overviewed the options available to the District. General Manager Chaplen noted the federal fines for non-compliance with the new requirements and the possibility of a bidding war as the due date draws nearer. Director Van Loo observed the prudent nature of receiving multiple bids when time allows. General Manager Chaplen and Treasurer Knudson agreed. Treasurer Knudson stated his comfort with contracting out to a company with knowledge of the District's system. Director Keil agreed due to the efficiency of knowledge.

President Williams invited a motion. Treasurer Knudson moved to authorize the General Manager to sign a contract with Water Systems Consulting to prepare a Risk and Resiliency Assessment and Emergency Response Plan for the District in the amount of \$98,080. Director Keil seconded. President Williams asked District Recorder Casey to conduct a roll call vote. Voting Aye: President Williams; Secretary/Vice President Gornick; Treasurer Knudson; Directors Keil and Van Loo.

MOTION CARRIED

8. COVID-19 Temporary Emergency Rate Relief Program

District Engineer Rice overviewed the current Low-Income Program and the impact of providing a new program for short-term rate relief. He detailed various options available to the District including in-house payment plans and contracted services with a third-party assistance provider to bundle services. General Manager Chaplen added that the proposed program would not be combined with the Low-Income Program at first but could be merged in the future. She also noted the ability to accept donations from other customers as a possibility.

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Secretary/Vice President Gornick commented on previous discussions regarding outsourcing the Low-Income Program and asked about any issues the District might face in finding a third-party to manage the new program. General Manager Chaplen reviewed the options available for contracting with a third-party. District Engineer Rice outlined the county programs and non-profits currently assisting other entities with customer assistance programs.

Secretary/Vice President Gornick asked what the current Low-Income program was subsidizing. Financial Consultant Moody believed that fifty percent of the base charge is subsidized.

Treasurer Knudson expressed favor in using a third-party to manage the program due to record confidentiality, consistency, and standardization. He also believes the third-party would provide extra support to the customers. Treasurer Knudson asked rhetorically who would pay for the administrative charges of the third-party noting it would be a question for the Board to answer as the program is developed. He voiced support in partnering with another agency to start the program in short order and working to find the best value as the resources are found.

Director Keil expressed support for moving the Low-Income Program to third-party management and asked if staff would be able to manage the new program. General Manager Chaplen detailed the determinations that would need to be in place before a COVID-19 relief program could begin stating that a consultant or third-party would help shape policy and program direction. Director Keil stated that the financial state of customers is largely a deferred income issue. General Manager Chaplen discussed the possible customer progression from payment plans to the new program. Director Keil stated preference for deferral or payment plans at the discretion of staff. President Williams commented that most of the non-ability to pay will be based on customers temporarily losing their employment stating that they will eventually go back to work and that payment deferral followed by a payment plan is a good gesture from the District. Treasurer Knudson noted that customers could potentially be going back to a job with less income and may still be unable to pay their bills. He noted the cost associated with forgiving customer bills and stated tracking of this program will be important in the event of State or Federal assistance.

Director Van Loo believed the newest Governor's Executive Order would grant money for customer assistance programs. She expressed concern for the customers with no jobs and the inability to obtain unemployment and stated the current situation calls for a program with a discount, deferral of payment for at least sixty days after reopening, and payment plans. Director Van Loo asked how long the District could operate without revenue stating her belief of the crisis will result in deferral of revenue.

General Manager Chaplen overviewed the various Board suggestions and asked to meet with the Finance Subcommittee before calling a special meeting of the Board to approve the new program. Financial Consultant Moody discussed the \$140,000 allocated to the program spanning the current fiscal year and the Proposed Budget for FY 2021. He noted that the expenditure would have the same impact as forgoing revenue and outlined the use of using a consultant to monitor and track the program. To answer Director Van Loo's question of if the District could operate without revenue for a few months, Financial Consultant Moody explained the decision would be at the discretion of the Board of Directors noting at a minimum the District

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must cover its fixed costs.

Director Keil asked if the money allocated for the program included the money allocated to the Low-Income Program. Financial Consultant Moody explained the money is a separate amount allocated only to the emergency program.

Director Keil asked for an estimate of how many customers would use the new program. Financial Consultant Moody and General Manager Chaplen agreed the number is unknown. Director Keil stated the program should be administered by the District due to the number of unknowns and for customer discretion.

President Williams commented that the money allocated to the program could cover the full bill of approximately 958 customers for a two-month billing period and asked if that amount of customers were expected to be enrolled in the program. General Manager Chaplen explained the estimation of program costs and noted the number of customers assisted will depend on a Board decision to aid commercial customers as well. Director Keil stated that commercial customers should be given payment deferrals and a payment plan unless the customer were to go out of business. President Williams, Treasurer Knudson, and Director Van Loo agreed. Financial Consultant Moody noted that if a commercial customer were to go out of business the money owed would become a write-off. Treasurer Knudson noted the emergency program is for the long-term customer who has no way to pay at this time.

There was Board discussion surrounding the next steps in creating the program without delay.

Secretary/Vice President Gornick asked how many residential customers have asked for assistance. General Manager Chaplen replied that currently only payment plans have been offered to customers. District Engineer Rice stated he has not heard of any calls from residential customers. Financial Consultant Moody agreed indicating there is currently no program for the customers to be enrolled in and the next round of billing will provide more data to assess the situation. Secretary/Vice President Gornick noted the owner/tenant responsibility of multi-family housing bills that may be masking some areas of need.

District legal counsel Brooks clarified that a special meeting would be needed to adopt a resolution formally memorializing the program created by the Finance Sub-Committee. He noted Oregon Law regarding the use of public money for private use and the best practice of a formal action to tie the two together.

Director Keil inquired what makes this program different from staff's current authority to negotiate payment plans. General Manager Chaplen explained the difference could potentially be customers who are unable to pay at all. Director Keil inquired about the laws surrounding providing service for free. Treasurer Knudson confirmed stating the program would be tied to the cost of service and commented on the program's ability to assist long-term customers without incurring debt.

Treasurer Knudson agreed with District legal counsel Brooks direction for the Finance Sub-Committee to present a program plan to the Board. He also noted the importance of framing the

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communication and messaging regarding the program.

District Engineer Rice mentioned the ability to defer the program's effect until the economy has reopened and the District is able to identify how much of the debt is able to be forgiven. Treasurer Knudson noted the commitment to cover the cost of service and that the messaging needs to reflect the values of the District.

President Williams directed staff to work with the Finance Sub-Committee before returning to the Board to memorialize the outcome.

9. Department Reports

• Human Resources/Payroll Report

Human Resources and Payroll Manager Binkowski-Burk overviewed efforts to keep up with Governor Brown's Executive Orders and thanked District Recorder Casey for her virtual meeting management and flexibility. She outlined tracking of staff time to aid in pandemic reporting. President Williams noted the possibility of FEMA reimbursements. Human Resources and Payroll Manager Binkowski-Burk confirmed the future possibility. Director Van Loo and President Williams commented on staff's ability to anticipate events as a testament of good staff. Human Resources and Payroll Manager Binkowski-Burk agreed and noted the gratefulness of staff for a consistent and stable District.

Finance Report

Financial Consultant Moody covered the progress on the financial audit findings and efforts being made in accordance with the corrective action plan. He highlighted Bailie Foxworthy's work on large meter and billing system verification which has corrected inaccuracies and found about \$25,000 of non-revenue water.

Treasurer Knudson inquired about check 43786 on the Check Register. District Engineer Rice replied that the Olsen Brothers are the contractors installing the new water meters.

Plant Operations Report

Plant Operations Manager Mendenhall noted the Coliform exceedance in the report. Treasurer Knudson inquired if the Department of Environmental Quality (DEQ) has responded after filing the report. Plant Operations Manager Mendenhall stated the only communication was that DEQ would not be conducting on-site inspections until further notice and that the District may have earned a written warning.

Technical Services Report

District Engineer Rice highlighted the work completed by Lara Christensen on the 1200Z permit and the ongoing cost savings it will provide the District. He detailed continuing efforts to locate non-revenue water and overviewed the new graph which will be included in his monthly reports. District Engineer Rice summarized the current projects collecting bids and noted that the

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awards and contract approvals would be ready by the next Board meeting.

Field Operations Report

Field Operations Manager Knapp overviewed the Field Operations Report and graphs noting new crew schedules to mitigate the spread of COVID-19. He detailed the work completed by the water and collections teams during March.

10. Call for Public Comment

President Williams asked District Recorder Casey if there were any members of the public in attendance. District Recorder Casey confirmed there were.

Neil Schulman, Executive Director for the North Clackamas Watershed Council, stated he was still on the call and had no comments.

The other members of the public in attendance did not identify themselves.

11. Business from the Board

President Williams discussed the Clackamas Soil and Water Conservation District budget cuts affecting some of the partnership programs and the letter of support for the North Clackamas Watershed Council (NCWC). General Manager Chaplen overviewed the District's partnership with NCWC and how the anticipated loss of funding would affect the program. Mr. Schulman thanked the board for the intervention and detailed the Clackamas County Watershed Councils funding and work. General Manager Chaplen outlined the purpose of a letter of support for NCWC. Director Keil asked how much funding is being cut. General Manager Chaplen noted the amount of \$20,000. Mr. Schulman clarified NCWC receives \$20,000 and there are ten councils, a couple of farmers markets, and the Backyard Habitat Certification Program (a program Portland Land Trust and Portland Audubon) which all receive funding from the same budget. Director Keil asked if Clackamas Soil and Water Conservation District's funding came from a tax base. Mr. Schulman confirmed. Director Van Loo asked if NCWC had worked with the Northwest Steelheaders or asked them for funding. Mr. Schulman confirmed joint projects and that the operation is mostly volunteer based. Director Van Loo stated as a former president, that she has knowledge of grant funding available for conservation efforts. General Manager Chaplen asked the Board for approval of the letter of support. Treasurer Knudson asked staff to remove the word "all" from the sentence, "threatens to undo all that growth" and supported the letter. Director Keil and President Williams agreed.

Secretary/Vice President Gornick reported on the Sunrise Water Authority meeting on March 25, 2020 including granting General Manager Hathhorn the ability to create an employee leave policy specific to COVID-19. He asked if the District had discussed a similar policy. Human Resources and Payroll Manager Binkowski-Burk confirmed.

Treasurer Knudson reported on the Regional Water Providers Consortium Executive Committee meeting on April 8, 2020 including his desire to continue to serve on the Consortium's Executive

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Committee and asked for any Board objections. There were none.

Treasurer Knudson reported on the Oregon Infrastructure Finance Authority Board meeting held April 9, 2020 noting the discovery that business continuity insurance does not cover the pandemic.

Treasurer Knudson reported on the Water Research Foundation webinar highlighting COVID-19 detection in sewage and stating that existing personal protective equipment has been deemed as adequate protection for collections crews.

Treasurer Knudson informed the Board that he had accepted a part-time position with Carollo Engineers and noted the need to recuse himself if related contracts were to be presented to the Board.

Director Keil reported on North Clackamas Chamber efforts to educate members on available financial aid.

Director Van Loo reported on work with Senator Arnie Roblan, Co-Chair of the Oregon COVID-19 Task Force, as well as other representatives working to aid local organizations and special districts.

Plant Operations Manager Mendenhall thanked Treasurer Knudson for his report on the Water Research Foundation webinar and asked to circulate the information and materials to staff. Treasurer Knudson agreed and placed preference on circulating the webinar materials over his personal notes.

Financial Consultant Moody answered Director Keil's previous question regarding miscellaneous revenues stating that it is comprised of late fees and adjustments primarily from utilities.

12. Recess to Executive Session

President Williams recessed to Executive Session at 9:29 p.m. under ORS 192.660(2)(d) to conduct deliberations with persons designated by the governing body to carry on labor negotiations.

Human Resources/Payroll Manager Aleah Binkowski-Burk summarized the current status of union negotiations and suggested next steps in light of the COVID-19 pandemic. District legal counsel Chris Duckworth advised on the District's recommended bargaining strategy in response to AFSCME's proposals.

13. Adjourned Executive Session

President Williams adjourned the Executive Session at 10:31 p.m.

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President Williams asked District Recorder Casey if there were any members of the public waiting for the adjournment of the Executive Session. There were none.

No decisions were made as a result of the Executive Session.

14. Adjourn Regular Board Meeting

President Williams adjourned the meeting at 10:32 p.m.

Respectfully submitted,	
Docusigned by: ELLIN Williams RBB9E22AEC51454	Paul Gornick 1620ARECAG9E4R2
Kevin Williams	Paul Gornick
President, Board of Directors	Secretary/Vice President, Board of Directors
5/28/2020	5/28/2020
Date:	Date: