

## Touching up the trim



**Brian Hanson, lead painter, puts finishing touches on the blue trim on the railroad bridge on the west end of McCarrons campus on Sept. 17. It was one of Brian's last projects as a water utility employee, as Brian retired on Sept. 28. See page 2.**

## Managers' Corner

**By Dolly Ludden**

**Bus. division  
 manager asks:  
 How can I  
 help?**

I can't believe it's been three months since I took over as the business division manager. I am excited and honored to lead this division. I started my career at the utility in 1987 as a laborer at the treatment plant and have worked my way up the career ladder over 32 years. I also returned to school and earned my Master of Arts in public administration in 2007.

Recently, I have spent a lot of my time watching and learning the operations in the four business areas. This has provided me insight and appreciation of all the work that happens behind the scenes. Customer service handles our phones, both the nice, friendly calls and the very upset. They also process all the meter reads to bill our customers. Meter operations captures and processes daily meter readings. They troubleshoot, test and rebuild meters for accuracy. Finance assembles our budgets, provides internal auditing, processes water bills, pays invoices, and bills others for our services. Information services gives us tools at our fingertips to gather information. They provide great support, data analysis, and reports to help us make better decisions.

Some of my goals in this position are to continue to listen and learn so that I can help the organization make better decisions. I also want people to have training and networking opportunities to further their growth and development. And lastly, I want to improve communication both within and outside the utility.

I am thankful for all the hard work and knowledge employees bring to the table. I will always have an open door policy with two-way conversations encouraged. It is a truly a team effort to make this organization great.

So, let me ask you: how can I help?

## Brian Hanson retires today after 31 years at SPRWS

## October 17 in the cafeteria 2019 open enrollment information session set



*Jim Bode presents Brian Hanson with a retirement plaque commemorating his 31 years of service to the water utility at a reception in Brian's honor on Sept. 27. Brian's last day with the water utility was Sept. 28.*

Brian Hanson, lead painter, retired today with 31 years of service to the water utility.

A reception was held in his honor at 2 p.m. on Thursday, Sept. 27 in the break room at the plant.

Brian started with the utility as a painter in 1987. He held that title until 2010 when the title lead painter was added.

This is the title he held at the time of his retirement.

We wish Brian all the best on this new chapter in his life.



*At left, Brian helps to prepare food in 1999 in the plant break room. At right, Brian talks on a cell phone in 2004 in the plant.*



It's time to start thinking about your benefits for next year and any changes that might be in store.

Single medical coverage plans will have a monthly cost for some plans starting in 2019, and though minimal at \$6.56 a month, you should be aware of what your options are. Information on Medica plans is available at [welcometomedica.com/cityofSaintPaul](http://welcometomedica.com/cityofSaintPaul)

To answer any questions you might have, an information session will be held on Wednesday, Oct. 17 in the cafeteria in the administration building.

To learn more about what benefits are available and what they cover, a benefits book is available online at <https://Stpaulmn.sharepoint.com>.

Field employees should come between 7:30 a.m. and 9:30 a.m. while office staff should plan to attend between 9:30 a.m. and 11:00 a.m.

Representatives from Medica, Delta Dental, CelioStar, Voya, MN Deferred Comp, Standard and Securian for life, short- and long-term disability insurance, long-term care insurance, etc., and employee benefits staff (VEBA, Healthy Saint Paul) will be there.

Benefits sign up will be through the city's Employee Self Service and begins on Monday, Oct. 15. Sign up must be completed by midnight on Friday, Oct. 26 at <https://benefits.stpaul.gov>.

Flexible spending accounts must be enrolled in every year.

Make sure you print out a statement once you enroll, or benefits staff will be unable to assist you with enrollment issues.

It is helpful to bring a copy of your current benefits with you to the information session to make sure you get the answers you need for enrollment this year.

Flu shots are available to all employees with a Medica card, so remember to bring your Medica medical ID card with you to the information session.