

**Iliarski, Obey,  
Ross promoted;  
Bougie, Lopez  
move to the plant  
for the season**

**New temperature  
scanners installed**

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

The Pipeline Express

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## Managers' Corner

**2020 nearly past;  
Reach out as we  
keep our social  
distance**

By Dolly Ludden

We have almost made it to the end of 2020 and we can see a glimmer of light at the end of the tunnel. We have all learned to do so many things differently and have a new appreciation for how things used to be.

The coronavirus has dramatically altered the work environment and changes seem to happen every day. But through everyone's efforts and dedication we have been able to keep the water flowing. Great job!

During this holiday season we would normally be busy putting up decorations in the office and I would be wearing my Christmas sweaters to put smiles on people's faces. This year is different. With fewer people in the office, some areas virtually empty, and not being able to socialize, we need to find new ways to reach out to our co-workers to continue to build our friendships and teams.

In a survey of government employees, people were asked to describe in three words how they were feeling about the COVID-19 work environment. The most common responses were anxious, tired, and stressed.

I encourage you to look around at this new world and be aware of how others might be handling the stress and fatigue. Please take the time to check in with others to see how they are doing, help where you can, show empathy, have patience, and give or volunteer with charities. Also, take care of yourself and your families. Focus on what we do have this year, rather than what we don't.

We continue to do remarkable things here at SPRWS, all your hard work and dedication is deeply appreciated!

Please stay safe and enjoy the holidays!

## Food shelf donations, gifts for seniors sought



**Donations to Second Harvest Heartland are being taken in the lobby of the administration building until Wednesday, Dec. 23. Non-Perishable food items and necessary home items are sought.**

## 'Tis the season for giving

The water utility is once again supporting the efforts of the Second Harvest Heartland food shelf and Gifts for Seniors.

Our efforts to provide gifts to our Adopt-A-Family were immensely successful, as all sought items were purchased by staff. A big thank you to all who signed up and provided gifts.

We are looking to mirror those efforts with our food shelf and gifts for seniors. A bin is in the lobby to collect non-perishable food for Second Harvest Heartland. If you don't want to bring items in, monetary

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## Iliarski, Obey, Ross earn promotions; Bougie, Lopez seasonally move to plant

Several employees at the utility have earned promotions in the past few weeks. Retirements and other staff changes have created vacancies in these positions.

Seasonal staffing needs have allowed for the transition of some staff into new work areas.

In IS, the retirement of Steve Lorbach at the end of November created a vacancy for an IS consultant III.

Elena Iliarski was named to the position effective Dec. 5 after an internal city search.

In customer service, Mary Obey and Justina Ross were promoted to senior customer service reps effective Dec. 7.

Over the summer, Marie Weinhandl retired and Derek Olson filled her position as customer service and billing manager. This,



*Elena Iliarski*



*Mary Obey*



*Justina Ross*



*Roy Bougie*



*Hugo Lopez*

along with the departure of Krista Anderson, left customer service without any senior customer reps.

The move by Obey and Ross creates two vacancies for customer service reps.

In other staffing changes, Roy Bougie and Hugo Lopez will work in the plant for the season as maintenance workers.

They transferred on Dec. 7 and will return to distribution April 30.

## New temperature scanners installed



*New temperature scanners have been installed in various locations throughout McCarrons buildings and at Vadnais station. This scanner is in the administration building lobby under the staircase, another is located at the employee entrance under the staircase. Two were placed in the warehouse: one en route to meter ops, one in the office. At the plant, there is one in the McCarrons room near the exterior door and one in the pump room under the staircase. There is one at Vadnais near the entrance. Please use the scanners to check your temperature. Allow your body to reach room temperature before using the new scanners to get an accurate reading.*

## 'Tis the season for giving; Gifts for Seniors, food sought

*Gifts continued from page 1*

gifts are also sought and Second Harvest can provide three meals for every dollar donated. Online giving can be done directly at [www.2harvest.org](http://www.2harvest.org).

### Gifts for Seniors

Many seniors are finding the holidays even more lonely this year due to COVID-19 visiting restrictions.

A Christmas gift can let them know they are not alone.

The top requested items are:

- Heated electric blankets, throws, heating pads, and massaging gifts for warmth
- K-Cup coffee makers, Instant Pots, other appliances and matching supplies
- Personal electronics – tablets, e-readers, music players, movie players, robotic companion pets, games, and other activities to keep minds sharp
- Clothing items for men and

women, all sizes:

- Winter coats, boots, hats, scarves, and gloves
- Hard-soled, nonslip house slippers

The utility is not collecting Gifts for Seniors on site this year.

Drop off locations, donations via registries at Amazon, Target, and Best Buy, as well as monetary donations can all be found at online at [www.giftsforseniors.org](http://www.giftsforseniors.org).

Thank you for giving!