Littleton Light and Water Departments
Board of Commissioners
Meeting Minutes

August 13th, 2026

I. Present for Meeting

Commissioners: Ivan Pagacik, Joe Knox, Dick Taylor, Melissa Hebert
General Manager: Nick Lawler
Staff: Sara Karr, Paul Denaro, Matt Silverman
Meeting called to order: 6:00 PM
Meeting Adjourned: 7:00 PM, Motion by Commissioner Pagacik, seconded by Commissioner Hebert. The Vote: 4–0

II. General

1. Pledge of Allegiance
2. Approve minutes from June 24th, 2026, on a motion made by Commissioner Pagacik and seconded by Commissioner Hebert, the Board approved the minutes from June 24th, 2026, The Vote: 4-0.
3. Approve Executive Session Minutes from June 24th, 2026, on a motion made by Commissioner Pagacik and seconded by Commissioner Knox, the Board approved the Executive Session Minutes from June 24th, 2026, The Vote: 4-0.
4. Customer Satisfaction Survey Results:
    a. Sara Karr presented the findings from our Customer Satisfaction Survey. Our overall customer satisfaction rating reached **97.0%**. That is a fantastic result and reflects how positively customers feel about the service they receive from LELWD. Across all categories, we earned an overall score of **95.2%**, an improvement from 2024. This progress was driven by significantly higher ratings for helping customers use energy more efficiently, our rates, and along with higher ratings in customer interactions and communications. Customer trust in LELWD was reported at approximately **97%**.
    b. Satisfaction increased in nearly every category. The "Honesty and Integrity" category remained essentially unchanged at **95.4%**.
    c. The results were also significantly higher than the Massachusetts and national averages.
    d. The Board noted that the results reflect the work of the entire organization, including customer service, operations, field employees, and administrative staff.
5. Public Input/Commissioner Input
    a. No Public Input
    b. Commissioner Hebert stated she attended the GML Meeting and it overall went great.
        i. The Board asked GM Nick Lawler for those who could not attend to forward the presentation Pat Laverty presented.

III. Electric Light Department

1. 2026 Financials
    a. The Board reviewed the 50% complete budget.
    b. Power Budget – High due to ISO cost

c. O&M Budget – The Board reviewed the budget is in line.
d. In Lieu of Tax – The Board reviewed.
e. Capital Budget – The Board reviewed.
f. Cash Budget – Cash position remains strong.
g. Fund Balances– The Board reviewed, funds are up 3%
h. Rate of Return – Currently at 0.7%.

2. Capital Project Updates
    a. Engineering
        i. Scada Upgrade
            1. GIS Map Import Tool – Complete
        ii. Recloser Upgrade
            1. DOE Grant to upgrade 6 Reclosers within our distribution system with new controls and technology.
            2. Federal Budget - $285,522
            3. LELWD Cost Share - $138,448
            4. Reclosers are on order and are expected by February of 2027.
            5. System coordination study to be completed.
            6. Recloser commissioning to be completed.
            7. Grant Close-out – November 2027.
    b. Meter/Substation Department
        i. Beaver Brook Substation Bus 2 Relay Upgrades
            1. Working with engineering firm to finalize design and configuration. This project will be completed this fall right before annual station testing.
        ii. Beaver Brook Substation Security Upgrades
            1. Transformer Fire Wall design – to be completed this year with construction beginning thereafter. Design is expected to take 8 weeks.
            2. Security monitoring system being evaluated.
    c. Computer Department
        i. Wireless Access Point Upgrades – Procuring Materials
        ii. Server Replacements – Procuring Materials
        iii. Network Switch Replacements – Procuring Materials
    d. Transportation/Facilities
        i. 39 Ayer Road Upgrades
            1. Front Entry Paving/Gate Loop – Planning
            2. Window Replacement – Complete
            3. Water Ops Renovation – Underway
            4. Substation Backhouse Roof Replacement – Planning
        ii. Parlee Garage Rehab – Floors refinished
        iii. Squirt Boom Bucket Truck – On order
        iv. Fork Truck – On order
        v. Chipper- Complete
    e. **Operations**
        i. Tree Wire Upgrades
            1. Streets ready for upgrade: Bulkeley Road (Scheduled), Grimes Lane (Complete), Mill Lane (Scheduled), Mill Road (Scheduled), Harwood Avenue (Complete), Moore Lane (Complete).
        ii. Underground Improvements

1. Blood Road – Need to pull underground wire and cutover to new feed.
2. 508 Great Road – Easement documentation
3. 9, 11 Beaver Brook – Planning
4. 7 Sara Indian Way – Planning

iii. Fiber Grant
1. Massachusetts Community Compact Grant to upgrade municipal fiber in Littleton.
2. Budget - $250,000
3. Grant Close-out – November 2027.

iv. Transformers – 25kV Pad Mount Transformer RFP opened June 25th, 2026 – Contract Awarded (Expected delivery in February 2027)

3. Parlee Garage Rehabilitation
   a. GM Nick Lawler presented a current photo of the site production.
   b. GM Nick Lawler stated that we have a meeting on August 25th with the architect for phase II
   c. GM Nick Lawler stated that we are working on replacing the fence out front and do some landscaping around the property.
4. Community Grant Discussion
   a. The Board revisited the Department's community grant program.
   b. Sara Karr and Connor Reardon have completely updated the community grants page on the website, and the updated information has been provided to the Board. Since 2021, LELWD has awarded more than $230,000 across 34 Community Grants supporting schools, youth sports, public safety, conservation, and local organizations. Grants have funded equipment ranging from hockey helmets and lacrosse gear to hydraulic cutters, 3D printers, speed trailers, and playgrounds.
      i. The Board expressed strong support for the program and noted that LELWD provides significant support to the community.
   c. The Board discussed developing a more formal application process. A potential process would require organizations requesting funding to complete a standard request form and submit it for Board consideration.
   d. The Board discussed having one general community grant category rather than separate categories for police, fire, schools, etc.

IV. Water Department

1. Finance Committee Representative Appointment
   a. The Board discussed the vacancy/appointment to the Finance Committee.
   b. Tim Goddard was discussed as the only individual who has expressed interest. Tim recently retired as the Moderator for the Town and has budget experience as a former Town Administrator.
      i. On a motion made by Commissioner Pagacik and seconded by Commissioner Knox, the Board appointed Tim Goddard as Water Department Finance Committee Representative. The Vote: 4-0.

2. FY26 Financials
   a. Budget – The Board reviewed the 100% complete budget.
   b. Capital Budget – The Board reviewed.
   c. Cash Report – The Board reviewed.

i. Projected 5 million dollars for the end of the year.

3. Capital Projects
    a. Production
        i. Trumbull Well
            1. Building foundation and sump poured.
            2. Masons laying block walls.
            3. Awaiting DOT approval for Route 2 water main work.
        ii. Cobbs Wells
            1. Working with Counsel, State agencies on permitting.
            2. Multiple design plan options drafted.
            3. Planning pumping test for DEP permitting.
    b. Treatment
        i. GAC Piloting
            1. Working with consultant to design a skid for piloting various types of GAC media for PFAS removal.
            2. Will allow us to bid more competitively for media replacements.
            3. Can use skid for Beaver Brook and Cobbs piloting.
    c. Distribution
        i. Boxborough Water Main Extension
            1. All work complete.
        ii. Sheridan Lane Water Main Replacement
            1. 550 ft. of ductile iron water main, one hydrant, 7 services installed.
            2. New main is live, old vinyl-lined asbestos cement pipe abandoned.
            3. Paving by Highway Dept.
        iii. Warren Street water main replacement and pressure sewer installation
            1. Asbestos cement water main replacement and new pressure sewer – late Fall 2026.
            2. Awaiting design plans.
        iv. Environmental
            1. Spectacle Pond Boat Launch Rehab
        v. Filed NOI with Conservation Commission, hearing continued.
    d. Operations
        i. Commercial meter replacements
            1. Older commercial meters being replaced to ensure accurate reading/accounting, including Patriot (8/15). Removed meters will be tested to determine any historic water loss.
        ii. Newtown and Oak Hill Tank Cleanings – Fall
        iii. Distribution System flushing – Fall
        iv. Whitcomb Ave Treatment Plant Upgrades
        v. GAC media replacement – Fall
        vi. Iron/Manganese filter hatch gasket replacements
        vii. Secondary chlorine injection line installed.

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V. Sewer Department

1. FY26 Financials
    a. Budget – The Board reviewed the 100% completed budget.

b. Capital Budget – The Board reviewed.
c. Cash Report – The Board reviewed.

2. Sewer Connection and Project Updates
    a. Decommissioning High School WWTP
        i. Majority of tanks decommissioned, broken and filled, BOH inspected and approved.
        ii. Building cleanout end of this week and next week.
        iii. Hydroseeding scheduled 8/21.
    b. WRRF Construction
        i. Punchlist items complete or postponed to future date.
        ii. Closing out contract with Methuen Construction.
    c. Groundwater Discharge Expansion
        i. Technical Deficiency response submitted 7/21, entire DEP review should be complete end of 2026.

VI. General Manager

A. General Manager Update
    a. The Select Board has requested an opportunity for LELWD to appear before them to improve communication between the two boards. The potential dates discussed between GM Nick Lawler and Select Board were September 14th or September 28th.
    b. The Board agreed that the September 28th meeting would be preferable and that Commissioners should attend.
    c. LELWD was again recognized as a Smart Energy Provider.
    d. GM Lawler received the 2026 E-ISAC Electricity Security Service Award in honor of Michael J. Assante. After the Volt Typhoon compromise, LELWD openly shared its experience with industry peers, federal partners, and other utilities, turning a significant cyber incident into a sector-wide learning opportunity. This transparency, leadership, and commitment to information sharing strengthened collective resilience and reflected the spirit of the award.
B. Next Meeting Date and Adjourn
    a. September 23rd, 2026, at 6:00pm.

VII. Executive Session

1. At 6:45pm a motion was made by Commissioner Pagacik and Seconded by Commissioner Hebert and unanimously voted by roll call to enter into Executive Session and not to reconvene in open session to consider the purchase, exchange, lease or value of real property if the chair declares that an open meeting may have a detrimental effect on the negotiating position of the public body. The motion was unanimously approved by roll call vote: Pagacik – Yes; Taylor – Yes; Knox – Yes; Hebert – Yes.