

Tuition money available

Hehn to work in plant this winter

Hanley, retiree, passes away

Page 2

Our mission is to provide reliable, quality water and services at a reasonable cost.

Managers' Corner

The start of the new decade: 2020 vision

By Dolly Ludden

We have now entered a new decade, with a lot of talk about 2020 vision.

2020 vision is about reflecting back at the past and then looking forward on where we want to go. In 2019, employees across all levels of the organization worked on our strategic plan to help identify what is important to the organization for the next three years. This document is a great start to what our priorities should be moving forward.

As identified in the strategic plan, one of our organizational goals is to further develop an excellent customer experience.

We are taking this seriously and have initiatives that include the following:

- Working with a new vendor to help make the customer bill pay website more user friendly
- Finding ways to improve communication to our customers by empowering them to sign up for electronic formats of emails and/or text messages
- Working with Syracuse University X Lab to help update our water bills using behavioral science techniques
- Expanding our outreach program with other city staff to help educate customers on finding and fixing water leaks in their buildings and homes
- Purchasing a new water meter test bench to ensure accuracy of the water meters

2020 continued on page 2

Biometric testing completed



Jodi Wallin, PR and marketing manager, provides a blood sample as part of the biometric testing done in the cafeteria on Feb. 11. Biometric testing measures blood glucose levels, body mass index, percentage of body fat, height and weight, cholesterol, and blood pressure. Biometrics testing can be done by your own doctor as well. A doctor's form is available at <https://iam.virginpulse.com>, the new website for taking part in the Healthy Saint Paul incentive program. Biometric testing provides participants with 1,000 points in the new Healthy Saint Paul initiative in which 3,500 total points earns staff \$900 in health reimbursement account money for 2021.

Don't lose your FSA money; claim it by February 15

Make sure you get reimbursed for all of the money you put into your 2019 flexible spending account. You will lose any money remaining in your 2019 FSA account you have not claimed by Feb. 15.

Flexible spending accounts can be for medical expenses, dependent care, and parking.

The company handling all FSA and health reimbursement accounts/VEBA accounts changed on Jan. 1 and all claim reimbursements need to be done through 121Benefits.

Money continued on page 2

Tuition reimbursement can make classes affordable

Keeping up-to-date on your area of expertise is essential in today's economy.

The city and SPRWS assist employees in maintaining their education by providing tuition reimbursement for eligible coursework.

The city provides up to \$600 of tuition reimbursement per year for full-time employees and up to \$300 for part-time staff.

The utility will provide up to \$2,500 per year for full-time employees and up to \$600 for part-time staff. With city and SPRWS benefits combined, a full-time employee could be reimbursed up to \$3,100 for coursework taken as part of an accredited program.

If you are interested, now is the time to apply. Funds are available on a first-come, first-served basis.

Forms are available in Documentum under employee documents.

Contact Racquel Vaske at 266-6815 for more information on this employee benefit.

Don't lose your FSA money; claim it by February 15

[Money continued from page 1](#)

Their website is www.121benefits.com. You can also use their mobile app on your smart phone. It is called 121 Benefits Mobile App under both Google Play and the app store for iPhones.

If you have an FSA or VEBA/HRA account, you should have received an email from 121Benefits mid-January providing you with instructions on how to access your account with them.

Go to their website/app and click on the account access button. Enter your social security number for both your user name and password. Change these once you get into the site.

Use the site to look up balances and file for reimbursement for 2019 claims.

Do not use the debit card from 121Benefits for any 2019 claims. It will not work.

If you have questions, or need assistance, contact 121Benefits customer service at 612-877-4321 or 1-800-300-1672.

Hehn to work in plant for winter

Tommy Hehn, water utility worker, is working in the treatment plant over the winter.

He reports to Tom Blanchard. He began work in the plant on Feb. 3 and will return to distribution on March 28.



Tommy Hehn

Hanley, retiree, passes away

Lori Lynn Hanley, 54, retiree, passed away on Jan. 16, after a battle with cancer. She lived in Renton, WA, but previously resided in Stillwater.

She worked at SPRWS from 1989 through 1996 in various roles. She started as a clerk typist I in 1989. In 1990, she worked in the police department and returned to the water utility the following year.

She was promoted to clerk typist II in 1992. Also in 1992, she earned a promotion to meter reader and held both titles for a time.

She resigned from the water utility in 1996 with the title clerk typist II.

A celebration of her life took place on her birthday, Feb. 8, in Stillwater.

Our condolences to her family, friends, and former co-workers at the water utility.



Lori Lynn Hanley

New decade brings 2020 vision

[2020 continued from page 1](#)

Another great goal is to work with our employees to improve satisfaction levels. Listed are some initiatives in the works:

- Working with employees to find networking and training opportunities
- Creating a new space in the administration building on the first floor to support collaboration and teamwork on projects
- Working to get up electronic billboards around the utility to help keep everyone better informed

If you haven't looked at the 2019 - 2021 strategic plan, please check it out and see how you fit in to help make a difference in the 2020 vision!