



County of Los Alamos

1000 Central Avenue
Los Alamos, NM 87544

Agenda - Final Board of Public Utilities

*Jeff Johnson, Chair; Stephen McLin, Vice-chair; Paul
Frederickson, Kathleen Taylor and Carrie Walker, Members
Tim Glasco, Ex Officio Member
Harry Burgess, Ex Officio Member
Susan O'Leary, Council Liaison*

Wednesday, August 16, 2017

5:30 PM

1000 Central Avenue
Council Chambers

REGULAR SESSION

Complete Board of Public Utilities agenda packets, past agendas, videos, legislation and minutes can be found online at <http://losalamos.legistar.com/Calenar.aspx>. Learn more about the Board of Public Utilities at <http://www.losalamosnm.us/gov/bcc/utilitiesboard>.

PUBLIC COMMENTS:

Please submit written comments to the Board at bpu@lacnm.us. Oral public comment is accepted during the two periods identified on the agenda and after initial board discussion on a business item, prior to accepting a main motion on an item. Oral comments should be limited to four minutes per person. Requests to make comments exceeding four minutes should be submitted to the Board in writing prior to the meeting. Individuals representing or making a combined statement for a large group may be allowed additional time at the discretion of the Board. Those making comments are encouraged to submit them in writing either during or after the meeting to be included in the minutes as attachments. Otherwise, oral public comments will be summarized in the minutes to give a brief succinct account of the overall substance of the person's comments.

1. CALL TO ORDER

2. PUBLIC COMMENT

This section of the agenda is reserved for comments from the public on Consent Agenda items or items that are not otherwise included in this agenda.

3. APPROVAL OF AGENDA

4. BOARD BUSINESS

4.A. Chair's Report

4.B. Board Member Reports

4.C. Utilities Manager's Report

4.D. County Manager's Report**4.E. Council Liaison's Report****4.F. Environmental Sustainability Board Liaison's Report****4.G. General Board Business****4.G.1 [9469-17](#)** Review of Department of Public Utilities Quarterly Report

Presenters: Tim Glasco, Utilities Manager

PG. 1

4.G.2 [9794-17](#) Board of Public Utilities Input for the Department of Public Utilities Upcoming Strategic Planning Workshop for FY2019 and the Annual Review of the Mission, Vision and Values

Presenters: Tim Glasco, Utilities Manager

PG. 2 - 6

4.G.3 [9754-17](#) Annual Review and Revision of Board of Public Utilities Policies and Procedures Manual

Presenters: Jeff Johnson, Chair of the Board of Public Utilities

PG. 7 - 32

4.G.4 [9791-17](#) Planning for Upcoming Board of Public Utilities Annual Boards & Commissions Presentation to Council on September 19th, 2017

Presenters: Jeff Johnson, Chair of the Board of Public Utilities

PG. 33 - 36

4.H. Approval of Board Expenses**4.I. Preview of Upcoming Agenda Items****4.I.1 [9795-17](#)** Tickler File for the Next 3 Months

Presenters: Board of Public Utilities

PG. 37 - 39

5. PUBLIC HEARING(S)

- 5.A [CO0508-17](#) Approval of Incorporated County of Los Alamos Code Ordinance No. 02-277; An Ordinance Amending Chapter 40, Article III, Section 40-173 of the Code of the Incorporated County of Los Alamos Pertaining to Nonpotable Water Rates

Presenters: Bob Westervelt, Deputy Utilities Manager - Finance/Admin

PG. 40 - 45

6. **CONSENT AGENDA**

The following items are presented for Board approval under a single motion unless any item is withdrawn by a member for further Board consideration in the "Business" section of the agenda.

CONSENT MOTION -

I move that the Board of Public Utilities approve the items on the Consent Agenda as presented and that the motions in the staff reports be included in the minutes for the record.

OR

I move that the Board of Public Utilities approve the items on the Consent Agenda as amended and that the motions contained in the staff reports, be included in the minutes for the record.

- 6.A [9792-17](#) Approval of Board of Public Utilities Meeting Minutes

Presenters: Board of Public Utilities

PG. 46 - 57

- 6.B [9444-17](#) Approval of Budget Carryovers from FY2017 to FY2018

Presenters: Bob Westervelt, Deputy Utilities Manager - Finance/Admin

PG. 58 - 63

- 6.C [AGR0518-17](#) Approval of Amendment No. 1 to Services Agreement No. AGR16-4289 with Paymentus Corporation in the amount of \$50,000.00, for a Revised Total Agreement Amount of \$99,000.00, plus Applicable Gross Receipts Tax, for the Purpose of Credit Card and Electronic Payment Processing Services.

Presenters: Bob Westervelt, Deputy Utilities Manager - Finance/Admin

PG. 64 - 68

- 6.D [9766-17](#) Award of IFB No.18-05 for the Purpose of the Abiquiu and El Vado Hydroelectric Plants Battery Replacement Project to NGH Power Systems Inc. in the Amount of \$67,533.20.

Presenters: James Alarid, Deputy Utilities Manager - Engineering

PG. 69 - 71

- 6.E [9768-17](#) Approval of Task Order No. 2 Under Services Agreement No. AGR17-16b with Santa Fe Engineering Consultants, LLC, in the amount of \$61,300.00, plus Applicable Gross Receipts Tax, for the Purpose of Los Alamos Canyon Road Stabilization Project.

Presenters: James Alarid, Deputy Utilities Manager - Engineering

PG. 72 - 82

7. **BUSINESS**

- 7.A [8984-17](#) Presentation of 2017 Department of Public Utilities Customer Service Survey Results

Presenters: Julie Williams-Hill, Public Relations Manager

PG. 83 - 231

8. **STATUS REPORTS**

- 8.A [9793-17](#) Status Reports

Presenters: Board of Public Utilities

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9. **PUBLIC COMMENT**

This section of the agenda is reserved for comments from the public on any items.

10. **ADJOURNMENT**

If you are an individual with a disability who is in need of a reader, amplifier, qualified sign language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing or meeting, please contact the County Human Resources Division at 662-8040 at least one week prior to the meeting or as soon as possible. Public documents, including the agenda and minutes can be provided in various accessible formats. Please contact the personnel in the Department of Public Utilities (505) 662-8132 if a summary or other type of accessible format is needed.



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 4.G.1
Index (Council Goals): BCC - N/A
Presenters: Tim Glasco, Utilities Manager
Legislative File: 9469-17

Title

Review of Department of Public Utilities Quarterly Report

Recommended Action

None

Staff Recommendation

None

Body

The Board requested that the quarterly report be presented each quarter, with salient features explained.

Alternatives

Information only, no alternatives presented.

Fiscal and Staff Impact

No Staff or Fiscal impact.

Attachments

*At the time of agenda publication, the report was not yet ready to be included in the packet.
Hard-copies will be provided to the Board at the meeting.*



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.:	4.G.2
Index (Council Goals):	BCC - N/A
Presenters:	Tim Glasco, Utilities Manager
Legislative File:	9794-17

Title

Board of Public Utilities Input for the Department of Public Utilities Upcoming Strategic Planning Workshop for FY2019 and the Annual Review of the Mission, Vision and Values

Recommended Action

None

Staff Recommendation

None

Body

On August 28th & 29th, the Department of Public Utilities Senior Management Team is planning to hold its annual two-day staff workshop for fiscal year 2019 strategic planning. The purpose of the workshop is to assess strengths, weaknesses, opportunities for improvement, threats and challenges (SWOT/C). From this assessment, previously established goals and objectives are reviewed and revised if necessary and preliminary short-term action plans for the next fiscal year are drafted. The goals and objectives are then brought to the Board for approval in September or October. As in past years, the department will work with a consultant experienced in the Malcolm Baldrige model for strategic planning. The consultant assists with workshop preparations and acts as facilitator during the meeting.

As always, Board members are invited to attend part or all of the workshop as observers as they have in the past; however, in accordance with the Open Meetings Act, any discussion of public business among a quorum of the Board must be held as an open public meeting. At the June meeting, the Board decided to discuss this at the August meeting to provide input prior to the workshop.

The Mission, Vision and Value (MVV) statements and the previously approved DPU Goals and Objectives were sent to the Board for review on July 26th. They are both attached for reference.

During the 2014 Board self-assessment, the Board decided that it should assume increased ownership and responsibility for the MVV statements. Prior to the workshop, the Board should review the current MVV statements that were approved in 2016, affirm them as-is through general consensus, suggest changes or give additional feedback to staff. The Board may also provide feedback for the goals and objectives to be considered at the workshop.

The Board will be asked to formally approve the MVV statements, goals and objectives at the

September or October meeting.

Alternatives

The Board may provide input in whatever way they choose.

Fiscal and Staff Impact

None

Attachments

A - Mission Vision and Values Statements

B - DPU Goals (FY2018) - Previously Approved by BPU

DEPARTMENT OF PUBLIC UTILITIES

MISSION/VISION/VALUES STATEMENTS

In June 2016, the Board of Public Utilities gave input for the Department's mission, vision and values statements. The DPU Senior Management Team reviewed the statements at their annual strategic planning workshop in August.

These were affirmed by the Board on October 19th, 2016.

MISSION

Provide safe and reliable utility services in an economically and environmentally sustainable fashion.

VISION

Be a high-performing utility matched to our community, contributing to its future with diversified and innovative utility solutions.

VALUES

We value our:

- CUSTOMERS by being service oriented and fiscally responsible;
- EMPLOYEES AND PARTNERSHIPS by being a safe, ethical and professional organization that encourages continuous learning;
- NATURAL RESOURCES through innovative and progressive solutions;
- COMMUNITY by being communicative, organized and transparent.

On August 29-30, 2016, the Department of Public Utilities Senior Management Team held its annual Strategic Planning Workshop. The team reviewed previously approved goals and objectives and revised them as necessary.

These were presented to the Board of Public Utilities for approval on October 19th, 2016.

FOCUS AREA - OPERATIONS & PERFORMANCE

GOAL - 1.0 Provide safe and reliable utility services.

- 1.1 OBJECTIVE - WATER (WP/NP/DW) - Efficiently deliver safe and reliable water utility services.
- 1.2 OBJECTIVE - WATER (DW) - Reduce unaccounted for water to < half of the national average by 2030.
- 1.3 OBJECTIVE - GAS - Efficiently deliver safe and reliable gas utility services.
- 1.4 OBJECTIVE - SEWER (WWC & WWT) - Efficiently deliver safe and reliable sewer utility services.
- 1.5 OBJECTIVE - SEWER (WWC) - Sewer overflow per 100 miles of mainline pipe will be less than half of the national average by 2035.
- 1.6 OBJECTIVE - ELECTRIC (EP) - Efficiently deliver safe and reliable electric production utility services.
- 1.7 OBJECTIVE - ELECTRIC (ED) - Efficiently deliver safe and reliable electric distribution utility services.
- 1.8 OBJECTIVE - BUSINESS SYSTEMS - Efficiently implement and maintain safe, secure and reliable business systems.
- 1.9 OBJECTIVE - Utility control and mapping systems and processes are accurate, safe and secure.
- 1.10 OBJECTIVE - Develop a culture of continuous improvement.

FOCUS AREA - FINANCIAL PERFORMANCE

GOAL - 2.0 Achieve and maintain excellence in financial performance.

- 2.1 OBJECTIVE - Utilize revenues to provide a high-level of service while keeping rates competitive with similar utilities.
- 2.2 OBJECTIVE - Conduct cost of service studies for each utility at least every 5 years.
- 2.3 OBJECTIVE - Meet financial plan targets by 2025.

FOCUS AREA - CUSTOMERS & COMMUNITY

GOAL - 3.0 Be a customer service oriented organization that is communicative, efficient, and transparent.

- 3.1 OBJECTIVE - Customer service processes and systems are efficient and user-friendly.
- 3.2 OBJECTIVE - Stakeholders are engaged in and informed about Utilities operations affecting the community.

FOCUS AREA - WORKFORCE

GOAL - 4.0 Sustain a capable, satisfied, engaged, ethical and safe workforce focused on customer service.

- 4.1 OBJECTIVE - Leaders invest in employee training and professional development.
- 4.2 OBJECTIVE - Employees promote a culture of safe and ethical behavior.
- 4.3 OBJECTIVE - Employees are engaged, satisfied and fairly compensated.

FOCUS AREA - ENVIRONMENTAL SUSTAINABILITY

GOAL - 5.0 Achieve environmental sustainability.

- 5.1 OBJECTIVE - ELECTRIC (EP & ED) Be a carbon neutral electric provider by 2040.
- 5.2 OBJECTIVE - ELECTRIC (ED) - Electrical efficiency is promoted through targeted energy conservation programs.
- 5.3 OBJECTIVE - WATER (DW) - Per capita per day potable water use is reduced by 12% by 2050.
- 5.4 OBJECTIVE - GAS - Heating efficiency is improved to reduce gas usage by 3% by 2030.
- 5.5 OBJECTIVE - SEWER (WWT) - Class 1A effluent water is provided in White Rock by 2020.

FOCUS AREA - PARTNERSHIPS

GOAL - 6.0 Develop and strengthen partnerships with stakeholders.

- 6.1 OBJECTIVE - Communicate with stakeholders to identify new potential mutually beneficial partnering opportunities.
- 6.2 OBJECTIVE - Communicate with stakeholders to strengthen existing partnerships.



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 4.G.3
Index (Council Goals): BCC - N/A
Presenters: Jeff Johnson, Chair of the Board of Public Utilities
Legislative File: 9754-17

Title

Annual Review and Revision of Board of Public Utilities Policies and Procedures Manual

Recommended Action

I move that the Board of Public Utilities approve the revised Policies and Procedures Manual as presented.

Staff Recommendation

None

Body

The Board of Public Utilities Policies and Procedures Manual (PPM) Section 1.5 states, "[...]These policies will be reviewed and revised as necessary at least annually at the regular July BPU meeting. The Utilities Manager will help the BPU formulate new language in the PPM by distributing proposed changes in advance using software that shows all changes for BPU members to review. Any changes to this PPM must be approved by a vote of at least four of the five voting members of the BPU. Any BPU member as well as the Utilities Manager may submit proposed changes."

Prior to the July meeting, members were invited to send proposed changes to staff to include in the July agenda packet. None were submitted.

On July 26th, a revised PPM showing the changes proposed at the July meeting was sent to the members, and they were once again invited to send additional changes. No additional changes were submitted.

As required, all proposed changes are provided in advance in the attached revised PPM.

Alternatives

The Board could choose to continue to propose changes to the PPM or could not to change the PPM.

Fiscal and Staff Impact

None

Attachments

A - Proposed Revisions to the BPU Policies and Procedures Manual

LOS ALAMOS COUNTY BOARD OF PUBLIC UTILITIES

Policies and Procedures Manual

May 21, 2014

Revision 1: May 20, 2015

Revision 2: July 15, 2015

Revision 3: December 16, 2015

Revision 4: March 16, 2016

Revision 5: August 18, 2016

Revision 6: January 18, 2017

Revision 7: August 16, 2017

This manual contains the current policies and procedures adopted by the Los Alamos County Board of Public Utilities to exercise jurisdiction and control of the Los Alamos Department of Public Utilities in accordance with Los Alamos County Charter, Article V - Utilities.

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Part 1: Introduction and Administration

- 1.1. **Purpose.** This Policies and Procedures Manual (PPM) contains the current policies adopted by the Los Alamos County Board of Public Utilities (BPU) to fulfill its responsibility to exercise jurisdiction and control of the Los Alamos Department of Public Utilities (DPU) in accordance with Los Alamos County Charter, Article V - Utilities. This PPM was initially approved by the BPU on May 21, 2014.
- 1.2. **Reasons for Adoption.**
 - The efficiency of having all on-going BPU policies and procedures in one place.
 - Ability to quickly orient new BPU members to current BPU policies and procedures.
 - Elimination of redundant or conflicting BPU policies and procedures over time.
 - Ease of reviewing current policy when considering new issues.
 - Support continuity and consistency of BPU policies and procedures.
 - Clear, pro-active policies to guide the Department of Public Utilities Manager.
 - Compliance with Article V of the Los Alamos County Charter.
- 1.3. **Consistency.** Each policy in this PPM is expected to be consistent with State and Federal law, the County of Los Alamos Charter and Code of Ordinances, all of which have precedence over these BPU policies. Except for time-limited or procedural-only BPU decisions (approve minutes, elect an officer, etc.), which are recorded in regular BPU minutes, all on-going BPU policies shall be included or referenced in this document. The Manager of the Department of Public Utilities (Utilities Manager) is responsible for developing department policies and procedures that are consistent with this PPM.
- 1.4. **Transition.** As soon as some version of the PPM is voted on by at least four of the five voting members of the BPU, those policies are deemed to supersede any past policy that might be found in old minutes unless a prior BPU resolution or contract obligates the or BPU or DPU to a specific matter. If any actual or apparent conflict arises between the PPM and other policies or BPU resolutions, the matter shall be resolved by a majority vote of the entire BPU.
- 1.5. **Changes.** These policies will be reviewed and revised as necessary at least annually at the regular July BPU meeting. The Utilities Manager will help the BPU formulate new language in the PPM by distributing proposed changes in advance using software that shows all changes for BPU members to review. Any change to this PPM must be approved by a vote of at least four of the five voting members of the BPU. Any BPU member as well as the Utilities Manager may submit proposed changes. Whenever changes are adopted, the updated document should be quickly made available to the BPU and to those staff who assist the BPU in its work. The previous version should be stored separately for future reference if needed.

- 1.6. **Specificity.** Each new policy will be drafted to fit in the appropriate place within the PPM. Conceptually, policies should be drafted from the "outside in," i.e., the broadest policy statement should be stated first, then the next broadest, etc. down to the level of detail that the BPU finds appropriate for BPU action and below which management is afforded discretion as to how it implements the policies.
- 1.7. **Maintenance of the PPM.**
- a. The Utilities Manager shall update the PPM after the BPU makes any changes, and shall post that version on the BPU website within 30 days of the changes.
 - b. On at least a biennial basis the BPU shall request county legal counsel to review this PPM to ensure compliance with the law.
 - c. The full PPM and all of the appendices will be maintained online on the BPU website at <http://www.losalamosnm.us/gov/bcc/utilitiesboard/Pages/bpupolicies.aspx> - https://www.losalamosnm.us/government/departments/utilities/board_of_public_utilities/
- 1.8. **Context of Other Policies.** This PPM fits into this hierarchy of policies within which authority flows down and accountability flows up.
- Laws and Applicable Regulations
 - Los Alamos County Charter
 - Los Alamos County Code of Ordinances
 - Los Alamos County Council Resolutions
 - Los Alamos County administrative policies
 - This BPU Policies and Procedures Manual
 - Utilities Manager-Approved Departmental Policies
 - Policies Set by Deputy Managers Under the Utilities Manager
- 1.9. **Annual Reaffirmation.** Each year during the July BPU meeting each board member will affirm that he/she has received, read, understands, and agrees to abide by this Board of Public Utilities Policies and Procedures Manual and the applicable documents referenced in the Appendix. See Appendix A for the re-affirmation signature sheet.
- 1.10. **BPU Membership History.** Refer to Appendices O and P for lists of past and present BPU members.

Part 2: Organization Essentials

- 2.1. **Mission Statement.** Provide safe and reliable utility services in an economically and environmentally sustainable fashion.
- 2.2. **Vision Statement.** Enhance our community's future through diversified and innovative utility solutions.
- 2.3. **Values Statement.** We value our: CUSTOMERS by being service oriented and fiscally responsible; EMPLOYEES AND PARTNERSHIPS by being collaborative, fair, trustworthy and professional; NATURAL RESOURCES through innovative and progressive solutions; COMMUNITY by being communicative and organized.
- 2.4. **Accountability.** The entities to which the BPU and DPU feel primarily accountable are (1) the customers of the Los Alamos County Department of Public Utilities and (2) the Citizens of the County of Los Alamos represented by the County Council.
- 2.5. **Strategic Planning.**
 - a. The BPU is expected to think strategically at all times.
 - b. The Utilities Manager is expected to annually develop the (1) Strategic Objectives, (2) Long-Term Goals, and (3) Short-Term Goals for the DPU based on the policies in this PPM and present the Strategic Objectives and Long-Term Goals to the BPU for approval. (See Appendix B for the DPU Strategic Objectives, Long-Term Goals, and Short-Term Goals for the current fiscal year.)
 - c. The BPU will assure alignment of the DPU Strategic Objectives with those of the County, and then forward the approved Strategic Objectives document to the County Council for their information.
- 2.6. **Climate of Compliance.** It is the fundamental policy of the Los Alamos County Board of Public Utilities that all BPU and DPU business and other practices be conducted at all times in compliance with all applicable laws and regulations of the United States, the State of New Mexico, and the County of Los Alamos, specifically:
 - a. Los Alamos County Charter, Article V – Utilities (See Appendix C.)
 - b. Los Alamos County Code of Ordinances, Chapter 40 – Utilities (See Appendix D.)
- 2.7. **Code of Conduct.** Members of the BPU will comply with the Los Alamos County Code of Conduct Ordinance. (See Appendix E.)

2.8. **Guiding Principles.** In addition to the Los Alamos County Code of Conduct, the Board of Public Utilities will follow these Guiding Principles:

- a. Safety of the public and DPU employees is our first priority, outweighing all other considerations. The BPU will work with the DPU staff to foster a culture of safety. Refer to Appendix R for the DPU Culture of Safety Vision Statement.
- b. The BPU has fiduciary responsibilities to the DPU customers to preserve and increase the value of DPU assets and to ensure the long-term viability of all DPU utilities.
- c. The BPU will strive to establish and maintain fair and just utility rates for each utility service that fully cover the costs for operation, maintenance, future replacement and upgrades, and debt service for each utility. Rates shall not result in one class of customer subsidizing another. Rate structures should reflect the fixed and variable costs associated with each particular utility.
- d. The BPU will adjust rates for each utility service in a timely manner to address changes in the costs associated with that utility service.
- e. The BPU will promote policies to improve the performance and reliability of each utility to national standards at a reasonable cost to the DPU customers.
- f. The BPU will promote policies that will improve the environmental sustainability of DPU operations at a reasonable cost to the DPU customers.
- g. The BPU will promote development and maintenance of documented, comprehensive plans for operation of the DPU during emergency conditions.
- h. The BPU will promote programs such as education, energy surveys, and irrigation analysis that will enable DPU customers to use our water, sewer, gas, and electrical utility services in a manner that will protect the environment, conserve resources, and be cost-effective to the DPU customers.

2.9. **Standards of BPU Member Public Behavior.**

- a. The extent of a BPU member's authority is one vote in BPU meetings.
- b. BPU members shall not interfere with the Utilities Manager in the operation of the DPU.
- c. BPU members shall not direct DPU employees.
- d. BPU members shall maintain civil decorum at meetings, treating each other with courtesy and respect; remember "Every difference of opinion is not a difference of principle." – Thomas Jefferson.
- e. BPU members' interaction with the public will be open, transparent, and professional.

- f. BPU members must maintain the confidentiality of closed sessions.
- g. Representing the Board to Council:
 - Each BPU member is free to communicate with the County Council as a private citizen; the BPU member should clearly state that he/she is not speaking for the BPU unless specifically appointed as spokesperson for the BPU on a particular issue.
 - Issues discussed and decisions made during open BPU meetings should be accurately communicated to the County Council.
- h. The rules contained in the current edition of *Robert's Rules of Order Newly Revised* shall govern the BPU in all cases to which they are applicable and in which they are not inconsistent with this PPM and any special rules of order the BPU may adopt.
- i. BPU members, acting within the scope of their duty, are subject to the immunities and limitations of the New Mexico Tort Claims Act, Sections 41-4-1, et seq., NMSA 1978, as amended.

2.10. **Whistleblower Policy.**

- a. Members of the BPU will abide by the New Mexico “Whistleblower Protection Act,” NM Statutes Chapter 10, Article 16C; refer to Appendix F.
- b. This policy is intended to encourage BPU members DPU staff, and others to report suspected or actual occurrence(s) of illegal, unsafe, unethical, or inappropriate events (behaviors or practices) without retribution.
- c. In accordance with the County Personnel Code, the Whistleblower should promptly report the suspected or actual event to his/her supervisor. If the Whistleblower would be uncomfortable or otherwise reluctant to report to his/her supervisor, then the Whistleblower could report the event to the next highest or another level of management, including any BPU member.
- d. A BPU member who receives a Whistleblower’s report must promptly act to initiate investigation and/or resolution of the issue. A recommended action is to contact either the Utilities Manager or the Los Alamos County Human Resources Director as appropriate to the situation. Alleged crimes against person or property, such as assault, rape, burglary, etc., should immediately be reported to local law enforcement personnel.
- e. The BPU member who received the Whistleblower’s report should provide a report to the Whistleblower within five business days of the initial report, regarding the investigation, disposition or resolution of the issue.

- f. The identity of the Whistleblower, if known, shall remain confidential to those persons directly involved in applying this policy, unless the issue requires investigation by law enforcement, in which case members of the organization are subject to subpoena.

2.11. Documents Retention/Destruction Policy.

- a. The BPU takes seriously its obligations to preserve information relating to litigation, audits, and investigations.
- b. From time to time, due to pending, threatened, or otherwise reasonably foreseeable litigation, audits, government investigations, or similar proceedings, the County Attorney or the Utilities Manager may issue BPU members a notice to suspend the destruction of specific records. No records so specified may be destroyed by BPU members until the notice is withdrawn in writing by County Attorney or the Utilities Manager.
- c. The County of Los Alamos has an extensive records and information management governance policy; contact the Utilities Manager or the BPU Secretary for more detailed information.

2.12. Open Meetings Policy.

- a. All meetings of a quorum of BPU members held for the purpose of formulating public policy, discussing public business, or for taking any action within the authority of the BPU, are to be public meetings. Meetings or portions of BPU meetings can only be closed when the matter to be considered falls within one of the exceptions defined in the New Mexico Open Meetings Act; any questions regarding BPU closed sessions should be directed to the County Attorney.
- b. BPU meetings will be broadcast to the public using the county's on-line streaming capabilities; to the extent possible, BPU meetings will be held in meeting rooms with audio-video capabilities.
- c. Each January the County Council passes and the BPU will affirm a resolution establishing minimum standards of reasonable notice to the public for all meetings of the council, the county indigent hospital and county health care board and of all county boards, commissions, and policy-making bodies.
 - The resolution sets the requirements for public notice and agenda publication for regular meetings, special meetings, emergency meetings, and closed sessions.
 - Refer to Appendix H, for the current Los Alamos County Open Meetings Resolution.
- d. The phrase "discussing public business" makes the open meetings requirements broadly applicable, so BPU policy is that any potential quorum requires 72 hours public notification.

- e. Board members should not exchange e-mails or engage in phone calls discussing a policy issue; such communications may violate the state Open Meetings Act. (Sending correspondence to the Board's Secretary is OK.)
- f. Refer to Appendix I, State of New Mexico Attorney General's "Open Meetings Act Compliance Guide."

2.13. **Media Relations Policy.**

- a. The BPU promotes transparency in its decision making process. As such public and media representatives are welcome to all open Board meetings and shall receive meeting agendas and agenda packets upon request.
- b. Each BPU member is free to interact with the media as a private citizen; the board member should clearly state that he/she is not speaking for the BPU unless specifically appointed as spokesperson for the BPU on a particular issue.
- c. Issues discussed and decisions made during closed BPU meetings should not be revealed to the media.
- d. Issues discussed and decisions made during open BPU meetings should be accurately communicated to the media.
- e. BPU members may consider referring the media to DPU public relations staff on certain issues, or may request assistance from DPU public relations staff in responding to media requests.
- f. BPU members shall be professional in their manner and conduct at meetings. Even though media representatives may not be present at an open BPU meeting, meeting minutes, audio recordings, and/or video recordings are public record and will be made available to the public and media representatives upon request.

2.14. **Education and Development.**

- a. BPU applicants shall be provided an online link to this PPM so they can better understand the roles and responsibilities of BPU membership.
- b. Within two months of being appointed, each new BPU member will be provided an orientation to the Department of Public Utilities, including its mission, policies, and programs, as well as his or her roles and responsibilities as a board member. This orientation will be provided or coordinated by the BPU Chair. Newly appointed BPU members will also receive a copy of the *A PPA Handbook for Public Power Policymakers*, the Los Alamos County *Public Involvement Guide for Boards and Commissions*, and the Los Alamos County *Orientation Manual for Members of Boards and Commissions*. (The *Orientation Manual for Members of Boards and Commissions* includes several provisions

that differ from the County Charter provisions for the BPU; nevertheless, the document may provide useful general guidance for BPU members and officers.)

- c. Each board member is expected to seek continuing education that will enhance his or her ability to effectively fulfill the duties of a BPU member, and is encouraged to obtain a relevant certification within two years of appointment to the BPU. An example certification program is the Public Power Governance Certificate Program. Refer to the APPA Brochure in Appendix J.

Part 3: Board Structure and Processes

- 3.1. **Governing Style.** The BPU will approach its task with a style that emphasizes outward vision rather than an internal preoccupation, encouragement of diversity in viewpoints, strategic leadership more than administrative detail, clear distinction of board and staff roles, and pro-activity rather than reactivity. In this spirit, the BPU will:
- a. Comply with this PPM and discuss variances in open session.
 - b. Be accountable to the DPU customers and the citizens of Los Alamos County for competent, conscientious and effective accomplishment of its obligations as a body. It will allow no officer or individual of the BPU to usurp this role or hinder this commitment.
 - c. Monitor and regularly discuss the BPU's own process and performance.
 - d. Seek to ensure the continuity of its governance functions by identifying capable Los Alamos County citizens, encouraging them to apply for County Council appointment to the BPU, then adequately orienting and training new BPU members.
 - e. Be an initiator of policy, and not just react to DPU staff initiatives.
- 3.2. **BPU Job Descriptions.** The job of the Board of Public Utilities is to exercise jurisdiction and control over the DPU. In this role, the BPU must lead the DPU toward the desired operational and financial performance, and ensure that it occurs. The BPU's specific contributions are unique to its trusteeship role and necessary for proper governance and management.
- a. To perform its job, the **Board of Public Utilities** shall:
 - Work with the Utilities Manager to define and refine the mission, values, strategies, and major goals/outcomes and hold the Utilities Manager accountable for developing strategic objectives and long-term goals based on these policies.
 - Develop an annual performance plan with priorities for Utilities Manager; the performance plan should align with DPU strategic objectives and long-term goals already approved by the BPU and identify the performance standards by which the Utilities Manager is expected to achieve the objectives/goals/outcomes.
 - Monitor the performance of the DPU relative to the achievement of the objectives/goals/outcomes within the executive parameters.
 - Select, nurture, evaluate annually, recommend fair compensation for and, if necessary, recommend termination of the Utilities Manager, who functions as the Board's sole agent.
 - Ensure financial solvency and integrity of the DPU through its policies and actions.

- Require periodic financial and management external audits to ensure compliance with the law and good practices in accordance with Article V of the Los Alamos County Charter.
 - Participate in the annual DPU Strategic Planning Process as described elsewhere in this PPM.
 - Review, approve, and recommend an annual DPU budget to the County Council.
 - Review, approve, and recommend utility rate ordinances to the County Council.
 - Review and approve utility contracts greater than or equal to \$50,000; review, approve and recommend utility contracts greater than \$200,000 to the County Council. (Refer to Los Alamos County Code of Ordinances, Sec. 31-74. “Authority to execute contracts.”)
 - Maintain and constantly improve all on-going policies and procedures of the BPU in this PPM.
 - Support the Utilities Manager in strategic, operational, and human resources issues before county staff and/or County Council.
 - Evaluate and strive to improve the BPU’s performance as a governing board.
 - Actively work with DPU staff to communicate the value of the DPU to its stakeholders; possible activities include:
 - (1) Accompany DPU Manager and participate in presentations to civic organizations.
 - (2) Attend every County Council meeting where DPU topics will be presented or discussed.
 - (3) Accompany DPU manager to radio station interviews on the Thursday following each regular BPU meeting.
 - Seek input and involve DPU stakeholders in BPU policy considerations and decisions using methods such as:
 - (1) Explore ways to get more stakeholder inputs while policies are being formed.
 - (2) Use DPU bill inserts to distribute information and solicit public input on issues.
 - (3) Make more effective use of the Los Alamos County On-Line Forum.
 - (4) Use the bi-annual DPU customer survey to gather public input on issues.
 - (5) Form ad-hoc citizen’s panels to address strategic questions and make recommendations to the BPU.
 - Work with the County Council to get citizens with diverse backgrounds appointed to the BPU to assure that the BPU represent the community interests it serves.
- b. For the BPU to function effectively, **each BPU member** must:
- Faithfully attend BPU regular and special meetings.
 - Review the agenda packet for each meeting and come to the meeting prepared to discuss the items in the agenda.
 - Participate in BPU discussions at meetings.
 - If possible before a BPU meeting, prepare any lengthy reports and/or comments in writing and provide them to the BPU secretary during the meeting.
 - Adhere to this Policies and Procedures Manual.
 - Represent interests of DPU customers, not just a personal agenda.

- Rotate attendance at the quarterly boards and commissions lunches.
 - Accept and fulfill assignments negotiated by the BPU Chair.
 - In BPU meeting discussions, focus on policy consideration and direction versus operational issues; discuss technical details of DPU operations with DPU staff prior to the BPU meeting if possible.
 - Actively endeavor to understand and balance the varied concerns of DPU customers.
- c. The **BPU Chair** has the following additional responsibilities:
- Meet with Utilities Manager approximately two weeks before each regular BPU meeting to review and approve the agenda items for the meeting.
 - Conduct the regular and special BPU meetings.
 - Obtain BPU member volunteers, or if necessary appoint BPU members, for committees and board projects.
 - Perform informal review of meeting minutes a few days after each BPU meeting.
 - Sign approved BPU meeting minutes.
 - Review and approve the Utilities Manager's travel vouchers.
 - To the extent possible, attend weekly "Leadership Council" meetings to be aware of County Council agenda and to provide information about BPU issues to county leadership; if necessary, ask the BPU Vice-Chair to attend.
 - Represent the BPU at County Council meetings, particularly those where DPU issues will be discussed.
 - Provide quarterly written reports and make an annual oral report to County Council to keep them aware of issues facing the BPU which may significantly impact the operations of other county departments.
 - Help the BPU spend appropriate time on policy consideration and direction versus operational issues; guide BPU meeting discussions away from operational details and toward policy issues.
- d. In the absence of the Chair, the **BPU Vice-Chair** shall assume the duties of the Chair.
- e. The **BPU immediate past Chair** is encouraged serve as mentor for the current BPU Chair.
- f. Refer to Part 4 of this PPM for a description of the responsibilities of the **Utilities Manager**, an ex-officio non-voting member of the BPU.
- g. The **County Manager** will be an ex-officio non-voting member of the BPU and is encouraged to:
- Attend the meetings of the BPU or send a designated alternate deputy administrator.
 - Serve as a liaison between the Board and County Administration to ensure that (a) the Council is aware in advance of actions by the DPU which may significantly impact

County operations, and (b) that DPU is aware in advance of actions by the County which may significantly impact DPU operations.

- Provide an annual briefing to the BPU on the strategic objectives of the County at the April BPU meeting.

h. The **County Council Liaison** is encouraged to:

- Attend the meetings of the BPU or send a designated alternate County Council member.
- Keep the County Council informed on BPU and DPU issues that may have a major impact on the County.
- Keep the BPU informed on County Council issues that may have a major impact on the BPU or the DPU.
- During meetings, the Council Liaison is invited to sit at the dais or with members of the BPU at Council Liaison discretion.
- When the Council Liaison chooses to sit with the BPU, the Council Liaison name-placard shall be displayed.
- The Council Liaison is encouraged to participate in DPU discussion when the Council Liaison has clarifying points pertinent to the discussion.
- The Council Liaison is discouraged from interjecting personal opinion into discussion, unless speaking as a member of the public during periods reserved for public comment.

3.3. **Annual Calendar of BPU Activities.** The BPU will generally follow the calendar of activities outlined below; circumstances may dictate that the timing of some of these activities be adjusted. Additional BPU activities such as consideration of utility rate ordinances and utility contracts will occur from time to time. The calendar for the current year is included as Appendix K.

July

- BPU Chair and DPU staff begin orientation for new BPU member(s).
- BPU discusses and agrees on content of Chair's report to County Council.
- BPU reviews PPM and revises it as appropriate.
- BPU members reaffirm the PPM.

August

- BPU Chair and DPU staff complete orientation for new BPU member(s).
- BPU Chair makes annual report to County Council.
- BPU members encouraged to attend the annual DPU staff strategic planning workshop.
- BPU approves resolution removing uncollectable utility accounts from accounts receivable list for the fiscal year five years in the past.

September

- BPU works with the Utilities Manager to review and revise the mission, vision, and values statements.
- BPU reviews and approves DPU Strategic Objectives and Long-Term Goals.
- BPU receives and discusses quarterly Conservation Program update.
- BPU approves budget carryovers from previous fiscal year.

October

November

- BPU begins annual self-evaluation.

December

- BPU receives and discusses quarterly Conservation Program update.
- BPU completes annual self-evaluation.

January

- BPU elects Chair and Vice Chair for calendar year.
- BPU appoints members to Audit Committee for calendar year.
- BPU assigns members to Boards and Commissions luncheon schedule for calendar year.
- BPU votes compliance with County Open Meetings Resolution.
- BPU approves meeting calendar for calendar year.
- BPU approves meeting agenda outline

February

- BPU discusses budget for the next fiscal year.

March

- BPU receives the annual financial report for the previous fiscal year.
- BPU approves budget for the next fiscal year.
- BPU receives and discusses quarterly Conservation Program update.
- BPU reviews results of customer satisfaction survey.

April

- BPU starts Utility Manager's performance evaluation process (may require several special closed-sessions).
- BPU and Utilities Manager review and amend goals and performance plan for the next fiscal year (may require several special closed-sessions in conjunction with the Utility Manager's performance evaluation process).
- BPU receives briefing from County Manager on the County strategic objectives.

May

- BPU approves year-end budget adjustments.
- BPU completes Utilities Manager's performance evaluation, which will include Utilities Manager's goals and performance plan for the next fiscal year.
- BPU Chair submits Utilities Manager's performance evaluation and recommended salary action to the Chair of the County Council.

- County residents apply to County Council for appointment to BPU. (Applications to fill unexpired terms will be solicited when needed,)

June

- BPU receives and discusses quarterly Conservation Program update.
- County Council appoints new member(s) to BPU for a term. (Appointments to fill unexpired terms will occur when needed,)

3.4. **BPU Meeting Agenda Template.** The following template describes the items that will be addressed and the order of business in a typical BPU meeting; not every meeting will include every item in the template.

1. Call to Order
2. Public Comment (on consent agenda items and items not otherwise listed on the agenda)
3. Approval of Agenda
4. Board Business
 - a. Chair's Report
 - b. Board Member Reports
 - c. Utilities Manager's Report
 - d. County Manager's Report
 - e. Council Liaison's Report
 - f. Environmental Sustainability Board Liaison's Report
 - g. General Board Business
 - h. Approval of Board Expenses
 - i. Preview of Upcoming Agenda Items
 1. Tickler File for the Next 3 Months
5. Public Hearings (Any BPU action will be in the Public Hearings section of the agenda.)
6. Consent Agenda
 - a. Approval of Minutes
7. Business
8. Status Reports
 - a. Electric Distribution Reliability Report
 - b. Accounts Receivable Report
 - c. Safety Incident Report
 - d. Project Status Reports
9. Public Comment (on any item)
10. Adjournment

3.5. **Public Comment Policy.** The following is the BPU policy concerning public comment during BPU meetings:

- a. Agendas will include a standing public comment period at the beginning of meetings for items not otherwise listed on the agenda.
- b. Agendas will include a standing public comment period at the end of meetings for any items.

- c. Public Hearings – After the presenter has given his or her presentation, the Chair will open the public hearing for comments on the particular topic in the agenda and will close the public hearing when commenting is finished. Any formal BPU action on the item will occur in the Public Hearings section of the BPU meeting agenda after public commenting is finished.
- d. Business Items - After the presenter has given his or her presentation, after initial Board discussion, and prior to accepting a main motion on an item, the Chair will formally open the floor for a public comment period to receive comments related to the specific agenda item. If a public hearing has been held on the topic during the meeting, the Chair may request that comments not be repeated. The Board may continue to have additional discussion on the item after the public comment period.
- e. Oral public comment should be limited to four minutes per person. Requests to make comments exceeding four minutes should be submitted to the Board in writing prior to the meeting. The text of lengthy comments should be submitted to the Board prior to the meeting if possible, but may also be submitted during or after the meeting.
- f. Individuals representing or making a combined statement for a large group present at a meeting may be allowed additional time for comment at the discretion of the Board. The Board may agree to this by consent (no motion necessary).
- g. BPU members may at any time ask the Chair that a presenter, member of the public, or staff member speak to provide clarification or additional information about an agenda item. This is not considered to be part of the public comment period. BPU members should not correct, rebut, or dialogue with a member of the public during the public comment period.
- h. Procedures regarding public comment will be included on agendas so that interested citizens know how to submit written comments prior to the meeting for Board consideration.
- i. Written public comment submitted prior to or during the meeting will be provided to the recording secretary to enter into the minutes as attachments. Oral public comments will be summarized by the recording secretary in the minutes to give a brief succinct account of the overall substance of the person's comments.
- j. Additional useful guidance and suggestions for public hearings and other ways and means of sharing information with or gathering input from DPU customers can be found in the Los Alamos County *Public Involvement Guide for Boards and Commissions*.

3.6. Meeting Agenda Policy

- a. BPU meeting agenda shall comply with the State of New Mexico “Open Meetings Act.” Refer to Appendix I, State of New Mexico Attorney General’s “Open Meetings Act Compliance Guide.”
- b. The agenda must contain a list of specific items of business to be discussed or transacted at the meeting, but there is no requirement for any additional description of what the board may do with a specific item of business on the agenda.

3.7. Meeting Minutes Policy.

- a. Meeting minutes should be a succinct record of what was done at the meeting, not a transcript of what was said during the meeting.
- b. In substance, but not necessarily format, BPU meeting minutes will comply with Roberts Rules of Order, the County Boards and Commissions Manual, the New Mexico Open Meetings Act, and the sample set of meeting minutes in the staff report for the April 17, 2013 BPU meeting; refer to Appendix L.
- c. Board members should carefully review draft meeting minutes before approval and request that additional discussion details be included if needed to provide further explanation of a topic.
- d. Board members may request during the meeting that portions of discussions be recorded in the minutes if they believe the details to be of great importance to the overall record,
- e. Any items requiring further action by the Board or follow-up by Staff should be captured in the minutes.
- f. Approved minutes of BPU meetings are the official record of BPU meetings; recordings of BPU meetings will be retained for at least one year for reference purposes.

3.8. Removal/Replacement of a BPU Member.

- a. Article V of the County Charter states circumstances that would warrant removal of a BPU member by the County Council.
- b. A BPU member may resign by submitting written notice to the Chair of the BPU and the Chair of the County Council; except for such circumstances that warrant an earlier departure, the resigning member should continue to serve on the BPU until a replacement is appointed by the County Council.
- c. In the event that a board member resigns or is removed, the BPU will work with the County Council to get a replacement appointed within 60 days. The BPU will identify capable Los Alamos County citizens and encourage them to apply for County Council appointment to the BPU.

3.9. BPU Self-Evaluation.

- a. During November and December, the BPU will perform an annual self-evaluation of its own performance. The BPU may invite major stakeholders (e.g. DPU staff, County Council, County Manager) to participate in specific aspects of the evaluation.
- b. The purposes and reasons for the BPU self-evaluation include:
 - Promote understanding of roles and responsibilities
 - Provide orientation for new members
 - Address, and perhaps help resolve, board conflicts
 - Clarify what members expect from the group and self
 - Identify priorities for the BPU's future efforts
 - Identify BPU strengths and weaknesses
 - Identify opportunities for improvement in BPU performance
 - Help identify needed changes to this PPM
 - Self-evaluation aligns with at least three of the Baldrige "Criteria for Performance Excellence."
- c. Refer to Appendix M for a BPU self-evaluation template adapted from the *APPA Handbook for Public Power Policymakers*. The BPU will change the self-evaluation topics over time to fit the changing business climate, relations with the Utilities Manager, relations with the County Council, and to include lessons learned from previous self-evaluations.
- d. In its self-evaluation the BPU will address open-ended questions such as:
 - What did the BPU accomplish during the past year?
 - What did the BPU fail to accomplish during the past year?
 - What did the BPU do well during the past year?
 - What did the BPU do poorly during the past year?
 - What were the key issues of the past year? Did the BPU address them adequately?"
- e. The BPU will seek broad participation in the self-evaluation process by:
 - Soliciting suggestions for self-evaluation questions from DPU staff, county staff, County Council, and the public.
 - Inviting the immediate past BPU member(s) to participate in the self-evaluation.
 - Inviting County Council Liaison, County Manager, and County Attorney to participate in the self-evaluation.
- f. The BPU will explore ways to make the BPU self-evaluation honest and candid.

- g. The BPU will explore ways to collect questions, complaints, and compliments to be addressed in the annual self-evaluation process.

3.10. Dispute Resolution Process.

- a. From time to time the County Council may not adopt a BPU approved utility rate ordinance or may not approve a budget, personnel action, or utility contract recommended by the BPU.
- b. In this situation the BPU will reconsider its recommendation and may submit either a revised or a reinforced recommendation to the County Council.
- c. If the BPU does not develop a recommendation that is approved by the County Council in a timely manner, it will request the Council to appoint an appropriate number of councilors to a joint County Council/BPU working group that is charged to reach an agreement within a specified time.

Part 4: Utilities Manager Responsibilities

4.1 Essential Duties and Responsibilities.

- a. The Utilities Manager's essential duties and responsibilities are described in the Los Alamos County Job Description and Classification for the Utilities Manager, Job Code 7001; refer to Appendix Q.
- b. The following sections address some of the Utilities Manager's responsibilities that particularly relate to the BPU.

4.2 Strategic Planning.

- a. The Utilities Manager should implement a systematic, cyclical strategic planning process to develop (1) Strategic Objectives, (2) Long-Term Goals, and (3) Short-Term Goals for the DPU and presenting the Strategic Objectives and Long-Term Goals to the BPU for approval.
- b. The DPU strategic planning processes should be based on the current Baldrige *Criteria for Performance Excellence* or an equivalent standard that is acceptable to the BPU.
- c. Refer to Appendix N for a description of the DPU Strategic Planning Process.

4.3 Operations and Management.

- a. The Utilities Manager is responsible for the day-to-day operations of the department and management of its personnel.

- b. The Utilities Manager's operation of the department and management of its employees, in general, shall be subject to the personnel code and the procurement code. In general, other administrative county-wide policies shall be followed to the extent they do not conflict with the BPU's jurisdiction.
- c. Special policies and procedures necessary for the operation of the DPU shall be proposed by the Utilities Manager, approved by the BPU, and put in place with the cognizance of the County Manager.
 - Any resulting unresolved disputes between the Utilities Manager and should be brought to the attention of the BPU.
 - If unresolved at the BPU, the BPU may bring the issue to the Council for resolution.

4.4 Annual Budget.

- a. The Utilities Manager is responsible for preparing and presenting a preliminary and a final annual DPU budget to the BPU.
- b. The proposed annual DPU budget intended for BPU approval should address each of the utilities individually and include 10 year forecasts that project changes in sales, revenue and expenses, and the rates and borrowing necessary to sustain each utility.
- c. The proposed DPU budget intended for County Council approval should be based on the BPU approved budget and shall address the DPU as a whole on a bi-annual basis.
- d. The Utilities Manager should present the preliminary annual budget at the February BPU meeting and the final annual budget at the March BPU meeting

4.5 Annual and Quarterly Financial Reports.

- a. The Utilities Manager shall prepare and provide to the BPU an audited annual financial report as of the end of the previous fiscal year of each utility and of the department as a whole.
 - The annual financial report shall adhere to generally accepted accounting principles as promulgated by the Governmental Accounting Standards Board and the Financial Accounting Standards Board as applicable.
 - The annual financial report shall be audited by one or more independent auditors; this may be accomplished as part of the audit of the Los Alamos County Comprehensive Annual Financial Report.
 - The annual report shall be provided for BPU information at the March BPU meeting.
 - The accepted annual report shall be suitably summarized and formatted then provided to the County Council and made available to the public on the DPU website.
- b. The Utilities Manager shall prepare quarterly DPU performance reports.

- Each quarterly report should include information about capital projects, operational and financial performance, and DPU highlights during the previous quarter. The operational and financial performance reports should include data for the previous quarters of the fiscal year plus cumulative totals.
- Quarterly reports shall be provided to the BPU and the County Council, and made available to the public on the DPU website.

4.6 **Rate Ordinances.**

- a. The Utilities Manager is responsible for preparing and presenting proposed utility rate ordinances to the BPU.
- b. At least one month ~~before presenting prior to the public hearing on~~ a final proposed utility rate ordinance ~~to the~~before the BPU, the Utilities Manager shall introduce the draft ordinance and present the budget and operational reasons for the proposed rate ordinance. A revised rate ordinance presented to the BPU after rejection of the original rate ordinance by the County Council need not be submitted one month in advance of the public hearing, but may be acted upon by the BPU when submitted.
- c. When the final proposed utility rate ordinance is presented to the BPU for approval, the Utilities Manager shall make a presentation to the BPU that approximates that which will be made to the County Council to obtain their acceptance of the ordinance.

4.7 **BPU Membership.** The manager shall be an ex officio non-voting member of the BPU.

4.8 **Strategic Initiative.** In order to maintain control of strategic initiatives, the BPU shall formally add strategic initiatives that have been adopted and approved by the BPU to the PPM in the appendix under a separate file titled “Strategic Initiatives of the BPU.” These initiatives can be altered or removed from the PPM with a simple majority vote. If an initiative is removed, it is no longer considered a formal strategic initiative of the BPU. Any member of the BPU can add to the agenda a business item to consider removal or alteration of a strategic initiative in the section.

Appendices

The full PPM and all of the appendices listed below can be found online on the Board of Public Utilities website at <http://www.losalamosnm.us/gov/bcc/utilitiesboard/Pages/bpupolicies.aspx>
https://www.losalamosnm.us/government/departments/utilities/board_of_public_utilities/.

- A. Annual Reaffirmation of the Policies and Procedures Manual.
- B. DPU Strategic Objectives, Long-Term Goals, and Short-Term Goals for the current FY.
- C. Los Alamos County Charter, Article V – Utilities.
- D. Los Alamos Code of Ordinances, Chapter 40 – Utilities.
- E. Los Alamos County code of conduct ordinance.
- F. New Mexico “Whistleblower Protection Act,” NM Statutes Chapter 10, Article 16C.
- G. Utilities Manager’s performance plan for the current year.
- H. Los Alamos County Resolution 01-13 - A Resolution Establishing Minimum Standards of Reasonable Notice to the Public for all Meetings of the Council, the County Indigent Hospital and County Health Care Board and of all County Boards, Commissions, and Policymaking Bodies.
- I. State of New Mexico Attorney General’s “Open Meetings Act Compliance Guide.”
- J. APPA Brochure, “Public Power Governance Certificate Program”
- K. BPU Calendar for the Current Year.
- L. Staff report for the April 17, 2013 BPU meeting regarding meeting minutes.
- M. BPU self-evaluation template.
- N. Staff report for the April 19, 2012 BPU meeting describing the DPU Strategic Planning Process.
- O. List of past BPU members.
- P. List of current BPU members with contact information.
- Q. Los Alamos County Job Description and Classification for the Utilities Manager.
- R. DPU Culture of Safety Vision Statement.
- S. Strategic Initiatives of the BPU



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 4.G.4
Index (Council Goals): BCC - N/A
Presenters: Jeff Johnson, Chair of the Board of Public Utilities
Legislative File: 9791-17

Title

Planning for Upcoming Board of Public Utilities Annual Boards & Commissions Presentation to Council on September 19th, 2017

Recommended Action

None

Staff Recommendation

None

Body

On September 19th, the Board of Public Utilities is scheduled to give its annual Boards & Commissions presentation to Council. This meeting will be a joint meeting with Council and the BPU. The agenda will be a presentation of 2017 DPU / BPU initiatives and actions, a discussion about funding options for the White Rock Wastewater Treatment Plant and a discussion about the merits of a commodity based rates structure vs. a fixed rate structure for potable water.

During the 2015 Board Self-evaluation, the Board agreed that the entire Board should be more involved in the development and annual presentation to Council, and a rehearsal presentation should also be done prior to the Chair's presentation. In preparation for the upcoming presentation, the Board should discuss with the Chair possible topics for the presentation.

The following DPU and BPU actions will be discussed with council on 9/19/17:

- Roll-out of the Utility App
- Continuation of the water meter replacement project
- Start of the smart meter implementation effort
- Implementation of the Financial Policy throughout the utilities
 - including significant BPU/DPU discussion about long range strategies for water distribution/production and recommendation of a rate increase structure to fulfill the requirements of the Financial Policy
 - Significant discussions about rate strategies for the waste treatment utility as well as discussions about cost effective options and strategies for replacing the White Rock Waste Treatment facility
- Completion of the Western area waterline replacement project
- Successful receipt of a FEMA grant for LA Reservoir road repair and non-potable water line installation
- Started well replacement project, the 1st such effort in LAC history
- Development of Implementation Plan for the FER recommendations to meet the 2040

carbon neutral goal, including development of a Draft and Final Integrated Resource Plan

- Restart of the El Vado and Abiquiu Hydro plants

Other BPU input?

Attached are the Guidelines for the 2017-2018 B&C Presentations.

Alternatives

None

Fiscal and Staff Impact

None

Attachments

A - Guidelines for 2017-2018 B&C Presentations

Guidelines for 2017 B&C Presentations County Council Work Sessions

- Each B&C presentation will usually be scheduled on Council's agenda during a work session. The Council work sessions are now "streamed" and are often held in White Rock at Fire Station #3. You can check the County's web site (www.losalamosnm.us) or call the County Manager's Office at 663-1750 to verify the meeting location.
- Please limit your portion of the presentation to approximately 10-15 minutes. Council members will be allocated approximately 15 minutes to ask questions at the end of your presentation.
- See next page for a chart of dates and presentation assignments. Please notify Linda Matteson (linda.matteson@lacnm.us or 662-8086) or Libby Carlsten (libby.carlsten@lacnm.us or 662-8261) if you need to re-schedule your presentation date.
- If you prepare a PowerPoint presentation, please provide an electronic copy of your material (10 days prior to the Council meeting) to Linda Matteson (linda.matteson@lacnm.us) and Jackie Salazar (Jacqueline.salazar@lacnm.us). Also, you will need to submit an LAC Information Management work order or contact the IM Service Desk at 662-8090 at least 5 days before the Council meeting to get your presentation loaded on a computer. IM can make arrangements to get a PowerPoint projector transported to the WR Fire Station. (Please note that you're not required to prepare PowerPoint slides. You're encouraged to simply do an oral presentation – it's your choice whether to prepare slides or not.)
- In general, hard copies of presentations are not provided to Council (they use tablets to view agenda items) but if you want, you can bring extra copies for the media and members of the public.
- Your board or commission's FY17 or FY18 Work Plan (depending on your presentation date) will usually be provided to Council as an attachment to the agenda documentation. Feel free to reference it, if you'd like.
- For the 2017 presentations, Council is asking each Board Chair to report on the following topics for their board during their presentations:
 - ◇ Top 1-3 Priority Projects/Objectives for your board for the next twelve months
 - ◇ Imposing challenges that your board foresees to achieving the priority items
 - ◇ Ways Council can help
 - ◇ General overview of your current Work Plan for FY18
- As noted above, Council will be allowed time to ask questions after your presentation. This will provide an opportunity for Councilors to ask clarifying questions about the issues, activities, and projects of importance to your B&C.

2017-2018 Schedule for B&C Presentations to Council

Month	Council Work Session Date	Board or Commission
January 2017	No work session scheduled for January – Retreat on 1/24	
February 2017	February 7, 2017	Transportation Board, Khal Spencer, Chair
March 2017	March 14, 2017	Library Board, Jenn Baker, Chair and Planning and Zoning Commission, Phil Gursky, Chair
April 2017	No Work Session scheduled for April	
May 2017	May 9, 2017	Environmental Sustainability Board, John Bliss, Chair
June 2017	June 13, 2017	Parks and Recreation Board, Melanee Hand, Chair
July 2017	July 18, 2017	Fuller Lodge Historic Districts Advisory Board, Mark Rayburn Chair
August 2017	August 22, 2017	Art in Public Places Board, Susie Schillaci, Chair
September 2017	September 19, 2017	Board of Public Utilities, Jeff Johnson, Chair
October 2017	October 17, 2017	Personnel Board, Leslie Geyer, Chair
November 2017	November 7, 2017	Lodger's Tax Advisory Board, Ryn Herrmann, Chair
December 2016	No work session scheduled for Dec.	
January 2018	January 23, 2018	Tentatively reserved for strategic planning
February 2018	Date TBD	



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 4.I.1
Index (Council Goals): BCC - N/A
Presenters: Board of Public Utilities
Legislative File: 9795-17

Title

Tickler File for the Next 3 Months

Attachments

A - Tickler File for the Next 3 Months



LOS ALAMOS

County of Los Alamos

Los Alamos, NM 87544
www.losalamosnm.us

Tickler

Criteria: Agenda Begin Date: 9/1/2017, Agenda End Date: 11/30/2017, Matter Bodies: Board of Public Utilities

File Number	Title
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Agenda Date: 09/20/2017

9468-17	Report Quarterly Conservation Program Update Department Name: DPU Drop Dead Date:	04GGeneral Board Business Length of Presentation: Apx. 10 Min. Sponsors: James Alarid, Deputy Utilities Manager - Engineering
9604-17	Briefing/Report (Dept,BCC) - Action Requested Approval of Department of Public Utilities Mission, Vision and Values, Goals and Objectives Department Name: DPU Drop Dead Date:	04GGeneral Board Business Length of Presentation: Apx. 15 Min. Sponsors: Tim Glasco, Utilities Manager
8709-16	Briefing/Report (Dept, BCC) - No action requested FER Implementation - Discussion Regarding Rate Ordinance - Unbundled Rate Structure Department Name: DPU Drop Dead Date:	07Business Length of Presentation: Apx. 30 Min. Sponsors: Steve Cummins, Deputy Utilities Manager - Power Supply

Agenda Date: 10/18/2017

9704-17	Briefing/Report (Dept, BCC) - No action requested Quarterly Update on Utility System (Utility System TBD) Department Name: DPU Drop Dead Date:	04GGeneral Board Business Length of Presentation: Apx. 20 Min. Sponsors: Tim Glasco, Utilities Manager
CO0480-16	Code Ordinance FER Implementation - Public Hearing for Rate Ordinance - Unbundled Rate Structure Department Name: DPU Drop Dead Date:	05Public Hearings Length of Presentation: Apx. 30 Min. Sponsors: Steve Cummins, Deputy Utilities Manager - Power Supply

Agenda Date: 11/15/2017

9798-17	Briefing/Report (Dept, BCC) - No action requested Begin 2017 Board of Public Utilities Annual Self-evaluation Department Name: DPU	04GGeneral Board Business Length of Presentation: Apx. 10 Min.
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File Number	Title
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Drop Dead Date:

Sponsors: Jeff Johnson, Chair of the Board of Public Utilities

8938-16

Briefing/Report (Dept, BCC) - No action requested

07Business

Follow-up Evaluation of the Water System Rate Path Forward as Discussed at the December 2016 Board of Public Utilities Meeting

Department Name: DPU

Length of Presentation: Apx. 30 Min.

Drop Dead Date:

Sponsors: Jack Richardson, Deputy Utilities Manager - GWS Services

8703-16

Briefing/Report (Dept,BCC) - Action Requested

07Business

FER Implementation (TENTATIVE) - Approval of Power Sales Agreement for the Carbon Free Power Project (CFPP) & Phase II Budget

Department Name: DPU

Length of Presentation: Apx. 30 Min.

Drop Dead Date:

Sponsors: Steve Cummins, Deputy Utilities Manager - Power Supply



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.:	5.A
Index (Council Goals):	BCC - N/A
Presenters:	Bob Westervelt, Deputy Utilities Manager - Finance/Admin
Legislative File:	CO0508-17

Title

Approval of Incorporated County of Los Alamos Code Ordinance No. 02-277; An Ordinance Amending Chapter 40, Article III, Section 40-173 of the Code of the Incorporated County of Los Alamos Pertaining to Nonpotable Water Rates

Recommended Action

This item was tabled at the Board meeting on 7-19-17. The first action necessary is to remove the item from the table for further consideration, accomplished by the following motion:

" I move that item number 5.A from the July 19th, 2017 agenda be removed from the table for further consideration."

After consideration of this item, the following action is recommended:

"I move that the Board of Public Utilities approve Incorporated County of Los Alamos Code Ordinance No. 02-277; An Ordinance Amending Chapter 40, Article III, Section 40-173 of the Code of the Incorporated County of Los Alamos Pertaining to Nonpotable Water Rates, and forward to Council for adoption."

Staff Recommendation

Staff recommends the motion be passed as presented.

Body

The FY2018 budget includes an increase in non-potable rates from \$1.15 per 1,000 gallons delivered to \$2.50 per 1,000 gallons delivered. The attached ordinance is required to effect implementation of that budget.

Attachment B is a summary of the non-potable water budget for fiscal year 2018. As has been discussed previously, the non-potable function was previously simply absorbed by the water production sub fund. We now have accounting in place to track non-potable costs separately. As shown, on a purely cost based basis, the rate proposed still does not completely cover the anticipated costs for FY18. Explanation is as follows.

In fiscal year 2015 the Department began an aggressive program to refurbish and upgrade the non-potable system to maximize utilization of this important resource, as every gallon of surface or reuse water we utilize is a gallon we do not need to pump out of the aquifer. This

fits with the Department's stated mission to operate in an environmentally sustainable fashion. These upgrades and system improvements continue through FY2018, but by year end we anticipate we will be able to budget continuing operations and maintenance at a level that can be sustained by the rate proposed. Thus, we are not proposing to increase the rate for "full cost recovery" of the FY18 budget, but rather to establish a rate that is anticipated to sustain the function for the next several years without adjustment.

There is also some value to the water production system in terms of reduced pumping at the well-head, reduced treatment and storage costs, and, as stated, reduced consumption from the aquifer. While these benefits are hard to quantify economically, leaving the non-potable as a sub fund and supplemented by water production makes sense.

At the July meeting, County Manager Harry Burgess raised some questions about the presentation and the rate calculation. To allow time to fully explore these concerns with Mr. Burgess the item was tabled at the July 2017 meeting. Rather than working from the original budget, we have reworked the rate calculation to accurately reflect the currently anticipated costs. That worksheet is attached herewith as attachment C. Department Manager Tim Glasco has met with Mr. Burgess to review the calculation, and we believe received Mr. Burgess' agreement with the calculation and endorsement of the rate proposed.

Alternatives

If not approved, we will continue to bill for non-potable consumption at the current rate. Decisions would have to be made about curtailment of maintenance and operations of the non-potable system and/or continued or increased subsidization of the function by the potable water production sub-fund.

Fiscal and Staff Impact

The budgeted increase is expected to generate \$116,640 additional revenue annually. There is no staff impact.

Attachments

- A - Incorporated County of Los Alamos Code Ordinance 02-277
- B - Non-Potable system FY2018 Budget Summary
- C - Non Potable Rate Calculation Worksheet
- D - Notice of Public Hearing

INCORPORATED COUNTY OF LOS ALAMOS CODE ORDINANCE NO. 02-277

**AN ORDINANCE AMENDING CHAPTER 40, ARTICLE III, SECTION 40-173
OF THE CODE OF THE INCORPORATED COUNTY OF LOS ALAMOS
PERTAINING TO NONPOTABLE WATER RATES**

BE IT ORDAINED BY THE GOVERNING BODY OF THE INCORPORATED COUNTY OF LOS ALAMOS as follows:

Section 1. Section 40-173 of the Code of the Incorporated County of Los Alamos is amended to read as follows:

Sec. 40-173. - Nonpotable water rate charge.

The water consumption rate for nonpotable water, including effluent reuse water, shall be ~~\$1.15~~ \$2.50 per 1,000 gallons.

Section 2. Effective Date. This ordinance shall become effective upon adoption with the amended water rates being applied at the next billing following the effective date of the ordinance.

Section 3. Severability. Should any section, paragraph, clause or provision of this ordinance, for any reason, be held to be invalid or unenforceable, the invalidity or unenforceability of such section, paragraph, clause or provision shall not affect any of the remaining provisions of this ordinance.

Section 4. Repealer. All ordinance or resolutions, or parts thereof, inconsistent herewith are hereby repealed only to the extent of such inconsistency. This repealer shall not be construed to revive any ordinance or resolution, or part thereof, heretofore repealed.

ADOPTED this 26th day of September, 2017.

**COUNCIL OF THE INCORPORATED
COUNTY OF LOS ALAMOS**

**David Izraelevitz
Council Chair**

ATTEST: (SEAL)

**Naomi D. Maestas
Los Alamos County Clerk**

Attachment B - Non Potable system FY2018 Budget Summary

	Job #	Job Name	Object	Line Name	Actual 2016	Jul-Dec Actual 2017	Adopted Budget 2017	1st Year Budget 2018	Proposed Budget 2018
WP1813 TOTEXP	WP1813	Non-Pot. Trans. Lines Repair	TOTEXP	Total Expenditures/Expenses	17,867	24,136	-	-	-
WP1841 TOTEXP	WP1841	NP LA Reservoir Maint.	TOTEXP	Total Expenditures/Expenses	17,820	2,628	73,934	49,462	73,361
WP2101 TOTEXP	WP2101	WP NP SYS. ADMIN SUPERVISION	TOTEXP	Total Expenditures/Expenses	24,692	16,308	20,949	21,550	22,143
WP2107 TOTEXP	WP2107	WP NP SYS. ADMIN TOOLS & EQUIPMENT	TOTEXP	Total Expenditures/Expenses	5,226	-	3,000	3,000	3,000
WP2109 TOTEXP	WP2109	WP NP SYS. ADMIN GENERAL MAINT.	TOTEXP	Total Expenditures/Expenses	28,389	7,431	12,467	12,731	12,180
WP2111 TOTEXP	WP2111	WP NP SYS. ADMIN TRAINING	TOTEXP	Total Expenditures/Expenses	-	-	3,367	3,433	3,295
WP2112 TOTEXP	WP2112	WP NP SYS. ADMIN UNIFORMS	TOTEXP	Total Expenditures/Expenses	-	-	900	900	900
WP2161 TOTEXP	WP2161	WP NP SYS. ADMIN ENV. COMP/SWDA	TOTEXP	Total Expenditures/Expenses	-	-	8,240	8,319	8,154
WP2171 TOTEXP	WP2171	WP NP SYS. ADMIN SCADA MAINT.	TOTEXP	Total Expenditures/Expenses	-	-	24,734	24,866	24,590
WP2181 TOTEXP	WP2181	WP NP SYS. ADMIN CNTRL RM OPER.	TOTEXP	Total Expenditures/Expenses	102	2,988	3,787	3,893	3,672
WP2185 TOTEXP	WP2185	WP NP SYS. ADMIN METER MAINT.	TOTEXP	Total Expenditures/Expenses	16,141	38,726	254,550	6,649	6,443
WP2191 TOTEXP	WP2191	WP NP ADMIN BLDG. & GROUNDS MAINT.	TOTEXP	Total Expenditures/Expenses	489	3,078	9,100	9,298	8,885
WP2201 TOTEXP	WP2201	WP NP SYS. PUMPING POWER/ELEC	TOTEXP	Total Expenditures/Expenses	9,226	23,244	100,000	100,000	100,000
WP2413 TOTEXP	WP2413	WP EFFLUENT/IRRIGATION BAYO	TOTEXP	Total Expenditures/Expenses	26,813	-	-	-	-
WP2417 TOTEXP	WP2417	WP NON-POTABLE SKI HILL SYSTEM	TOTEXP	Total Expenditures/Expenses	2,573	-	-	-	-
WP3401 TOTEXP	WP3401	WP NP SYS. BSTR. PUMP CNTRLS MAINT.	TOTEXP	Total Expenditures/Expenses	-	-	8,734	8,866	8,590
WP3411 TOTEXP	WP3411	WP NP SYS. BSTR. PUMP MOTOR MAINT.	TOTEXP	Total Expenditures/Expenses	1,761	138	8,550	8,649	8,443
WP3421 TOTEXP	WP3421	WP NP SYS. BSTR. PUMP VALVE MAINT.	TOTEXP	Total Expenditures/Expenses	-	285	6,734	6,866	6,590
WP3431 TOTEXP	WP3431	WP NP SYS. BSTR. PUMP MAINT/REPAIR	TOTEXP	Total Expenditures/Expenses	9,363	1,923	8,787	8,893	8,672
WP3501 TOTEXP	WP3501	WP NP SYS. TREATMENT SYSTEMS MAINT.	TOTEXP	Total Expenditures/Expenses	1,206	13,332	15,967	16,231	15,680
WP3601 TOTEXP	WP3601	WP NP SYS. STORAGE TANKS MAINT.	TOTEXP	Total Expenditures/Expenses	12,052	17,953	5,287	5,393	5,172
WP3713 TOTEXP	WP3713	WP NP SYS. TRAN. LINE LEAK REPAIR	TOTEXP	Total Expenditures/Expenses	2,897	17,264	3,367	3,433	3,295
WP3721 TOTEXP	WP3721	WP NP SYS. TRAN. LINE VALVE MAINT.	TOTEXP	Total Expenditures/Expenses	-	895	1,947	1,974	1,918
WP3801 TOTEXP	WP3801	WP NP SYS. SKI HILL SYSTEM (ALL INCLUSIVE)	TOTEXP	Total Expenditures/Expenses	3,248	3,588	66,602	66,800	66,885
WP4211 TOTEXP	WP4211	WP NP SYS. MAIN LOCATES	TOTEXP	Total Expenditures/Expenses	-	1,930	1,183	1,216	1,148
					179,863	175,847	642,187	372,422	393,018
Non-potable 1000-gallon production					45,718	16,782	66,584	66,584	86,400
Cost per 1000 gallons produced					\$3.93	\$10.48	\$9.64	\$5.59	\$4.55

NON-POTABLE RATE CALCULATION WORKSHEET

Debt Service		Notes
	LA Canyon Reservoir	31,711
	Effluent Master Plan	7,185
	Water Conservation (Golf Course)	28,990
	Kwage Mesa Pipeline	9,735
Subtotal Debt Service		77,621
O &M		
	LA Res. Maint.	18,000 shows \$73K in budget
	Supervision	22,143
	Tools & Equipment	3,000
	General Maintenance	12,180
	Training	3,295
	Uniforms	900
	Environmental Compliance	8,154 shows \$24,590 in budget
	SCADA Maintenance	4,590
	Control Room Operations	3,672
	Meter Maintenance	6,443
	Building & Grounds Maintenance	8,885
	Pumping Power	75,000 Shows \$100K in budget
	Booster Pump Controls Maint.	8,590
	Booster Pump Sta. Motor Maint.	8,443
	Booster Pump Sta. Valve Maint.	6,590
	Booster Pump Sta. Pump Maint. & Rep.	8,672
	Treatment System Maint.	15,680
	Tank Maint.	5,172
	Leak Repair Transmission Line	3,295
	Transmission Line Valve Maint.	1,918
	Transmission Line Locates	1,148
Subtotal O&M		225,770
TOTAL Non-Potable Costs		303,391

Rate @86,400Kgal=\$3.51/kgal

Rate @79,270Kgal=\$3.83/kgal

Rate w/o debt service @86,400kgal=\$2.61/kgal

Rate w/o debt service @79,270kgal=\$2.84/kgal

**NOTICE OF PUBLIC HEARING FOR
INCORPORATED COUNTY OF LOS ALAMOS CODE ORDINANCE NO. 02-277
AN ORDINANCE AMENDING CHAPTER 40, ARTICLE III, SECTIONS 40-173 OF THE CODE OF THE
INCORPORATED COUNTY OF LOS ALAMOS PERTAINING TO NONPOTABLE WATER RATES**

Notice is hereby given that the Board of Public Utilities (BPU), Incorporated County of Los Alamos, State of New Mexico, will hold a public hearing on August 16th, 2017 at 5:30 p.m. at the Los Alamos Municipal Building at 1000 Central Avenue in Council Chambers. At this open meeting, the BPU will consider and receive public comment on Los Alamos County Code Ordinance No. 02-277. A full copy of the ordinance is available for inspection during regular business hours at the Department of Public Utilities at 1000 Central Avenue, Suite 130. A full copy can also be viewed online at <https://rebrand.ly/dpunonpotablerate>. Interested citizens are encouraged to attend this public hearing.

Jeff Johnson, Board of Public Utilities Chair
Published: July 27, 2017

Section 1. Section 40-173 of the Code of the Incorporated County of Los Alamos is amended to read as follows:

Sec. 40-173. - Nonpotable water rate charge.

The water consumption rate for nonpotable water, including effluent reuse water, shall be ~~\$1.15~~ \$2.50 per 1,000 gallons.



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 6.A
Index (Council Goals): BCC - N/A
Presenters: Board of Public Utilities
Legislative File: 9792-17

Title

Approval of Board of Public Utilities Meeting Minutes

Recommended Action

I move that the Board of Public Utilities approve the meeting minutes of July 19th, 2017 as presented.

Body

REQUESTED REVISIONS TO THE DRAFT MINUTES

Draft minutes are sent to members after each meeting for their review. Members may then send changes to be incorporated prior to final approval of the minutes at the next regular meeting.

The following changes were incorporated into the minutes presented for approval:

1. Kathleen Taylor - In the Manager's Report attachment., #6 was corrected. "[...] they will both be considered ~~a~~at the August 8th Council meeting.

Attachments

A - Draft BPU Regular Session Minutes - July 19th, 2017



LOS ALAMOS

County of Los Alamos
Minutes
Board of Public Utilities

1000 Central Avenue
Los Alamos, NM 87544

*Jeff Johnson, Chair; Stephen McLin, Vice-chair; Paul Frederickson, Kathleen Taylor and
Carrie Walker, Members
Tim Glasco, Ex Officio Member
Harry Burgess, Ex Officio Member
Susan O'Leary, Council Liaison*

Wednesday, July 19, 2017

5:30 PM

1000 Central Avenue
Council Chambers

REGULAR SESSION

1. CALL TO ORDER

The regular meeting of the Incorporated County of Los Alamos Board of Public Utilities was held on Wednesday, July 19 at 5:30 p.m. at 1000 Central Ave., Council Chambers. In the absence of the Chair, Board Vice-chair, Steve McLin, called the meeting to order at 5:30 p.m.

Present 6 - Board Member McLin, Board Member Frederickson, Board Member Taylor, Board Member Walker, Board Member Glasco and Board Member Burgess

Absent 1 - Board Member Johnson

2. PUBLIC COMMENT

Mr. McLin opened the floor for public comment on items on the Consent Agenda and for those not otherwise included on the agenda. There were no comments.

3. APPROVAL OF AGENDA

Mr. Frederickson moved that item 4.G.3. be removed from the agenda and that item 6.B be moved after 7.B. and the agenda be approved as modified. The motion passed by the following vote:

Yes: 4 - Board Member McLin, Board Member Frederickson, Board Member Taylor and Board Member Walker

Absent: 1 - Board Member Johnson

4. BOARD BUSINESS

4.A. Chair's Report

Mr. Johnson was absent. No report was given.

4.B. Board Member Reports

Board members reported on the following items:

1) Mr. McLin - Mr. McLin was assigned to the Audit Committee. They had a preliminary kick-off meeting about two weeks ago. They will be doing their annual audit again for all County business. There will be periodic reports.

4.C. Utilities Manager's Report

Mr. Glasco provided a written report, which is included in the minutes as an attachment.

Mr. McLin asked if the releases of water into Heron Lake are uniform throughout the year and how that might impact the electricity from El Vado. Mr. Glasco responded.

4.D. County Manager's Report

Mr. Burgess reported on the following items:

1) Mr. Burgess clarified that the Clerks Office sent the upcoming water and sewer rate Council public hearing notices to the Los Alamos Daily Post in a timely fashion. The Post admitted that they had received them, but the individual responsible for publishing those was on vacation and did not see them. It was an external problem that resulted in us having to postpone those two hearings.

2) A BPU/Council subcommittee was previously created. The County Manager's Office (CMO) tried to schedule a meeting of that subcommittee earlier in the summer; however, with all the vacations during the summer, they have been unable to get all those appointed representatives together. They are looking at the month of August right now, anticipating that people will be back from vacation. Jackie from the CMO will be reaching out to Mr. McLin and Ms. Taylor, who are the BPU subcommittee representatives, to try to schedule the first meeting. At Council Leadership Monday, they discussed possibly having a joint BPU/Council meeting during the September 19th Council work session, which could possibly morph into the first quarterly joint BPU/Council meeting, as had been discussed in the past. However, the subcommittee needs to meet first and whether or not to have the joint session in September can be determined after that.

Referring to a topic from Mr. Glasco's report, Ms. Taylor asked if J.R. Merit had been debarred from working with the County again after a contract dispute related to a project at El Vado hydroelectric plant. Mr. Glasco and Assistant County Attorney, Mr. Kevin Powers, responded.

4.E. Council Liaison's Report

Ms. Susan O'Leary was absent. No report was given.

4.F. Environmental Sustainability Board Liaison's Report

Ms. Susan Barns provided a written report, which is included in the minutes as an attachment.

4.G. General Board Business

4.G.1 [9353-17](#) Annual Review and Revision of Board of Public Utilities Policies and Procedures Manual

Presenters: Jeff Johnson

Board Vice-chair, Mr. Stephen McLin, presented this item. The following is the

substance of the item being considered.

The Board of Public Utilities Policies and Procedures Manual (PPM) Section 1.5 states, "These policies will be reviewed and revised as necessary at least annually at the regular July BPU meeting." At this meeting, members were asked to propose any changes to be considered by the Board, which could then be incorporated into a revised PPM by staff. At the August meeting a revised PPM will be given to the Board to either approve or continue discussion.

The Board discussed this item and requested clarification where necessary.

The following actions were identified for follow-up:

1) Members will send any proposed revisions to staff for the Board to consider at the August meeting.

4.G.2 [9351-17](#)

Annual Affirmation of the Board of Public Utilities Policies and Procedures Manual

Presenters: Jeff Johnson

Board Vice-chair, Mr. Stephen McLin, presented this item. The following is the substance of the item being considered.

Article 1.9 of the Board of Public Utilities (BPU) Policies and Procedures Manual (PPM) states that each year during the July BPU meeting each board member will affirm that he/she has received, read, understands, and agrees to abide by the PPM and the applicable documents referenced in its Appendix.

The Board discussed this item and requested clarification where necessary.

The following actions were identified for follow-up:

1) Board members will sign the affirmation and return it to Ms. Jaime Kephart at the end of the meeting.

4.G.3 [9352-17](#)

Planning for Upcoming Board of Public Utilities Annual Boards & Commissions Presentation to Council on September 19th, 2017

Presenters: Jeff Johnson

Item 4.G.3. was removed from the agenda to be discussed at the August meeting when Mr. Johnson returns.

4.G.4 [9642-17](#)

Quarterly Update on Utility System - Electric Distribution

Presenters: Rafael De LaTorre

Deputy Utility Manager of Electric Distribution, Mr. Rafael De LaTorre, presented this item. The following is the substance of the item being considered.

Staff presented an update to apprise the Board of Public Utilities on the department's existing strategic plan for managing the electrical distribution system.

The Board discussed this item and requested clarification where necessary.

4.H. Approval of Board Expenses

There were no expenses.

4.I. Preview of Upcoming Agenda Items

4.I.1 [9706-17](#) Tickler File for the Next 3 Months

Presenters: Board of Public Utilities

No additional items were identified for the tickler.

5. PUBLIC HEARING(S)

5.A [CO0500-17](#) Approval of Incorporated County of Los Alamos Code Ordinance No. 02-277; An Ordinance Amending Chapter 40, Article III, Section 40-173 of the Code of the Incorporated County of Los Alamos Pertaining to Nonpotable Water Rates

Presenters: Bob Westervelt

Deputy Utility Manager of Finance & Administration, Mr. Bob Westervelt, presented this item. The following is the substance of the item being considered.

The FY2018 budget includes an increase in non-potable rates from \$1.15 per 1,000 gallons delivered to \$2.50 per 1,000 gallons delivered. The proposed ordinance presented to the Board is required to effect implementation of that budget. As has been discussed previously, the non-potable function was previously absorbed by the water production subfund. There is now accounting in place to track non-potable costs separately. On a purely cost based basis, the rate proposed still does not completely cover the anticipated costs for FY2018. In fiscal year 2015 the Department began an aggressive program to refurbish and upgrade the non-potable system to maximize utilization of this important resource. This fits with the Department's stated mission to operate in an environmentally sustainable fashion. These upgrades and system improvements continue through FY2018, but by year-end it is anticipated that the Department will be able to budget continuing operations and maintenance at a level that can be sustained by the rate proposed. Thus, staff is not proposing an increase in the rate for "full cost recovery" of the FY2018 budget, but rather to establish a rate that is anticipated to sustain the function for the next several years without adjustment. There is also some value to the water production system in terms of reduced pumping at the well-head, reduced treatment and storage costs, and reduced consumption from the aquifer. While these benefits are hard to quantify economically, leaving the non-potable as a subfund and supplemented by water production makes sense.

The Board discussed this item and requested clarification where necessary.

The following actions were identified for follow-up:

- 1) Staff will meet with Mr. Burgess to further discuss the concerns he expressed at the meeting and will come back to the Board again with the non-potable ordinance at the August meeting.

Ms. Taylor moved to table this item until the August meeting. The motion passed by the following vote:

Yes: 4 - Board Member McLin, Board Member Frederickson, Board Member Taylor and Board Member Walker

Absent: 1 - Board Member Johnson

Mr. McLin called for a recess at 7:43 p.m. The meeting reconvened at 7:55 p.m.

Mr. Burgess left the meeting at 7:43 p.m.

6. CONSENT AGENDA

Ms. Taylor moved that the Board of Public Utilities approve the items on the Consent Agenda as amended. The motion passed by the following vote:

Yes: 4 - Board Member McLin, Board Member Frederickson, Board Member Taylor and Board Member Walker

Absent: 1 - Board Member Johnson

6.A 9709-17 Approval of Board of Public Utilities Meeting Minutes

Presenters: Board of Public Utilities

I move that the Board of Public Utilities approve the meeting minutes of June 21st, 2017 as presented.

6.C RE0344-17 Approval of Incorporated County of Los Alamos Resolution No. 17-15. A Resolution Removing Uncollectible Utility Accounts from the Incorporated County of Los Alamos' Accounts Receivable List for Fiscal Year 2012 and Fiscal Year 2013

Presenters: Bob Westervelt

I move that the Board of Public Utilities approve Incorporated County of Los Alamos Resolution No. 17-15. A Resolution Removing Uncollectible Utility Accounts from the Incorporated County of Los Alamos' Accounts Receivable List for Fiscal Year 2012 and Fiscal Year 2013 and forward to the Council with a recommendation for approval.

6.D 9650-17 Approval of Task Order No. 1 Under Services Agreement No. AGR17-37 with Stantec Consulting Services, Inc. in the amount of \$149,236.00, plus Applicable Gross Receipts Tax, for the Purpose of Year 1 Services for the Geographic Information System and Asset Management Upgrade

Presenters: Jack Richardson

I move that the Board of Public Utilities approve Task Order No. 1 Under Services Agreement No. AGR17-37 for the Purpose of Year 1 Services for the Geographic Information System and Asset Management Upgrade with Stantec Consulting Services, Inc. in the Amount of \$149,236.00 and a contingency in the amount of \$50,000.00 for a total not to exceed \$199,236.00, plus Applicable Gross Receipts Tax.

- 6.E [AGR0514-17](#) Approval of Services Agreement No. AGR17-41 with Viking II, Inc. in the amount of \$250,000.00 plus Applicable Gross Receipts Tax, for the Purpose of Professional Services for Water Distribution Back Flow Prevention (BFP)/ Cross Connection Control (CCC) Program Development and Maintenance

Presenters: Jack Richardson

I move that the Board of Public Utilities approve Services Agreement No. AGR17-41 with Viking II, Inc. in the amount of \$250,000.00, plus applicable gross receipts tax, for the purpose of Professional Services for Water Distribution Back Flow Prevention (BFP)/ Cross Connection Control (CCC) Program Development and Maintenance, and forward to Council for approval.

- 6.F [AGR0517-17](#) Approval of Services Agreement No. AGR17-42 with Yukon & Associates, Ltd. in the amount of \$140,000.00, plus Applicable Gross Receipts Tax, for the Purpose of Professional Services for Wastewater Treatment Plant Supervisory Control and Data Acquisition (SCADA) System Maintenance

Presenters: Jack Richardson

I move that the Board of Public Utilities approve Services Agreement No. AGR17-42 with Yukon & Associates, Ltd in the amount of \$140,000.00, plus applicable gross receipts tax, for the purpose of Professional Services for Wastewater Treatment Plant Supervisory Control and Data Acquisition (SCADA) System Maintenance.

7. BUSINESS

- 7.A [9374-17](#) White Rock Wastewater Plant Path Forward

Presenters: James Alarid

Deputy Utility Manager of Engineering, Mr. James Alarid, presented this item. The following is the substance of the item being considered.

The White Rock Waste Water Treatment Plant has been in continuous operation for over fifty years. Staff has developed four basic alternative plans to begin the detailed analyses and discussion needed to select a path forward that minimizes the adverse impact to all sewer rate paying customers. The potential for modifications to or derivatives of these plans is expected as a result of the planned Board of Public Utilities and Council joint sessions planned for August 2017.

The Board discussed this item and requested clarification where necessary.

- 6.B [9564-17](#) Approval of San Juan Generating Station (SJGS) Additional Ownership Restructuring Agreements Necessary to Reflect the Departure of the

Existing Owners in December 31, 2017

Presenters: Steve Cummins

Deputy Utility Manager of Power Supply, Mr. Steve Cummins, presented this item. The following is the substance of the item being considered.

In July, 2015 the County Council and the Board of Public Utilities approved a Restructuring Agreement for the ownership of the San Juan Generating Station (SJGS) and related agreements. The Restructuring Agreement provides for the closure of two of the four generating units and for the exit of four of the nine owners on or about December 31, 2017 ("Exit Date"). The agreements being presented for approval reflect a change in ownership that occurred after the July, 2015 approval and address certain "housekeeping" changes that need to be made to accomplish closing the restructure of ownership.

The Board discussed this item and requested clarification where necessary.

Ms. Taylor moved that the Board of Public Utilities approve the Assignment, Assumption, Termination and Release Agreement; New Exit Date Amendment Amending and Restating the Amended and Restated San Juan Project Participation Agreement; Amended and Restated San Juan Project Designated Representative Agreement; and Amended and Restated Delegation Agreement and Acknowledgment; and forward to County Council for approval. The motion passed by the following vote:

Yes: 4 - Board Member McLin, Board Member Frederickson, Board Member Taylor and Board Member Walker

Absent: 1 - Board Member Johnson

8. STATUS REPORTS

8.A [9707-17](#) Status Reports

Presenters: Board of Public Utilities

The following informational status reports were provided to the Board in the agenda packet:

- 1) Electric Reliability Update
- 2) Accounts Receivables Report
- 3) Safety Report

9. PUBLIC COMMENT

Mr. McLin opened the floor for public comment on any items. There were no comments.

10. ADJOURNMENT

The meeting adjourned at 9:12 p.m.

APPROVAL

Board of Public Utilities Chair Name

Board of Public Utilities Chair Signature

Date Approved by the Board

ATTACHMENT
OFFICER REPORTS
SUBMITTED AT THE MEETING

MANAGER'S REPORT

JULY 19, 2017

1. The Corps of Engineers brought their contractor back on June 23rd and readjusted the leaking butterfly valve on one of the vent shafts at Abiquiu dam. The leak was stopped, but at the same time the contractor readjusted the other valve. It subsequently began to leak, so we are waiting for another period of low water releases to have the valve set back to a non-leaking status.
2. JR Merritt showed up on July 7th at the El Vado hydroelectric plant to begin repairs to a leaking oil seal and the leaking water seal. The oil leak was rapidly repaired when it was discovered that an undersized O-ring had been installed. When the correct O-ring was installed the leak stopped. Voith showed up on the site the next week and JR Merritt began to replace the shaft seal. When the old seal was removed, it quickly became apparent that the seal installed by JR Merritt was cracked in numerous places. The new Voith-designed seal was installed and the plant put through its start-up sequence. No excessive leakage was observed at 25%, 50%, 75% and 100% of load. Vibration analysis also was within acceptable tolerances. As of noon on July 19th, El Vado is back to normal run-of-the river operations.
3. Meetings with staff concerning the employee focus committee were concluded in July. Numerous concerns were identified and will be taken up by senior staff in the coming months.
4. UAMPS is anticipating having both the Power Sales Contracts and the Engineering, Procurement and Construction contracts for the Carbon Free Power Project ready for distribution to the members by the August 16th meeting. We are told that UAMPS expects to begin accepting adopted Power Sales contracts during the first quarter of 2018.
5. I will be attending the August UAMPS meeting, which means I will miss the next BPU meeting.
6. The newspaper missed the deadline for advertising the water and wastewater rate ordinances, so instead of being heard on July 25, they will both be considered at the August 8th Council meeting.

Environmental Sustainability Board (ESB) liaison report

Susan Barns, ESB Liaison 7/19/2017

Recent activities include:

- Presentation and passage of Refuse, Recycling and Solid Waste fees rate change ordinance for FY18 by County Council.
- Members of the ESB will be touring the wastewater treatment plant in Bayo Canyon tomorrow afternoon (7/20). Thanks to the DPU for arranging that.
- At our meeting on 7/20, we will be having a presentation on composting by Walter Dods of Soilutions, a commercial composting facility in Albuquerque. The ESB is looking at expanding our municipal composting to include food waste, as a way of diverting and recovering more of our waste stream.
- The County is still accepting applications to fill two vacancies on the ESB. Please encourage family and friends to apply, if they are interested in helping Los Alamos County meet its sustainability goals!



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 6.B
Index (Council Goals): BCC - N/A
Presenters: Bob Westervelt, Deputy Utilities Manager - Finance/Admin
Legislative File: 9444-17

Title

Approval of Budget Carryovers from FY2017 to FY2018

Recommended Action

I move that the Board of Public Utilities approve the budget carryovers from FY2017 to FY2018 and forward to Council with a recommendation for approval.

Staff Recommendation

Staff recommends the Board of Public Utilities approve the budget carryovers as presented and forward to Council with recommendation for approval.

Body

Requirements for carryover of budget authority are as follows:

1. The projects were budgeted in FY2017 but were not completed, so we are planning on completing in FY2018
2. We do not have an encumbrance in FY2017 already
3. We have FY2017 Budget left to cover the amount we want to carry over
4. We did NOT re-budget the project in FY2018

All of these requirements have been met for each of the projects listed below. We are seeking Board approval to carry these funds over in anticipation of completing these projects in FY2018. Upon Board approval this \$7,002,900 carryover will be presented by Finance Staff for Council approval.

Water Production budgeted \$644,400 for work on the Los Alamos Reservoir Pipeline. This work will be primarily funded by a loan/grant from the Water Trust Board, which was signed in February 2017. Design is 90 percent complete. DPU is preparing documents to obtain the environmental clearances to permit the construction. The project will not go out to bid until Fall 2017. As such, \$644,400 of budgeted funds needs to be carried forward into FY18.

Electric Distribution budgeted \$500,000 to install a new TC1-TC2 line to the future LASS substation. As of FY17 year-end, the budget has been only partially spent or encumbered. As such, \$490,000 of budgeted funds needs to be carried forward into FY18.

Electric Distribution budgeted \$500,000 for four new electric feeders (13T, 15T, 16T, LAMC). As of FY17 year-end, the budget has been only partially spent or encumbered. As such, \$290,000 of budgeted funds needs to be carried forward into FY18.

Electric Distribution budgeted \$2,500,000 for the Smart Meter project in FY17. However, work has been delayed until FY18 to better align with implementation of the new Enterprise Resource Planning project and so budgeted funds of \$2,500,000 need to be carried forward into FY18. An additional \$2,500,000 from Electric Production funds are also requested to be carried over from remaining fund balance in support of this project.

Gas Distribution budgeted \$10,000 for an in-house welding program. Union contract negotiations delayed this program by a year so budgeted funds of \$10,000 need to be carried forward to FY18 for contract steel welding projects.

The Finance division budgeted \$27,000 for design work on the remodel of the Customer Care Center. This design work has been postponed until FY18. Thus, \$27,000 of budgeted funds needs to be carried forward into FY18.

Water Production budgeted \$105,000 for Water Production SCADA System Maintenance. Delays in finalizing the consultant contract for the GIS Upgrade Project pushed the project start into FY18. As such, \$105,000 in budgeted funds needs to be carried forward into FY18.

Water Production budgeted \$66,500 for Water Production Treatment Systems Maintenance. Due to a delay in finalizing a new vendor contract for disinfection equipment, budgeted funds of \$66,500 needs to be carried forward in FY18.

Water Production budgeted \$20,000 in FY17 for Water Production Non-Potable Admin SCADA Maintenance. Due to a delay in finalizing the consultant contract for the GIS Upgrade Project, these budgeted funds of \$20,000 need to be carried forward in FY18.

Water Production budgeted \$250,000 in FY17 for Water Production Non-Potable Admin Meter Maintenance. Delays in supplier meter calibration caused SCADA connections delays. As such, \$100,000 of budgeted funds needs to be carried forward into FY18 for this initiative.

In FY17, \$75,000 was budgeted under Water Distribution for launching a back flow prevention program. Delays in finalizing the vendor contract for that program caused the initiative to be pushed into FY18. As such, a concurrent budget revision, in which \$75,000 is moved from Water Production to Water Distribution, and carryforward of \$75,000 in budgeted funds from FY17 to FY18 is necessary.

In Wastewater, \$75,000 was budgeted under Wastewater Tools and Supplies and not spent due to a delay in finalizing the consultant contract for the GIS Upgrade Project. As a result, \$75,000 in budgeted funds needs to be carried forward into FY18.

In Wastewater, \$50,000 was budgeted in FY17 for Wastewater Video Inspection. Due to a delay in finalizing the video equipment vendor contract, the video equipment purchase was not completed in FY17. Thus, \$50,000 in budgeted funds should be carried forward to FY18.

In Wastewater, \$50,000 was budgeted for hardware under Wastewater Los Alamos WWTF Operations. With the delay in finalizing the WWTF SCADA Upgrade consultant contract, the equipment necessary for the SCADA upgrade was not purchased in FY17. Therefore,

\$50,000 in budgeted funds needs to be carried forward into FY18.

Alternatives

If these funds, budgeted but not expended in FY2017, are not carried over the projects could be funded with FY2018 funds (requiring a FY2018 budget adjustment), postponed and re-budgeted in FY2019, or cancelled.

Fiscal and Staff Impact

\$7,002,900 transfer of budget authority from FY2017 for expenditures in FY2018.

Attachments

A - Budget Revision 2018-02

Budget Revision 2018-02 Department of Public Utilities Carryovers

	Fund/Dept	Brass Org	Revenue (decrease)	Expenditures (decrease)	Transfers In(Out)	Fund Balance (decrease)
1	Utilities - Electric Production	511-855111	\$ -	\$ 2,500,000	\$ -	\$ (2,500,000)
1	Utilities - Electric Distribution	512-852291	\$ -	\$ 2,500,000	\$ -	\$ (2,500,000)
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018. The total cost of the AMI project is approximately \$5 million. Revenue bonds were issued in 2014 to fund \$2.5 million of this project. This is the amount being carried over from Electric Distribution. The carryover from Electric Production is from operational savings. Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$4,980,845.						
2	Utilities - Gas	531-GA2005 8369	\$ -	\$ 10,000	\$ -	\$ (10,000)
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018. Union contract negotiations delayed in house welding program one year. Need this roll over fund for FY2018 contract steel welding projects. Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$10,000.						
3	Utilities - Finance	512-UF1003 8369	\$ -	\$ 27,000	\$ -	\$ (27,000)
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018. The Customer Care Center remodel design work has been pushed to FY2018. The total budget in FY2017 for this project was \$150,000. Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$27,000.						
4	Utilities - Water Production	542-WP1071 8369	\$ -	\$ 105,000	\$ -	\$ (105,000)
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Water Production Admin SCADA System Maintenance. Delay in finalizing consultant contract for the GIS Upgrade Project. Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$105,000.						
5	Utilities - Water Production	542-WP1513 8839	\$ -	\$ 66,500	\$ -	\$ (66,500)
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Water Production Treatment Systems Maintenance. Delay in getting New Disinfection Equipment vendor contract finalized. Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$66,500.						

Budget Revision 2018-02 Department of Public Utilities Carryovers

	Fund/Dept	Brass Org	Revenue (decrease)	Expenditures (decrease)	Transfers In(Out)	Fund Balance (decrease)
6	Utilities - Water Production	542-WP2171 8369	\$ -	\$ 20,000	\$ -	\$ (20,000)
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Water Production Non-Potable Admin SCADA Maintenance. Delay in finalizing consultant contract for the GIS Upgrade Project Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$20,000.						
7	Utilities - Water Production	542-WP2185 8369	\$ -	\$ 100,000	\$ -	\$ (100,000)
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Water Production Non-Potable Admin Meter Maintenance. FY2017 budget for this item was \$250,000. Delays in supplier meter calibration caused SCADA connections delays. Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$100,000.						
8	Utilities - Water Production	542- 8369	\$ -	\$ 75,000	\$ -	\$ (75,000)
8	Utilities - Water Production	542-8369	\$ -	\$ (75,000)	\$ -	\$ -
8	Utilities - Water Distribution	541-DW2019 8369	\$ -	\$ 75,000	\$ -	\$ -
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Water Production. At the same time, this revision transfers spending authority from Water Production to Water Distribution in the amount of \$75,000 for FY2018. Delay in finalizing BFP vendor contract causing BFP Program start up delay. Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$75,000.						
9	Utilities - Wastewater	551-WW1107 8369	\$ -	\$ 75,000	\$ -	\$ (75,000)
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Wastewater Tools & Supplies. Delays in finalizing consultant contract for the GIS Upgrade Project caused a delay in finalizing this work also. Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$75,000.						
10	Utilities - Wastewater	551-WW2057 8839	\$ -	\$ 50,000	\$ -	\$ (50,000)
Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Wastewater Video Inspection. Delay in finalizing Video Equipment vendor contract caused video equipment purchase delay. Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$50,000.						

Budget Revision 2018-02 Department of Public Utilities Carryovers

	Fund/Dept	Brass Org	Revenue (decrease)	Expenditures (decrease)	Transfers In(Out)	Fund Balance (decrease)
11	Utilities - Wastewater	551-WW2401 8833	\$ -	\$ 50,000	\$ -	\$ (50,000)
<p>Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Wastewater Los Alamos WWTF Operations. Delay in finalizing WWTF SCADA Upgrade consultant contract caused WWTF SCADA upgrade start up delay.</p> <p>Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$50,000.</p>						
12	Utilities - Water Production	542-WPxxxx 8369	\$ 484,560	\$ 644,400	\$ -	\$ (159,840)
<p>Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Wastewater Reservoir Pipeline. The funding source (grant) is the Water Trust Board. We closed on the loan/grant agreement in February 2017. The loan repayment is budgeted in FY2018. Design is 90% complete. The environmental clearance documents are being prepared to permit the construction. Due to the lengthy process to permit the project, we will not bid the project until the Fall of 2017.</p> <p>Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget by \$644,400, increase grant revenue by \$484,560 and decrease the fund balance by \$159,840.</p>						
13	Utilities - Electric Distribution	512-ED7006 8369	\$ -	\$ 490,000	\$ -	\$ (490,000)
<p>Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Electric Distribution. Work started on the new TC1-TC2 to LASS Substation project in FY2017, but work will primarily be completed in FY2018.</p> <p>Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$490,000.</p>						
14	Utilities - Electric Distribution	512-ED7007 8369	\$ -	\$ 290,000	\$ -	\$ (290,000)
<p>Description: The purpose of this budget revision is to carryover budget expenditure authority from FY2017 to FY2018 for Electric Distribution. Work started on the new feeders for 13T, 15T, 16T and LAMC in FY2017, but work will continue into FY2018. The amount originally budgeted in FY2017 was \$500,000. The related encumbrance will also be carried over into FY2018 through the encumbrance rollover process.</p> <p>Fiscal Impact: The impact on the Joint Utilities Fund in FY2018 is to increase the expenditure budget and decrease the fund balance by \$290,000.</p>						



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.:	6.C
Index (Council Goals):	BCC - N/A
Presenters:	Bob Westervelt, Deputy Utilities Manager - Finance/Admin
Legislative File:	AGR0518-17

Title

Approval of Amendment No. 1 to Services Agreement No. AGR16-4289 with Paymentus Corporation in the amount of \$50,000.00, for a Revised Total Agreement Amount of \$99,000.00, plus Applicable Gross Receipts Tax, for the Purpose of Credit Card and Electronic Payment Processing Services.

Recommended Action

I move that the Board of Public Utilities approve Amendment No. 1 to Services Agreement No. AGR16-4289 with Paymentus Corporation in the amount of \$50,000.00, for a Revised Total Agreement Amount of \$99,000.00, plus Applicable Gross Receipts Tax, for the Purpose of Credit Card and Electronic Payment Processing Services.

Staff Recommendation

Staff recommends that the Board approve as presented.

Body

For years, the Utilities Department had a “convenience fee” model for accepting credit card payments for utilities bills. Under this model, customers were charged \$4.95 per transaction with a transaction limit of \$450.00. The department received substantial customer feedback that this model was unacceptable in the modern business world. We also got similar indications from trade shows and publications to which we subscribe. Finally, to successfully deploy our Smart Customer Mobile application, it was apparent that we needed to better support credit card payments.

In response to these inputs, Department staff reached out to the then current provider, Paymentus Corporation, and to several other potential providers, to look at their fee models and structure. Because such services have been determined exempt from the competition requirements of the Los Alamos Procurement Code, no formal request for proposals was issued, but staff did conduct extensive “due diligence” to ensure we were obtaining best value for the Department and our customers. After careful consideration, it was determined that Paymentus provides the most cost effective model, flexibility, and the best service for our requirements.

Having not had experience with the “absorbed fee” model, staff had little information on which to base an estimated total contract cost. We also wanted to limit our exposure until we had that history, and could gauge success of the program. Thus, we initially funded the contract for only \$49,000.

With nearly two years under the program, we have received very favorable customer feedback. While we are seeing increased utilization, especially as the Mobile App has been deployed, we are anticipating that the proposed funding will be adequate for the remainder of the contract term, and remain confident that the service provides good value for the department and our customers in terms of payment ease and flexibility.

Alternatives

If the Board elects not to approve this amendment we will cancel the current contract when funding runs out and begin negotiations for a different fee model, or return to the “convenience fee” model we were previously under.

Fiscal and Staff Impact

The increase of \$50,000 was budgeted for in the FY2018 budget. There is no staff impact as this is for continuation of an existing service.

Attachments

A - AGR16-4289-A1

**AMENDMENT NO. 1
INCORPORATED COUNTY OF LOS ALAMOS
SERVICES AGREEMENT NO. 16-4289-A1**

This **AMENDMENT NO. 1** is entered into by and between the **Incorporated County of Los Alamos**, an incorporated county of the State of New Mexico ("County"), and **Paymentus Corporation**, a Delaware corporation ("Contractor"), to be effective for all purposes August 17, 2017.

WHEREAS, County and Contractor entered into Agreement No. AGR16-4289 dated December 28, 2015 (the "Agreement") for electronic bill payment services; and

WHEREAS, both parties wish to amend the Agreement to increase compensation; and

WHEREAS, with no history of customer usage of services, original compensation amount was an estimate; and

WHEREAS, County is in a better position to estimate amount of compensation it will take for the remainder of this Agreement term; and

WHEREAS, the additional compensation does not change terms or an increase in rates; and

WHEREAS, the Board of Public Utilities approved this Amendment at a public meeting held on August 16, 2017.

NOW, THEREFORE, for good and valuable consideration, County and Contractor agree to amend the Agreement as follows:

Delete **SECTION C. COMPENSATION, Sub-section 1. Amount of Compensation**, in its entirety and replace it with the following:

SECTION C. COMPENSATION:

- 1. Amount of Compensation.** County shall pay compensation for performance of the Services in accordance with the rate schedule set out in Exhibit "A," attached hereto and made a part hereof. Total compensation shall not exceed NINETY-NINE THOUSAND DOLLARS AND NO 00/100 (\$99,000.00), which amount does not include applicable New Mexico Gross Receipts Taxes ("NMGRT").

Except as expressly modified by this Amendment, the terms and conditions of the Agreement remain unchanged and in effect.

IN WITNESS WHEREOF, the parties have executed this Amendment No. 1 on the date(s) set forth opposite the signatures of their authorized representatives to be effective for all purposes on the date first written above.

ATTEST

INCORPORATED COUNTY OF LOS ALAMOS

NAOMI D. MAESTAS
COUNTY CLERK

By: _____
TIMOTHY A. GLASCO, P.E. **DATE**
UTILITIES MANAGER

Approved as to form:

J. ALVIN LEAPHART
COUNTY ATTORNEY

PAYMENTUS CORPORATION, A DELAWARE CORPORATION

By: _____
NAME: _____ **DATE**
TITLE: _____

Exhibit "A"
Compensation Rate Schedule
AGR16-4289-A1

Paymentus Service Fee charged to Los Alamos County ("Customer") will be based on the following Absorbed Fee Structure:

The Paymentus service fee will be \$2.25 per \$350.00 increment, or portion thereof, paid for Visa, MasterCard, or Discover Card payments, or \$1.25 per \$350.00 increment paid for ACH/e-Check payments. The maximum payment amount accepted in one transaction will be \$2,400.00.

The Paymentus Service Fee is based on the MasterCard/Visa Utility Rate Model, Cards that do not qualify under the Utility Rate Model ("Non-Qualified Cards") - generally corporate purchase cards, "incentive", "rebate" or "gift" cards, and other cards not tied to an individual consumer, will result in "non-qualified transactions". An additional 2.95% "Non-Qualified Transaction" fee will apply for such "non-qualified transactions", insofar as such fees exceed 5% of total Transaction Fees charged by Paymentus to Los Alamos County. Paymentus will absorb non-qualified transaction fees up to this 5% threshold.

The table below summarizes this fee structure:

Paymentus Service Fee (Absorbed Fee Model)
<p>Utility Payments</p> <ul style="list-style-type: none">• Average Payment Amount: \$270• Maximum Payment Amount shall be \$2,400 (billed based upon each \$350 payment increment). <p>Paymentus Service Fee per qualified utility rate transaction shall be:</p> <ul style="list-style-type: none">• Credit/Debit Card \$2.25 (Visa, MasterCard, Discover Utility Rate Program)• ACH/e-Check \$1.25 <p>Non-qualified Transaction Fee 2.95% Excess Fee</p>

Paymentus may amend this schedule upon 60 days prior written notice to the Client, only if such change is required due to changes in the Visa and MasterCard regulations or changes in Credit Card interchange fees or changes in the Average Bill Amount.



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 6.D
Index (Council Goals): BCC - N/A
Presenters: James Alarid, Deputy Utilities Manager - Engineering
Legislative File: 9766-17

Title

Award of IFB No.18-05 for the Purpose of the Abiquiu and El Vado Hydroelectric Plants Battery Replacement Project to NGH Power Systems Inc. in the Amount of \$67,533.20.

Recommended Action

I move that the Board of Public Utilities approve the Award of IFB No. 18-05 for the Purpose of the Abiquiu and El Vado Hydroelectric Plants Battery Replacement Project to NGH Power Systems Inc. in the Amount of \$67,533.20 and a contingency in the amount of \$7,000.00, for a total of \$74,533.20, plus Applicable Gross Receipts Tax.

Staff Recommendation

Staff recommends that the Board approve as presented.

Body

The battery systems in both the Abiquiu and El Vado hydroelectric plants power the control systems. The batteries were last replaced 12 years ago. The batteries are tested annually and have begun to show a decline in their performance. NGH Power Systems, Inc. was the only responsive bidder and will provide and install 60 batteries at each plant. The new batteries will provide reliable service to the plants for the next 10 years.

Alternatives

If the bid is not awarded, staff would budget the replacement next fiscal year.

Fiscal and Staff Impact/Planned Item

\$135,000 has been budgeted in fiscal year 2018 for replacement of the batteries.

Attachments

A - IFB 18-05 Bid Sheet

COPY

EXHIBIT "A"
IFB18-05
Abiquiu and El Vado Hydroelectric Battery Replacement

BID FORM

Offeror (Company Name): NGH Power Systems, Inc.

Abiquiu	Furnish and Install 60 Batteries	\$ 31,844.50
	Links/Connectors	\$ Included at No Charge
	Disposal of 60 existing batteries	\$ Included at No Charge
	Baseline load test of new battery bank	\$ 1,922.10
	Total	\$ 33,766.60
El Vado	Furnish and Install 60 Batteries	\$ 31,844.50
	Links/Connectors	\$ Included at No Charge
	Disposal of 60 existing batteries	\$ Included at No Charge
	Baseline load test of new battery bank	\$ 1,922.10
	Total	\$ 33,766.60
	Grand Total	\$ 67,533.20

Having read the documents for this Invitation for Bids, I / we hereby submit a bid proposal accordingly. Total Amount below shall be in both words and numbers, and shall include all miscellaneous costs (except taxes). In the event of a discrepancy, the amount in words shall govern.

Sixty seven thousand five hundred thirty-three dollars and twenty cents

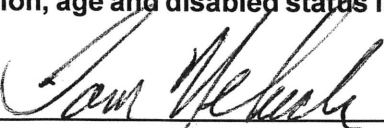
\$ 67,533.20

I/ we understand that the complete required Bid document/s must be submitted to be considered a responsive bid.

Los Alamos County Business License Number: 4058798
 (Attach copy as applicable)

NON-DISCRIMINATION POLICY: This Company does not discriminate on the basis of color, national origin, sex, religion, age and disabled status in employment or the provision of services.

SUBMITTED BY:
(Fill out all lines)

		7-10-17
Signature of Agent		Date
Tom Nebrich - President		
Printed Name & Title of Agent		
NGH Power Systems, Inc.		
Organization Name		
5237 S. 28th Place		
Mailing Address		
Phoenix, AZ 85040		
City, State, Zip Code		
602-437-2150	602-437-2178	
Telephone No.	Fax No. (Optional)	
tom.nebrich@nghpower.com		
E-mail address		
86-0555938	02-290263-00-5	
Federal Tax I.D. #	NM CRS # (if located in-state)	



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 6.E
Index (Council Goals): BCC - N/A
Presenters: James Alarid, Deputy Utilities Manager - Engineering
Legislative File: 9768-17

Title

Approval of Task Order No. 2 Under Services Agreement No. AGR17-16b with Santa Fe Engineering Consultants, LLC, in the amount of \$61,300.00, plus Applicable Gross Receipts Tax, for the Purpose of Los Alamos Canyon Road Stabilization Project.

Recommended Action

I move that the Board of Public Utilities approve Task Order No. 2 Under Services Agreement No. AGR17-16b with Santa Fe Engineering Consultants, LLC, in the amount of \$61,300.00 and a contingency in the amount of \$20,000.00, for a total of \$81,300.00, plus applicable gross receipts tax, for the purpose of the Los Alamos Canyon Road Stabilization Project.

Staff Recommendation

Staff recommends the task order be approved as presented.

Body

Los Alamos County has been granted \$120,000 through the FEMA mitigation program to perform Phase I: design and environmental assessment for the Los Alamos Canyon Road Stabilization Project. The grant agreement was executed on July 7, 2017. This project will construct gabion structures on the stream side of the road to protect the road from floodwaters. In addition, debris and downed trees that are obstructing the natural path of the canyon stream will be removed to restore the stream to its original course, away from the road in many areas.

Santa Fe Engineering Consultants, LLC will provide the design and prepare the environmental assessment through an ongoing on-call engineering services contract with Los Alamos County. Santa Fe Engineering, LLC recently provided similar services to Los Alamos County on a road stabilization project in Guaje Canyon.

Alternatives

If the task order is not approved the grant funding will likely be lost.

Fiscal and Staff Impact

As a condition of the grant Los Alamos County must match 25% of the cost. Budget revision 2017-24 was approved in May for the County's \$30,000 match. Award of phase II for construction funds will be made at a later date via a second sub-grant agreement or by amendment to this agreement.

Attachments

A - Task Order No. 2 to AGR17-16b

**AGR 17-16b
Santa Fe Engineering Consultants
Vendor Number: 27998
On-Call Engineering Services**

Task Order No.: Two (2)

Project Title: Los Alamos Canyon Road Rehabilitation Project

Job Cost # or Work Order #:

Project Manager Assigned: James Alarid, Deputy Utility Manager - Engineering Division

Phone: 505- 663-3420

Contract Administrator: James Alarid

Department: Los Alamos County Department of Utilities

Vendor Contact: Michael Gomez, P.E. Santa Fe Engineering Consultants, LLC

Location of Work: Los Alamos Canyon Road

Scope of Work including Estimated Quantities: Per Letter of Transmittal Dated July 26, 2017 along with Exhibit A (Pages 1 – 6) Engineer will provide:

1. (Supplemental) Biological Pre-field Research, Field Survey, and Report
2. Cultural Resource Survey and Report
3. Drainage Analysis
4. Environmental Documentation
5. Design Development Phase and Data Acquisition (60% Design Submittal)
6. Construction Document Phase (100% Plan Submittal)
7. Coordination with stakeholders listed on Exhibit A
8. The Project does not include subsurface utility investigations (potholing)

Start Work Date: August 17, 2017

Completion of Work Date: December 1, 2017

Attachments: Letter of Transmittal from Santa Fe Engineering Consultants, LLC to James Alarid, P.E. Los Alamos County Deputy Utility Manager along with Exhibit A pages 1 – 6.

**Estimated Total Cost: (not to exceed amount): per page six of six of Exhibit A,
Total cost: \$61,300.00
Plus NMGR at 8.3125% (Santa Fe City Rate) \$ 5,095.56**

AGR 17-16b
Santa Fe Engineering Consultants
Vendor Number: 27998
On-Call Engineering Services

Total Estimated Cost: \$66,395.56

Final payment shall be based on actual field measured quantities.

SIGNATURE PAGE

Original Task Order Seven (7)

NAME	Date
Timothy Glasco, Utilities Manager	

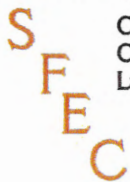
NAME	Date
Michael Gomez, P.E. Santa Fe Engineering Consultants, LLC	

Task Order Revision (as applicable)

NAME	Date
Project Manager	

NAME	Date
Santa Fe Engineering	

Santa Fe Engineering Consultants, LLC



Civil and Traffic Engineering
Construction Management
Land Development

1599 St Francis Drive, Suite B
Santa Fe, N. M. 87505
(505) 982-2845 Fax (505) 982-2641

LETTER OF TRANSMITTAL

To: Mr. James Alarid, P.E., Los Alamos County Public Works Department, Deputy Utility Manager

From: Michael Gomez, P.E., Santa Fe Engineering Consultants, LLC.

Date: July 26, 2017

RE: **REVISED PROPOSAL FOR ENGINEERING SERVICES FOR THE LOS ALAMOS CANYON ROAD REHABILITATION PROJECT IN LOS ALAMOS COUNTY, NEW MEXICO**
AGR 17-16B

Santa Fe Engineering Consultants, (SFEC) would like to thank you for the opportunity to submit a revised fee proposal for on-call engineering services for a hydrology, road and drainage improvements, and environmental compliance services for the Los Alamos Canyon Road Rehabilitation Project. Attached for your review is an engineering proposal and contract for engineering services for the above referenced project.

If you have any questions or wish to discuss the proposal, please do not hesitate to contact me.

Enclosures

**ENGINEERING SERVICES FOR
THE LOS ALAMOS CANYON ROAD
REHABILITATION PROJECT IN
LOS ALAMOS COUNTY, NEW MEXICO**

**SCOPE OF
WORK:**

This proposal is for professional services to perform hydrology, road and drainage improvements, hydrology, and environmental compliance services for the Los Alamos Canyon Road Rehabilitation Project. Our understanding is that involvement and funding by the Federal Emergency Management Agency (FEMA) will require preparation of an environmental assessment (EA) that follows FEMA's National Environmental Policy Act (NEPA) Guidelines. Other necessary environmental-related regulations will also be followed, such as those required under the Endangered Species Act and National Historic Preservation Act. In accordance with FEMA guidance, Ecosphere will conduct biological and cultural resource investigations and prepare separate reports. We understand that the road stabilization work is approximately 1.4 miles in length, and traverses the bottom of Los Alamos Canyon, which contains perennial surface water, riparian vegetation, and potential habitat for sensitive species such as the Jemez Mountains salamander.

Boundary surveys, certified topographic mapping, plats are to be provided by Los Alamos County. This proposal does not include subsurface utility investigations (potholing). The scope of work shall consist of the following:

1. (Supplemental) Biological Pre-field Research, Field Survey, and Report

This task would include pre-field research and preparation of an updated species list; coordination with review agencies; a 100-percent pedestrian examination of the un-surveyed project area and a report that includes an inventory of flora and fauna observed; a survey for threatened, endangered, and sensitive species; identification of habitat for these species; and surveys for noxious weeds, wetlands, migratory birds, and other sensitive natural resources. A formal wetland delineation and report is not included as part of this proposal.

**ENGINEERING SERVICES FOR
THE LOS ALAMOS CANYON ROAD
REHABILITATION PROJECT IN
LOS ALAMOS COUNTY, NEW MEXICO**

The proposed road rehabilitation project crosses U.S. Forest Service (USFS) and U.S. Department of Energy (DOE) land or easements between Los Alamos Reservoir and West Road. We understand that the road is approximately 1.4 miles in length, and traverses the bottom of Los Alamos Canyon, which contains perennial surface water, riparian vegetation, and potential habitat for sensitive species such as the Jemez Mountains salamander (*Plethodon neomexicanus*). Ecosphere will coordinate with the USFS, DOE, USFWS, representatives of the Endemic Salamander Team, and others as needed, but this task will not include any species-specific protocol surveys of the area.

2. Cultural Resource Survey and Report

We anticipate using Okun Consulting Solutions to provide cultural resource investigations. Initial records searches of the Archaeological Records Management Section of the New Mexico Historic Preservation Division indicate that the entire project area has been previously surveyed, but the surveys should be updated. Thus, this Task will include a survey of the project area for archaeological, historical, and other cultural resources; an update of archaeological site LA 90538, and discovery and documentation of a up to one new archaeological site; and completion of a positive finding cultural resources report and associated forms that comply with the New Mexico Historic Preservation Division's standards, and those of other state and federal agencies.

**ENGINEERING SERVICES FOR
THE LOS ALAMOS CANYON ROAD
REHABILITATION PROJECT IN
LOS ALAMOS COUNTY, NEW MEXICO**

3. Drainage Analysis

- Delineate Upstream Basins. SFEC will use Los Alamos topographic surveys provided by the County to delineate the drainage basins in the project vicinity. Basins will be analyzed for soil type, cover conditions, and land use. The County is to provide the Soil Survey Report and mapping of Los Alamos County.
- Perform Drainage Calculations. Flows will be calculated and routed to determine the flows for the 100-year, 24-hour storm events. Software used in this analysis may include WIN-TR55, HEC HMS, HEC RAS, Hydroflow Express, Hydrographs and Storm Sewer as appropriate.
- Design of Conceptual Storm Water Management Plan. Conceptual design for various drainage alternatives will be performed including cost estimates, easement requirements, and comparisons.
- Review Possible Off-Site Impacts. The upstream and downstream areas will be inspected and possible off-site solutions will be developed if necessary.
- Drainage Report and Recommendation to Los Alamos County. A detailed storm water management plan will be submitted to Los Alamos County and FEMA. This will include a detailed report of possible drainage improvements, alternatives, considerations, public input and recommended plan, including recommendations for drainage easements. This does not include any surveying or easement documentation.

**ENGINEERING SERVICES FOR
THE LOS ALAMOS CANYON ROAD
REHABILITATION PROJECT IN
LOS ALAMOS COUNTY, NEW MEXICO**

4. Environmental Documentation

This task will involve preparing an EA consistent with FEMA guidelines. The EA will address the current design concepts, describe the affected environment, and summarize and analyze the cultural resource study, biological investigation, and any other relevant social, economic, or environmental issues. A draft report will be prepared for review and comments will be addressed as needed.

5. Design Development Phase and Data Acquisition (60% Design Submittal)

- SFEC will conduct field investigations and engineering data collection. Topographic mapping will be obtained from the County to guide the contractor. Utility locates will be surveyed by the County as well as all spotted underground utilities and visible utility features. Contour intervals will be at two feet. The mapping will be performed using State Plane Coordinates, Central Zone, NAVD88. This will allow easy conversion to GIS and FEMA data basins.
- Assessment and Field Inspection of the Existing Conditions. Conduct field investigations with the project team to identify issues. Meet with County staff and design team to discuss the various issues identified in the field and discuss solutions and alternatives to correct the problems identified.
- Layout proposed structures, gabions, check dams, and ponds.
- Perform drainage calculations and check hydraulics.
- Prepare preliminary plans (60% Plan Submittal).
- Meet with County Staff to review preliminary design.

**ENGINEERING SERVICES FOR
THE LOS ALAMOS CANYON ROAD
REHABILITATION PROJECT IN
LOS ALAMOS COUNTY, NEW MEXICO**

6. Construction Document Phase (100% Plan Submittal)
- Address comments from County Staff review of the 60% design and incorporate into the Final Design.
 - Prepare Final 100% Design submittal. The final design plans will include the following:
 - Title Sheet
 - Vicinity Map
 - Project Layout Sheet
 - Index of Sheets
 - Summary of Quantities
 - General Notes and Incidental Items.
 - Typical Sections.
 - Miscellaneous Details.
 - Grading Plans.
 - Erosion and Sediment Control Plans
 - SFEC will document design review meetings and provide meeting minutes.
 - Prepare final technical specifications.
 - Prepare final cost estimate.
7. Coordination with – County of Los Alamos, Department Energy, Los Alamos National Laboratory, United States Forest Service, New Mexico Environment Department, US Fish and Wildlife Department, environmental consultants, and other agencies having jurisdiction, interest, or permit authority for obtaining approvals. Attend progress meetings as required.

ENGINEERING SERVICES FOR
THE LOS ALAMOS CANYON ROAD
REHABILITATION PROJECT IN
LOS ALAMOS COUNTY, NEW MEXICO

FEES: The fees for the above tasks, not including gross receipts taxes, is as follows:

1.	\$7,300.00
2.	\$8,000.00
3.	\$8,800.00
4.	\$6,000.00
5.	\$16,000.00
6.	\$8,000.00
7.	<u>\$7,200.00</u>
	\$61,300.00



County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 7.A
Index (Council Goals): BCC - N/A
Presenters: Julie Williams-Hill, Public Relations Manager
Legislative File: 8984-17

Title

Presentation of 2017 Department of Public Utilities Customer Service Survey Results

Recommended Action

None - discussion item only.

Staff Recommendation

None - discussion item only

Body

The seventh biennial survey was just completed by Chris Cordova, Owner of Southwest Planning & Marketing. DPU has a strategic objective to achieve and maintain a mean customer satisfaction rating of equal to or greater than 3.5 on a scale of 1 through 4. (1 representing "poor" and 4 representing "excellent.") Mr. Cordova sampled 421 residential customers and 78 commercial customers utilizing phone, text, emails and in-person intercepts surveys. Based on the sample size the margin of error is a 95% confidence interval plus or minus 4.65 percent.

Alternatives

N/A

Fiscal and Staff Impact

None

Attachments

A - Los Alamos County Department of Public Utilities 2017 Customer Survey

Los Alamos County Department of Public Utilities 2017 Customer Survey

Prepared For:

*Los Alamos County Department of
Public Utilities
1000 Central Avenue, Ste. 130
Los Alamos, NM 87544*

*Prepared By:
Southwest Planning & Marketing
P.O. Box 1506
Santa Fe, NM 87504*

August 2017



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Executive Summary

BACKGROUND

The Department of Public Utilities (DPU) of Los Alamos County contracted Southwest Planning & Marketing to assess customer knowledge of and satisfaction with utility services in Los Alamos County (Los Alamos and White Rock). The survey objectives were:

- To measure changes over time regarding residential and commercial customer knowledge, perceptions, and satisfaction regarding utility services.
- To monitor and assess residential and commercial customers' current knowledge, perceptions, and satisfaction regarding utility services.
- To test the reception of possible future services and programs.

SWPM utilized phone surveys, text surveys, email surveys and in-person intercept surveys to garner adequate sample sizes that were representative of the population. Four hundred twenty-one (421) residential surveys were completed utilizing email, phone and text and seventy-eight (78) commercial surveys were completed utilizing phone, email and intercept surveys. SWPM reviewed Census data to assure that the residential responses were representative of the Los Alamos County population. SWPM was able to get a response that was representative of the population without having to weight the data. The margin of error at a 95% confidence interval is +/-4.65 percent.

MAIN TAKEAWAYS

The use of multiple gathering techniques (e-mail, phone, intercept, and fax) provided a well-balanced response from residents and should be considered in the future when communicating to residents. Younger respondents responded particularly well to email and text.

LADPU ratings in most areas were up for commercial customers and down slightly for residential customers. The data suggests that the LADPU has improved service to commercial customers over the last two years.

The Customer Care Center continues to be an area for improvement. While ratings are high, there appear to be some "Courtesy Issues" that can be resolved with training. Billing was the number one reason people called the Customer Care Center. This is an area in which the Customer Care team should be well-versed.

The LADPU App was used by about one-quarter of the residential respondents. One-third of those that used the App, felt that the App needed improvement.

LADPU has done an excellent job of improving Billing. Ratings are generally up and both Commercial and Residential customers rated this area highly.

The Communications area improved over 2015 and was rated highly. Using text and email to communicate with customers can still improve this area, particularly with younger demographics.

The majority of commercial and residential customers support the pursuit of Nuclear Power by the LADPU. This is a mandate to pursue this option.

Based on customers' responses, it appears that hybrid vehicles are not a major issue for residents.

CHARACTERISTICS OF RESIDENTIAL CUSTOMERS

Residential respondents were representative of “average” area residents. Through the utilization of multiple survey tools, 2017 had the best representation of residents (as compared to previous surveys).

Seventy-six percent (76%) of the respondents own their own home. Seventy percent (71%) of the respondents were Los Alamos residents. Forty-six percent (45.8%) of households did not have children in the household. Average household Size was 2.2 adults and 1.4 children.

CHARACTERISTICS OF COMMERCIAL CUSTOMERS

Forty percent (41%) of the respondents were business owners. One third (34%) were managers.

OVERALL PERFORMANCE - RESIDENTIAL

Overall, the Los Alamos Department of Public Utilities continues to have extremely high ratings (as in years past). Forty-three percent of the respondents (43%) rated the “Overall Performance” as “Excellent,” identical to 2015 (43%). Forty-one percent of the respondents (41%) rated the “Overall Performance” as “Good.” This is a small drop from 2015 (43%). The average rating was 3.3 out of 4. (3.3 in 2015). Average ratings were similar for White Rock and Los Alamos residents. Residents under the age of 45 provided the lowest average rating 3.2, while residents over the age of 64 gave the DPU the highest average rating of 3.5.

LIKELY TO RECOMMEND - RESIDENTIAL

Respondents exhibited a high level of satisfaction and loyalty when asked if they would recommend the DPU’s service to a friend or relative. The Net Promoter Score (NPS) was 11.2 (detractors (ratings of 1-6) subtracted from promoters (ratings of a 9-10)). the average score for most companies in most industries, falls between 5-10. The DPU NPS score is above average.

OVERALL PERFORMANCE - COMMERCIAL

The average rating was 3.4 out of 4 (3.4 in 2015). **Overall**, the Los Alamos Department of Public Utilities continues to have extremely high ratings (as in years past). Overall satisfaction has grown since 2005 for Commercial customers and leveled off in 2017.

LIKELY TO RECOMMEND - COMMERCIAL

DPU garnered a high Net Promoter Score. This exhibits an acceptable level of loyalty by DPU’s commercial customers and a significant increase from 2015. The Net Promoter Score jumped substantially from 2015, from 4.1 in 2015 to 34.7 in 2017.

EVALUATION OF ELECTRICAL SERVICE - RESIDENTIAL

Overall, all groups rated the quality of the electrical services high (although slightly lower than 2015).

The **Overall Reliability** of the electrical utility service has improved steadily since 2009. Nearly half of the respondents rated the reliability of the service as “Excellent” with an average rating of 3.4. Eighty-eight percent rated the Overall Reliability of the electrical service “Excellent” or “Good,” which is slightly higher than in 2015 (87%).

The average rating for **Overall Value Considering Cost and Quality of Service** was down from 3.0 slightly in 2015 to 2.9 in 2017. Residents with children in the household had the lowest average rating 2.7, while residents over the age of 64 gave the DPU the highest average rating of 3.0.

The average rating for providing information about **planned extended outages** was 3.0 (out of 4). This is similar to 2015 of 3.0. **Note: 2017 results for questions relating to interruption in services are not directly comparable. In previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Thirty-two percent (31.6%) of the respondents **experienced an unplanned power outage**. This was the first year that this question was included in the survey. Further, in 2017 only those survey participants who indicated that they experienced an interruption in service, were asked the following two questions: How did DPU do in restoring service, and were they reachable by telephone or social media?

The average rating for **Restoring Services** During an unplanned interruption was down from 3.2 in 2015 to 3.0 in 2017. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

Half of the respondents (48%) did not have an opinion about the DPU's performance in **Being Reachable by Telephone or Social Media**. Respondents over the age of 55 rated this area the highest (3.0 out of 4).

EVALUATION OF ELECTRICAL SERVICE - COMMERCIAL

Fifty-eight percent (58%) rated the **Overall Quality** of the electrical service as "Excellent." This is up substantially from 43% in 2015. Ninety percent (90%) rated the Overall Quality of the electrical service "Excellent" or "Good." The Overall Quality of electrical services was rated highly by commercial customers, (3.6 out of 4). This is a big improvement over 2015 (3.3).

The **Overall Reliability** of the electrical service continues to improve from a low of 3.0 (average rating) in 2011 to a high of 3.6 in 2017.

The **Overall Value Considering Cost and Quality of Service** of the Electric service is high for Commercial customers. The rating for Overall Value has improved significantly since 2015. The average ratings were 3.2 (out of 4). This is a big improvement from 2.8 in 2015.

The average rating for providing information about **planned extended outages** was 3.1 (out of 4). **Note: 2017 results for questions relating to interruption in services are not directly comparable. In previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Thirty-four percent (33.8%) of the respondents **experienced an unplanned power outage**. This was the first year that this question was included in the survey. Further, in 2017 only those survey participants who indicated that they experienced an interruption in service, were asked the following two questions: How did DPU do in restoring service, and were they reachable by telephone or social media?

Over one-fourth of the respondents (28%) rated the DPU's performance in **restoring services** when an unplanned interruption occurs of the electrical service as "Excellent." The average rating for **restoring services** was 3.0 (out of 4).

The average rating for **being reachable by telephone or social media** was 3.1 (out of 4).

EVALUATION OF GAS, WATER, & SEWER SERVICES - RESIDENTIAL

The Los Alamos Department of Public Utilities continues to have extremely high ratings (as in years past). Overall Satisfaction dropped slightly for residential customers.

Overall performance ratings for gas, water, and sewer services was high, with ninety percent (90%) of the respondents rating the gas service "Excellent" or "Good." The average ratings were 3.5 (out of 4). This is a slight decrease from 2015 (3.6).

Although respondents rated the quality of Water Services as high, the average rating dropped to 3.4 (from 3.6 in 2015).

Eighty-seven percent (87%) of the respondents rated the sewer service "Excellent" or "Good." The average ratings were 3.4 (out of 4). This is similar to 2015 (3.5).

With regard to **overall value** considering quality and cost of service, average ratings were 2.9 for water, 2.9 for sewer, and 3.0 for gas. There was little change from 2015.

Average ratings for providing information about **planned extended outages** was 3.1 (out of 4) for all three services. No change from 2015. Over half of respondents did not have an opinion regarding this performance area. **Note: 2017 results for questions relating to interruption in services are not directly comparable. In previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Only a small percentage of respondents experienced any type of **unplanned interruption of service** for either gas, water, or sewer (2.9%, 6.3%, and 4.6%, respectively). This was the first year that this question was included in the survey. Further, in 2017 only those survey participants who indicated that they experienced an interruption in service, were asked the following two questions: How did DPU do in **restoring service**, and were they **reachable by telephone or social media**? The sample size for these two questions was not large enough to draw any significant conclusions.

With regard to **overall reliability**, approximately 90% of respondents rated the overall reliability of water, sewer, and gas, respectively, as either "good" or "excellent." Average ratings were extremely high, with an average rating of 3.5 (out of 4) for all three services.

EVALUATION OF GAS, WATER, & SEWER SERVICES – COMMERCIAL

There was a significant increase in the **overall performance** for all three services and the highest ratings since residents have been surveyed in 2005.

Over half (54%) of the respondents rated the **gas service** as "Excellent." This is an increase from 2015 (47%). The average ratings were 3.6 (out of 4). This is an increase over 2015 (3.4).

Sixty-four percent (64%) of the respondents rated the **water service** as "Excellent." This is an increase from 2015 (53%).

Sixty-four percent (64%) of the respondents rated the **sewer service** as "Excellent." This is a significant increase over 2015 (53%). The average ratings were 3.6 (out of 4). This is the highest rating in this category since businesses have been surveyed (2005).

When considering **overall value**, commercial ratings for overall value of water, sewer and gas were high. Average ratings 3.2 for gas, 3.1 for water, and 3.2 for sewer. This is up from 2015.

Average ratings for providing information about **planned extended interruption in services** were consistent for gas, water and sewer. Commercial customers gave DPU a 3.3 (out of 4) for all three services. **Note: 2017 results for questions relating to interruption in services are not directly comparable. In previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Only a small percentage of respondents experienced any type of **unplanned interruption of service** for either gas, water, or sewer (1.4%, 5.4%, and 2.7% respectively). This was the first year that this question was included in the survey. Further, in 2017 only those survey participants who indicated that they experienced an interruption in services, were asked the following two questions: How did DPU do in **restoring service**, and were they **reachable by telephone or social media**? The sample size for these two questions was not large enough to draw any significant conclusions.

Commercial respondents rated the **overall reliability** of the water sewer, & gas extremely high with an overall average rating of 3.6. Service in this performance area for commercial customers is excellent and improved in 2017.

FIELD EMPLOYEE EVALUATION - RESIDENTIAL

Approximately one fourth (27.2%) of respondents had **contact with a field employee**. Of those that had contact with a field employee, **Gas** as a total percentage of service calls was the most likely customer contact (23.5%). **Electric** (15.7%) decreased slightly from 2015 (17.0%). Gas, Water and Sewer increased. Electric and Meter Reading decreased. **Sewer** increased from 2015 to 2017, from 9.1% to 14.7%.

Ratings were extremely high (3.5) for all groups with regard to **field employees' courtesy**. This was slightly lower than 2015 with an average mean of 3.6.

Respondents considered the field employees to be extremely **knowledgeable**, giving them an overall average rating of 3.5 (out of 4), a slight decrease from 3.6 in 2015.

Respondents generally felt like the DPU's field employees were able to **handle their requests effectively**. The average ratings for performance with regard to field employees' ability to handle requests dropped from 2015 to 2017, from an average of 3.5 in 2015 to an average of 3.3 in 2017.

Sixty-three percent (63%) of the respondents in 2017 rated **overall field employee performance** as "excellent." Average ratings were high, with a 3.4 (out of 4) in 2017 (down from 3.6 in 2015).

FIELD EMPLOYEE EVALUATION - COMMERCIAL

Approximately twenty percent (19.4%) of commercial customers had contact with a field employee. Of those contacts, the proportion that were related to gas and electric increased in 2017 (gas 23% in 2015 to 39% in 2017, and electric 12% in 2015 to 31% in 2017). The proportion of contacts regarding water, sewer and meter reading decreased in 2017 (water 23% in 2015 to 15% in 2017, and sewer 12% in 2015 to 0.0% in 2017, and meter reading 27% in 2015 to 8%).

Field employees' ratings with regard to **courtesy** were extremely high at 3.7.

Field employees' average rating with regard to **knowledge** was lower than in 2015 (3.4 in 2017 vs. 3.6 in 2015). However, there were no "poor" ratings in 2017 (4% in 2015).

There was a drop in the average rating commercial customers gave the field employees with regard to **ability handle request** (3.4 in 2017 to 3.6 in 2015). Seventy-seven percent (77%) of the commercial respondents rated the field employees as “excellent” or “good” with regard to their ability to handle request, identical to 2015. There were no “poor” ratings in 2017 by respondents.

CUSTOMER CARE CENTER EVALUATION - RESIDENTIAL

Over half (52.3%) of respondents had **contact with a customer care representative**.

Respondents who were in contact with the Customer Care Center, rated the representatives’ high (3.3) with regard to **courtesy**, although this is a drop from 2015 (3.5).

Residential customers in contact with the Customer Care Center rated the representatives’ **Knowledge** at 3.1. This was lower than 2015’s rating of 3.3. While respondents rated customer care representatives as being “good” (3.1), this performance area underperformed as compared to other, similar performance areas.

Of the respondents who had contact, seventy-three percent (73%) rated Customer Care Center representatives’ **ability to handle requests** as either “good” or “excellent” with an average rating of 3.0.

Seventy-nine (79%) of respondents who had contact with the Customer Care Center in 2017 rated **overall** Customer Care representatives as either “good” or “excellent.” This is lower than 85% in 2015. Overall ratings for the Customer Care representatives were high with a score of 3.2. However, there is likely still some room for improvement and should be monitored in future years.

Eighty-two percent (82.3%) of respondents who called into the Customer Care Center received the help they needed.

Nearly half of the respondents who called, reported a billing related issue.

CUSTOMER CARE CENTER EVALUATION - COMMERCIAL

Eighty-two percent (82.4%) of commercial customers have had contact with the Customer Care Center.

More than half (53%) of those commercial respondents rated the **courteousness** of the Customer Care representatives’ as “excellent.” This is a major drop from 2015 (74%). The average rating of 3.4 is the lowest rating received for courtesy since the question was first asked in 2009.

Ratings for the **knowledge** of the Customer Care representatives in 2017 were similar to 2015 (and 2013). The average rating for knowledge of the Customer Care representatives was 3.2 in all years. Three-fourths (74%) of the respondents who had contact with a Customer Care representative, rated the knowledge of the Customer Care representatives as either “excellent” or “good” (73% in 2015).

Nearly seventy percent (69%) of the commercial respondents who had contact with a Customer Care representative, rated the representatives’ **ability to handle requests** as “excellent” or “good.” The average rating was 3.1, identical to 2015.

The average rating was 3.4 for the **overall performance** of Customer Care representatives by commercial respondents (up from 3.3 in 2015).

Overall, customer care representatives were rated highly by commercial respondents, although there were reported some courtesy and knowledge issues.

Almost seventy percent (68.8%) of the respondents indicated that they **received the information they needed** when calling the Customer Care representative (similar to 2015).

Billing issues were the information **most requested by respondents** (37.5%)

EVALUATION OF THE LADPU APP- RESIDENTIAL

Nearly half (48.1%) of the respondents are **not aware of the LADPU App**. Over half of the residents that were aware of the App **use the App** (53.7%).

Sixty-five percent (65%) of the residents who use the App, rated the **“Ease of Use”** of the LADPU App as either “Excellent” or “Good.” One third (33%) rated the App as “Fair” or “Poor.” As exhibited in the open-ended comments and illustrated in the average rating (2.7), many residents felt a need for **improvement of the App**.

EVALUATION OF THE LADPU APP - COMMERCIAL

Nearly sixty percent (58.3%) of the commercial respondents were **not aware of the new LADPU App**. Of the forty percent of commercial customers who are aware of the App, 27.3% use the App, Awareness of the App by commercial customers is less critical than for residents, as most commercial customers would not use a Utility App for business.

Two-thirds (66%) of the commercial respondents who use the App, rated it either “Excellent” or “Good.” One-third (33%) rated it either “fair” or “poor.” Ratings were similar for residents and indicates some issues with the App.

UTILITY BILLING RATINGS - RESIDENTIAL

Respondents who rated **payment options** as either “good” or “excellent” increased from 71% in 2015 to 74% in 2017. The average rating was 3.1, identical to 2015. Ratings may be driven by problems with the website, a perception that there is an inability to set up automatic payment withdrawals or meeting the expectations of a younger demographic for easier automated payment methods as exhibited in the open-ended comments section.

Ease of understanding the bill was rated “good” at 3.2 (out of 4). This has not varied much since 2007.

Accuracy of Billing ratings were slightly lower in 2017 at 3.2.

Utility billing ratings are “good” in all areas and have remained steady for many years.

UTILITY BILLING RATINGS - COMMERCIAL

With regard to **payment options**, commercial respondents rated the available payment options at 3.5. This is up substantially from 2015 results (3.0) and the highest rating since DPU began surveying customers. Fifty-one percent (51%) of the commercial respondents rated the **variety of payment options** as “excellent.” This is up from a 25% excellent rating in 2015.

There was a significant increase in the rating of the variety of the DPU's payment options in 2017.

The average rating commercial customers gave **ease of understanding** was 3.4 in 2017, an increase from 2015 (3.2). Forty percent (40%) of the respondents rated **ease of understanding** as "excellent." This is up from 2015 (33%). There was a significant improvement in the rating of ease of understanding by commercial customers since 2015.

The average rating for **accuracy of billing** by commercial customers was 3.2 in 2017, identical to 2015 (3.2). There was little change in the rating for accuracy of billing by commercial respondents over previous years.

COMMUNICATIONS - RESIDENTIAL

Overall communications ratings increased slightly from 3.0 in 2015 to 3.1 in 2017. The highest average rating for how well the DPU communicates with customers was for the 65+ age group (3.3 out of 4), while the lowest rating was for respondents with children in the household (3.0). There was an increase (34% in 2017 versus 25% in 2015) of respondents that rated the DPU's performance in communicating with customers as excellent.

COMMUNICATIONS - COMMERCIAL

The average ratings with regard to how the DPU performs in communicating improved significantly in 2017 (3.3). Three-fourths (74%) of the respondents rated communication as "excellent" or "good." The average ratings were the highest since 2017.

AGREEMENT WITH THE PURSUIT OF NUCLEAR POWER - RESIDENTIAL

Approximately three-fourths (73%) of the residents "Strongly Agree" or "Agree" that LADPU should pursue nuclear power. Thirteen percent (13%) of the respondents did not have an opinion. Fifteen percent (15%) "Strongly Disagree" or "Disagree" with LADPU pursuing nuclear power. LADPU has extremely strong support in pursuing nuclear power by an overwhelming majority of LADPU residents.

AGREEMENT WITH THE PURSUIT OF NUCLEAR POWER - COMMERCIAL

Sixty-percent (60%) "Strongly Agree" or "Agree" with the pursuit of nuclear power. Nearly twenty percent (18%) had no opinion on the subject. Twenty-two percent (22%) "Disagreed" or "Strongly Disagreed" with the pursuit of nuclear power by LADPU. Commercial customers overwhelmingly support pursuing nuclear power, although support was greater by residents.

ELECTRIC OR HYBRID PLUG-IN VEHICLES - RESIDENTIAL

Seventy-five percent (75%) of residential customers do not own or plan on buying an electric/hybrid plug-in vehicle. Owning electric vehicles are not a critical issue for most Los Alamos Residents.

ELECTRIC OR HYBRID PLUG-IN VEHICLES - COMMERCIAL

Over four-fifths (83%) of the commercial customers have no intent on owning or purchasing an electric/hybrid plug-in vehicle. Electric vehicles will not impact the electricity usage in Los Alamos County in the next seven years.

Los Alamos County Department of Public Utilities 2017 Customer Survey

Introduction/Background

The Department of Public Utilities (DPU) of Los Alamos County contracted with Southwest Planning & Marketing to conduct and complete a survey to assess customer knowledge of and satisfaction with utility services in Los Alamos County (Los Alamos and White Rock). The 2017 survey is the seventh since 2005, the first year in which the survey was conducted. The residential survey was administered by telephone, an online email survey and text messages to residential customers. Commercial business surveys were administered by phone, email and in-person intercept surveys. The use of multiple survey contact methodologies yielded a representative response of the residents.

Survey Objectives

- To measure changes over time regarding residential and commercial customer knowledge, perceptions, and satisfaction regarding utility services.
- To monitor and assess residential and commercial customers' current knowledge, perceptions, and satisfaction regarding utility services.
- To test the reception of possible future services and programs.

Methodology

SURVEY DESIGN

Southwest Planning & Marketing (SWPM) worked with the DPU staff to prepare an updated survey instrument that utilized questions from the 2015 survey. Using questions from previous surveys allowed for the measurement of benchmark changes in resident and commercial customers' satisfaction, knowledge and perceptions regarding utility services. SWPM met with DPU officials to develop new questions relevant to current and proposed future initiatives.

METHODS AND INSTRUMENTS OF DATA GATHERING AND PROCEDURES

In 2017, SWPM utilized phone surveys, text surveys, email surveys and in-person intercept surveys in order to garner adequate sample size that was representative of the population.

April 24-25 – Complete survey programming

April 26 – Text surveys and email surveys sent out

April 29 – Phone surveying residential and commercial customers

May 2 – Assess completion and representativeness

May 2 – Text and email reminders sent out

May 8 – Complete residential fieldwork (phone, email and text)

May 19 – Complete commercial fieldwork (phone and in-person intercept)

May 20-May 31 – Statistical analysis/report writing

June 9 – Project completed

SURVEY COMPLETIONS

- Four hundred twenty-one (421) residential surveys were completed utilizing email, phone and text.
- Seventy-eight (78) commercial surveys were completed utilizing phone, email and intercept surveys.
- The margin of error at a 95% confidence interval is +/-4.65 percent.

STATISTICAL TREATMENT

Prior to running the statistics, SWPM (as is standard practice) reviewed and cleaned the data and looked for anomalous data and outliers. SWPM also reviewed Census data to assure that the residential responses were representative of the Los Alamos County population. SWPM noted that: phone surveys tended to garner older respondents, text surveys garnered younger respondents and email responses were relatively representative of the population in general. SWPM combined the surveys and determined the age breakdown per respondent. Through the use of multiple methodologies, SWPM was able to get a response that was representative of the population without having to weight the data.

Age Category	Un-weighted residential responses	Per Census and https://suburbanstats.org
18-30	11.3%	12.5%
31-44	32.7%	26.1%
45-54	20.1%	23.6%
55-65	22.7%	20.7%
66+	13.1%	17.1%

Residential and commercial customer data was analyzed separately. In addition to overall findings for residential customers and commercial customers, SWPM looked at sub-groups for each type of customer.

Residential customer data was grouped and reported by:

- Overall
- White Rock versus Los Alamos
- Age category
- Households with and without children

REPORT FORMAT (READING THIS REPORT)

The report is formatted to present findings for each topic area, followed by supporting graphs and charts. This allows the reader to interpret and analyze the findings.

Questions that had D/K as an option (don't know/no opinion) were presented with the D/K frequency included in each of the graphs. This allows the reader to see the percentage of people that did not or were not able to answer that question. The overall averages (means) on a scale from 1 to 4 with 1 being poor and 4 being excellent were calculated with D/K/no opinion excluded in order to be comparable to prior year reports and to get an accurate reading of the ratings in each area for people that responded to the question.

Percentages in graphs and charts may not equal 100 percent due to rounding.

Findings – Residential Customers

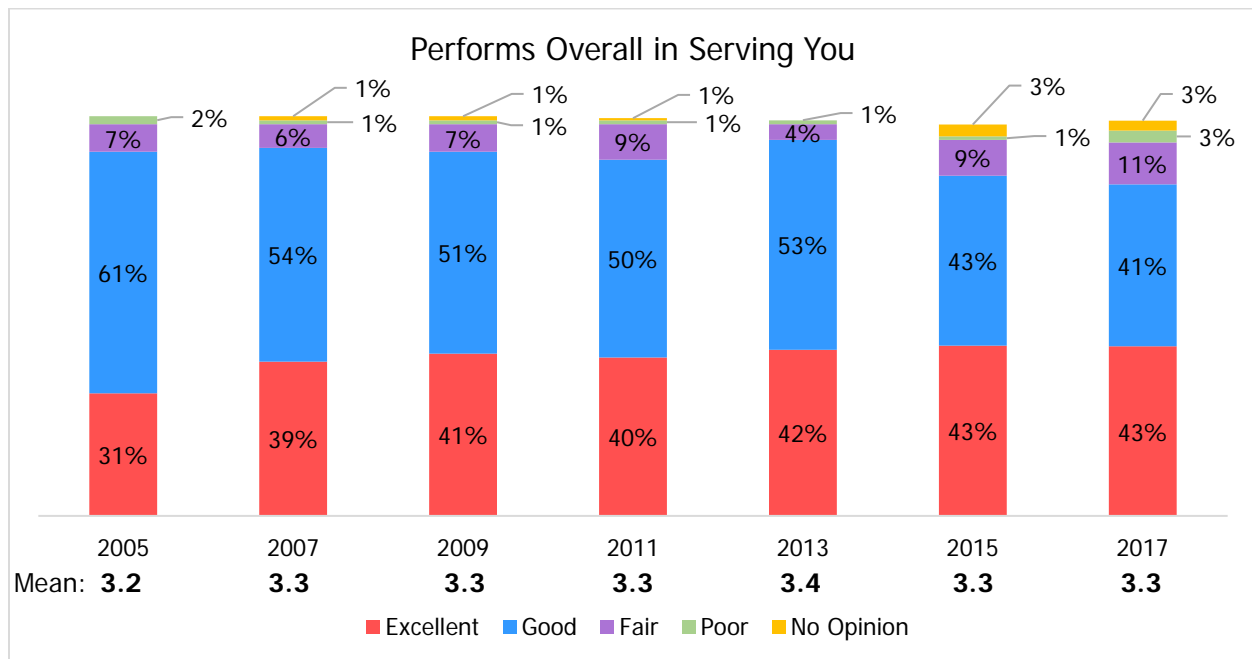
Overall Performance (performs overall in serving you)- Residential

Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its "Overall Service" using a four-point scale (poor=1, fair=2, good=3 and excellent=4).

The Los Alamos Department of Public Utilities garnered high ratings (as in years past) from residents.

- Forty-three percent of the respondents (43%) rated the "Overall Performance" as "Excellent," identical to 2015 (43%).
- Forty-one percent of the respondents (41%) rated the "Overall Performance" as "Good." This is a small drop from 2015 (43%).
- The average rating was 3.3 out of 4. (3.3 in 2015).
- Average ratings were similar for White Rock and Los Alamos residents.
- Residents under the age of 45 provided the lowest average rating 3.2, while residents over the age of 64 gave the DPU the highest average rating of 3.5.

TAKEAWAYS: OVERALL, THE LOS ALAMOS DEPARTMENT OF PUBLIC UTILITIES CONTINUES TO HAVE EXTREMELY HIGH RATINGS (AS IN YEARS PAST). YOUNGER RESIDENTS AND RESIDENTS WITH CHILDREN IN THE HOUSEHOLD HAD LOWER RATINGS OF THE OVERALL PERFORMANCE OF THE DEPARTMENT OF PUBLIC UTILITIES. RATINGS HAVE REMAINED AT A HIGH LEVEL SINCE 2013.



Residential Customers									
Overall Rating in Serving You									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.3	3.3	3.3	3.3	3.4	3.2	3.3	3.4	3.5
2017	3.3	3.3	3.3	3.1	3.5	3.2	3.2	3.3	3.5

Likely to Recommend (Net Promoter Score)

Net Promoter Score - Net Promoter Score (NPS) is a management tool that serves as an alternative to traditional customer satisfaction questions. The Net Promoter Score (NPS) measures the loyalty that exists between a provider and a consumer and is considered to be an accurate gauge of customers' overall rating of a company or service. The NPS consists of asking respondents to answer the following question:

"How likely is it that you would recommend the Los Alamos Department of Public Utilities to a friend or colleague on a scale from 1 to 10, with a 1 being "Not at all likely" and a 10 being "Extremely Likely?"

- The Net Promoter Score (NPS) was **11.2** (detractors (ratings of 1-6) subtracted from promoters (ratings of a 9-10)).

TAKEAWAYS: DPU GARNERED AN ACCEPTABLE NET PROMOTER SCORE OF 11.2 (DOWN SLIGHTLY FROM 2015).

TYPICALLY, EXPERTS CONSIDER A SCORE OF 50 OR HIGHER TO BE EXCEPTIONAL. ANYTHING OVER 30 IS USUALLY CONSIDERED GOOD, AND THE AVERAGE SCORE FOR MOST COMPANIES IN MOST INDUSTRIES, FALLS BETWEEN 5-10. THE DPU NPS SCORE IS ABOVE AVERAGE.

AS A UTILITY, SOME RESPONDENTS CONSIDERED THE QUESTION INAPPROPRIATE AS THEY DO NOT HAVE OTHER ALTERNATIVES FOR SERVICE. HOWEVER, THE NPS SERVES THE PURPOSE OF CREATING AN OVERALL BENCHMARK FOR FUTURE YEARS IN PROVIDING A MEASURE OF CUSTOMER LOYALTY.

	Not at all likely	2	3	4	5	6	7	8	9	Extremely Likely	NPS
2015											
	3.4%	1.7%	1.9%	2.4%	10.3%	5.9%	11.1%	20.4%	18.8%	24.0%	17.2
	Detractors (26.8%) Passives (31.6%) Promoters (42.3%)										
2017											
	3.3%	0.1%	2.2%	3.3%	15.4%	4.6%	12.2%	18.4%	21.7%	18.4%	11.2
	Detractors (28.8%) Passives (30.8%) Promoters (40.1%)										

Open ended responses were categorized based on the general content of the response so that they could be quantified. The table below is representative of the entire open-ended response sample for the question “likely to recommend...”¹

What Can The DPU Do to Improve the Likelihood of you Recommending It to a Friend or Colleague?	
Comment Type Summary	%
Question inappropriate as there is no other alternative to offer friends and relatives	17.5%
Don't Know	16.0%
Misc.	11.9%
Billing (online app-website-auto withdraw)	10.8%
Kudos	9.8%
Cost	7.7%
Improve Communication-311-customer service	7.2%
Fix App	5.7%
Renewable Energy	5.7%
Easier Website	3.1%
Infrastructure	3.1%
Payment Credit Card Fee	1.5%

¹ Verbatim open-ended responses were provided as a separate document.

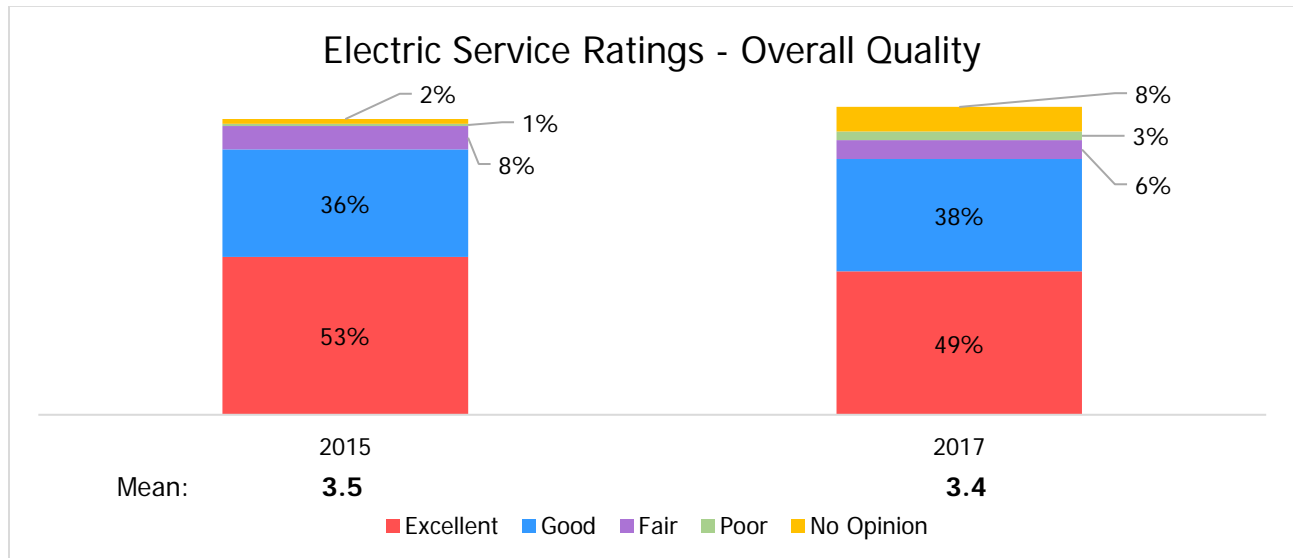
Evaluation of Electric Service

Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its Electric Service using a four-point scale (poor=1, fair=2, good=3 and excellent=4) in the following areas six areas: Overall Quality, Overall Value, Restoring Services, Providing Information About Outages, Being Reachable by Telephone or Social Media, and Overall Reliability."

Electric Service - Overall Quality of Electric Service

- Half of the respondents (49%) rated the Overall Quality of the electrical service as "Excellent" (down slightly from 2015 – 53%).
- Almost ninety percent (87%) rated the **Overall Quality** of the electrical service "Excellent" or "Good."
- The average ratings were 3.4 (out of 4).
- Average ratings were similar for White Rock and Los Alamos residents as well as for residents with children in the household and all age groups.

TAKEAWAYS: ELECTRICAL RATINGS FOR "OVERALL QUALITY" WERE EXTREMELY HIGH IN 2017. OVERALL, ALL GROUPS RATED THE QUALITY OF THE ELECTRICAL SERVICES HIGH (ALTHOUGH SLIGHTLY LOWER THAN 2015).



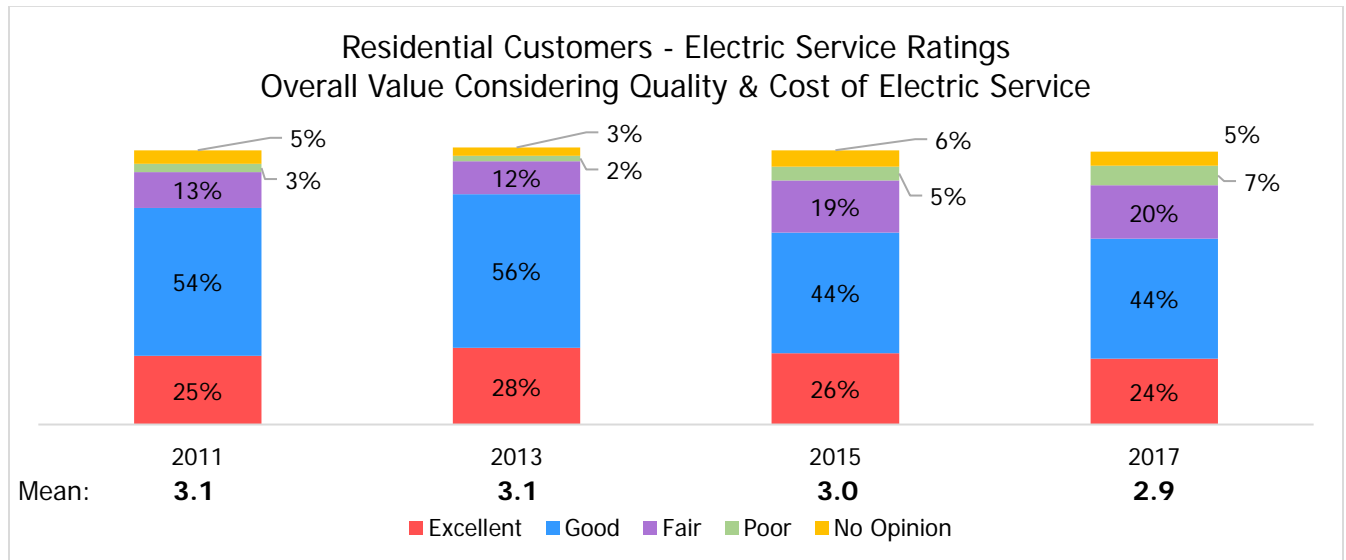
Residential Customers - Electric									
Overall Quality of Service									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.5	3.5	3.5	3.4	3.5	3.4	3.4	3.4	3.5
2017	3.4	3.4	3.4	3.4	3.5	3.4	3.4	3.5	3.4

On a scale from "Poor" to "Excellent" and D/K being "Don't know/No opinion" please rate the DPU's PERFORMANCE in the "Overall Quality" of the electric service

Electric Service - Overall Value considering Quality & Cost of Electric Service

- One-fourth of the respondents (24%) rated the **Value** of the electrical service as “Excellent” versus 26 percent in 2015.
- Nearly seventy percent (68%) rated the **Value** of the electrical service “Excellent” or “Good” versus 70 percent in 2015.
- The average rating was 2.9 (out of 4).
- Average ratings were similar for White Rock and Los Alamos residents.
- Residents with children in the household had the lowest average rating 2.7, while residents from households with no children gave the DPU the highest average rating of 3.1.

TAKEAWAYS: ELECTRICAL RATINGS FOR “VALUE” WERE DOWN FROM 3.0 SLIGHTLY IN 2015 TO 2.9 IN 2017. THE COST OF ELECTRICITY IMPACTS THE “VALUE” METRIC. THERE WERE SEVERAL OPEN-ENDED COMMENTS REGARDING ELECTRICITY RATES AS BEING TOO HIGH.



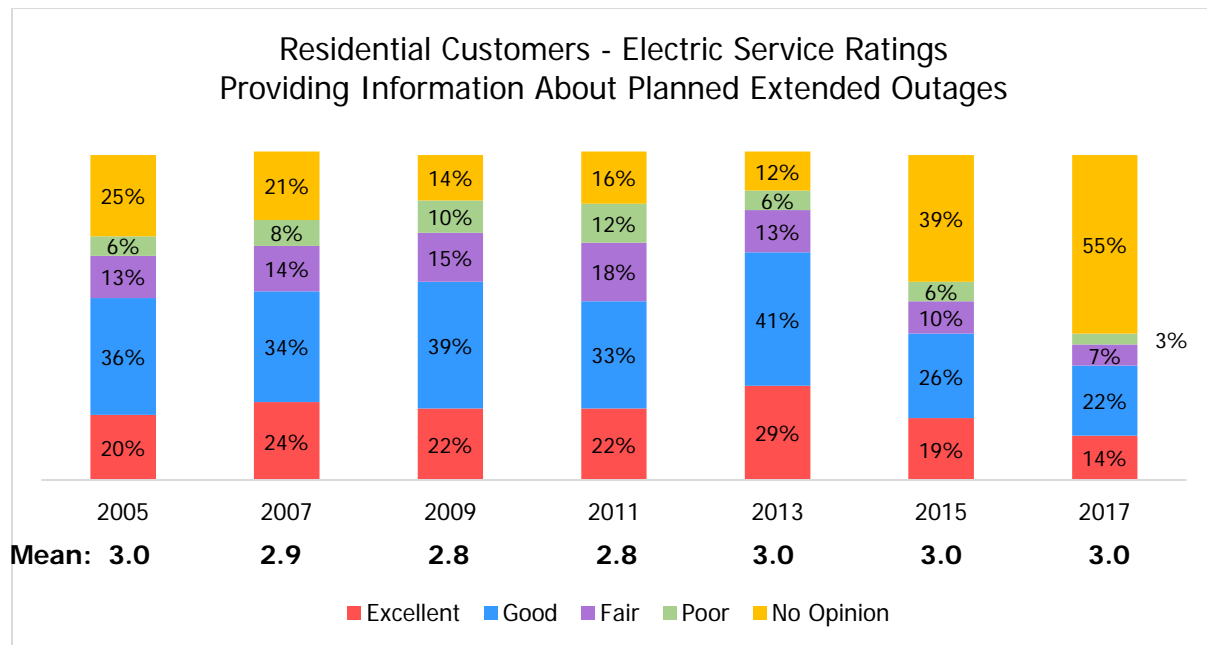
Residential Customers - Electric									
Overall Value Considering Cost & Quality of Service									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.0	3.0	3.0	2.8	3.1	2.9	2.9	3.0	3.1
2017	2.9	2.9	2.9	2.7	3.1	2.8	2.8	3.0	3.0

Electric Service - DPU's performance in providing information about planned extended outages

Over half of the respondents (55%) did not have an opinion on the DPU's performance in providing information about planned extended outages. This was largely because many respondents had not experienced a planned extended outage in their electrical service.

- The average rating for **providing information about planned extended outages** was 3.0 (out of 4). This is similar to 2015 of 3.0. **Note: this is not directly comparable because prior to 2017, the respondent was not asked to differentiate between planned and unplanned interruptions.**
- Average ratings were slightly higher for White Rock (3.1) versus Los Alamos residents 3.0.
- Residents between the ages of 18-44 had the lowest average rating of 2.9.

TAKEAWAYS: OVER HALF OF THE RESPONDENTS COULD NOT RATE THE DPU'S PERFORMANCE IN PROVIDING INFORMATION ABOUT OUTAGES. INTERESTINGLY, PEOPLE BETWEEN THE AGES OF 18-44 RATED THE PERFORMANCE A 2.9 OUT OF 4. THROUGH THE USE OF TEXTS, WE WERE ABLE TO GARNER BETTER INFORMATION FROM YOUNGER RESPONDENTS WHICH MAY HAVE IMPACTED THIS RATING AS COMPARED TO 2015.



Note: 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

Residential Customers - Electric									
Providing Information to Customers About Extended Outages									
By Community				Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.0	2.9	3.0	2.9	3.1	3.1	2.8	3.0	3.0
2017	3.0	3.1	3.0	3.0	3.1	2.9	3.0	3.2	3.2

Electric Service – Customers who Experienced an Unplanned Interruption of Service

- Thirty-two percent (31.6%) of the respondents experienced an unplanned power outage.

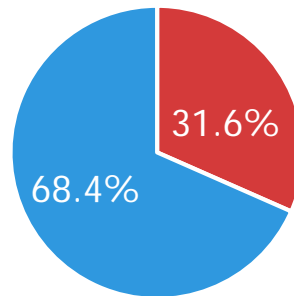
DPU's performance in restoring services when an unplanned interruption occurs

Note: In 2017, only respondents who experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

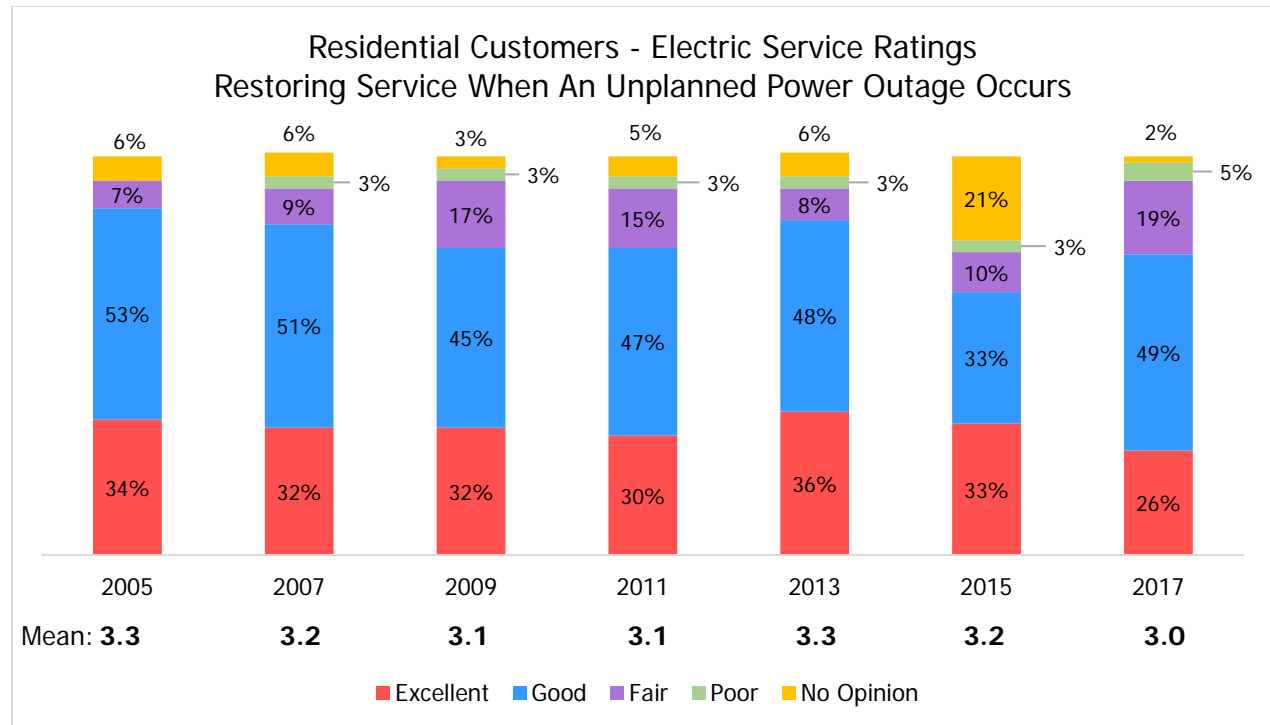
- One-fourth of the respondents (26%) rated the DPU's performance in **restoring services** when an unplanned interruption occurs of the electrical service as "Excellent" versus 33 percent in 2015.
- The average rating for **restoring services** was 3.0 (out of 4). This is lower than the average rating in 2015 of 3.2.
- Los Alamos residents rated DPU's performance in restoring services at 2.9, slightly lower than White Rock residents (3.0).
- Residents between the ages of 45-54 had the lowest average rating 2.8.
- **TAKEAWAYS: ELECTRICAL RATINGS FOR "RESTORING SERVICES WHEN AN UNPLANNED INTERRUPTION OCCURS" WERE DOWN FROM 3.2 IN 2015 TO 3.0 IN 2017. HOWEVER, IT IS IMPORTANT TO NOTE THAT THE FINDINGS ARE NOT DIRECTLY COMPARABLE. IN 2017, ONLY RESPONDENTS WHO EXPERIENCED AN UNPLANNED INTERRUPTION WERE ASKED TO RESPOND TO THIS QUESTION (UNLIKE PREVIOUS YEARS) AND RESPONDENTS WERE NOT ASKED TO DIFFERENTIATE BETWEEN PLANNED AND UNPLANNED INTERRUPTIONS.**

Residential Customers - Electric Service
Customers who Experienced an Unplanned Interruption of Service



■ Yes ■ No

Residential Customers – Electric Service Customers who Experienced an Unplanned Interruption of Service										
			By Community		Children in HH		Age			
Year		Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2017	Yes	31.6%	25.5%	34.9%	35.1%	32.7%	28.1%	41.0%	27.3%	41.2%
	No	68.4%	74.5%	65.1%	64.9%	67.3%	71.9%	59.0%	72.7%	58.8%



Note: In 2017, only respondents that experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

Residential Customers - Electric									
Restoring Service When an Unplanned Interruption Occurs									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.2	3.3	3.2	3.1	3.3	3.2	3.2	3.2	3.3
2017	3.0	3.0	2.9	3.0	3.0	3.0	2.8	3.0	3.1

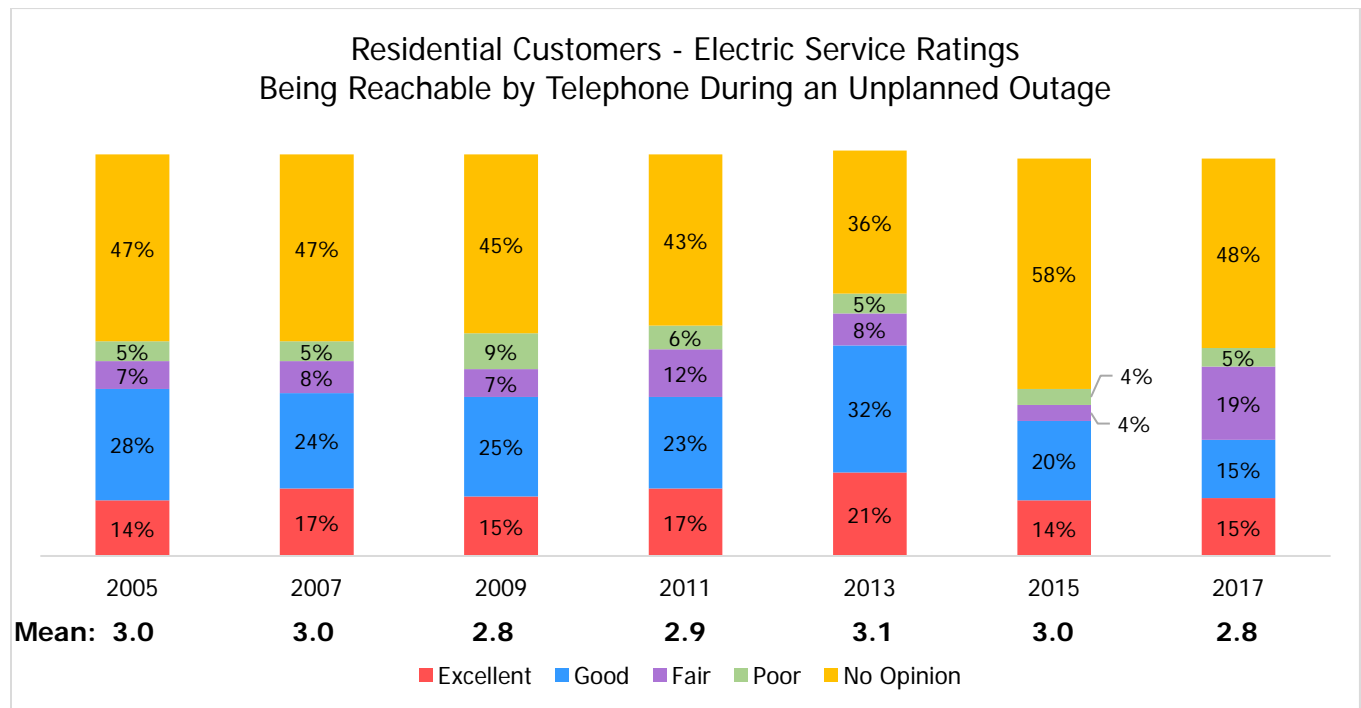
Electric Service - Being reachable by telephone or social media during an unplanned outage

Note: In 2017, only respondents who experienced an unplanned outage responded to this question. In previous years, all survey respondents responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

- Nearly half (48%) did not have an opinion on the DPU's performance when it came to **being reachable by telephone or social media** during unplanned extended outages.
- The average rating for being reachable by telephone or social media was 2.8 (out of 4).
- Residents over the age of 55 had the highest average rating of 3.0.

TAKEAWAYS: HALF OF THE RESPONDENTS (48%) DID NOT HAVE AN OPINION ABOUT THE DPU'S PERFORMANCE IN BEING REACHABLE BY TELEPHONE OR SOCIAL MEDIA DURING AN UNPLANNED OUTAGE. RESPONDENTS OVER THE AGE OF 45 RATED THIS AREA THE HIGHEST (3.0 OUT OF 4). OLDER RESIDENTS ARE MORE LIKELY TO HAVE HOME PHONES (LAND-LINES) VERSUS YOUNGER GROUPS THAT ARE MORE LIKELY TO HAVE CELL PHONES. THE RESPONSE TO TEXT SURVEYS WAS SUBSTANTIAL AND IS A METHOD THAT SHOULD BE USED TO REACH CUSTOMERS IN THE FUTURE TO IMPROVE THIS METRIC.



Note: In 2017, only respondents that experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

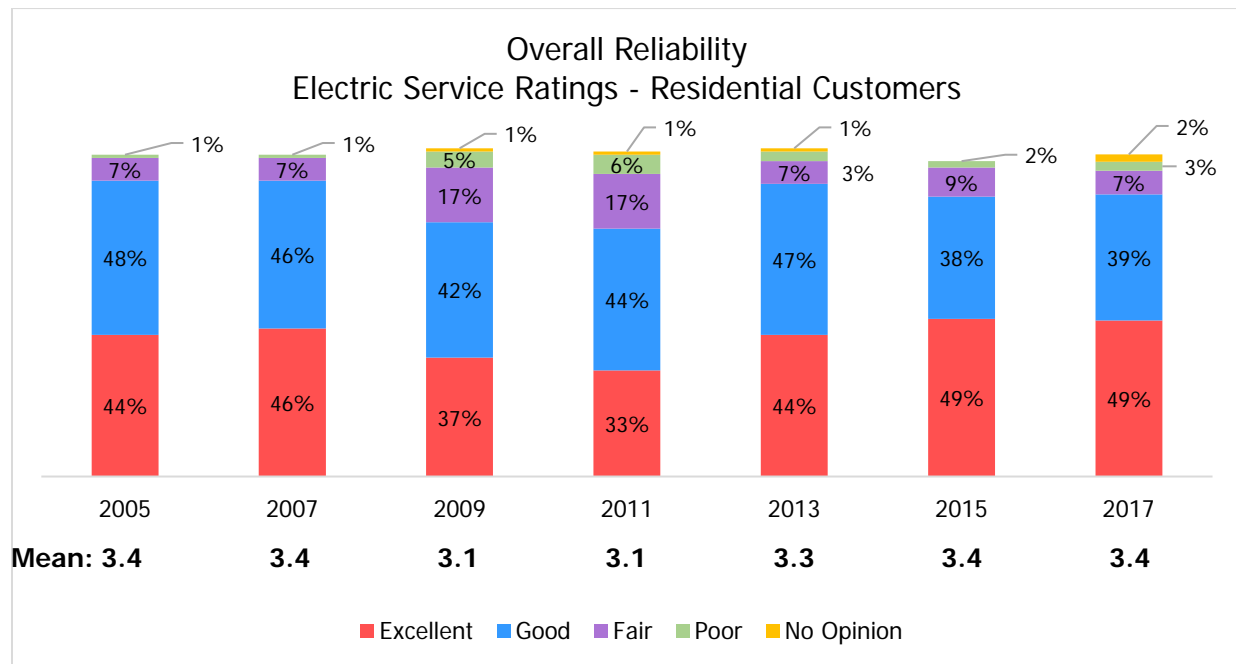
Residential Customers - Electric									
Being Reachable by Telephone/Social Media During an Outage									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.2
2017	2.8	2.7	2.8	2.6	2.9	2.6	2.6	3.0	3.0

Electrical Service - Overall Reliability

Overall reliability of the Electrical Utility Service

- Half of the respondents (49%) rated the **Overall Reliability** of the electrical service as “Excellent,” identical to 2015.
- Eighty-eight percent (88%) rated the **Overall Reliability** of the electrical service “Excellent” or “Good,” which is slightly higher than in 2015 (87%).
- The average rating for **Overall Reliability** was 3.4 (out of 4), identical to 2015.
- Los Alamos residents rated Overall Reliability at 3.3, slightly less than White Rock residents (3.4).
- Residents with children in the household and residents between the aged of 44-54, had the lowest average rating for reliability (3.3), while residents with no children in the household, gave the DPU the highest average rating for reliability of 3.5.

TAKEAWAYS: THE OVERALL RELIABILITY OF THE ELECTRICAL UTILITY SERVICE HAS BEEN TRENDING UPWARDS SINCE 2009. NEARLY HALF OF THE RESPONDENTS RATED THE RELIABILITY OF THE SERVICE AS “EXCELLENT.”

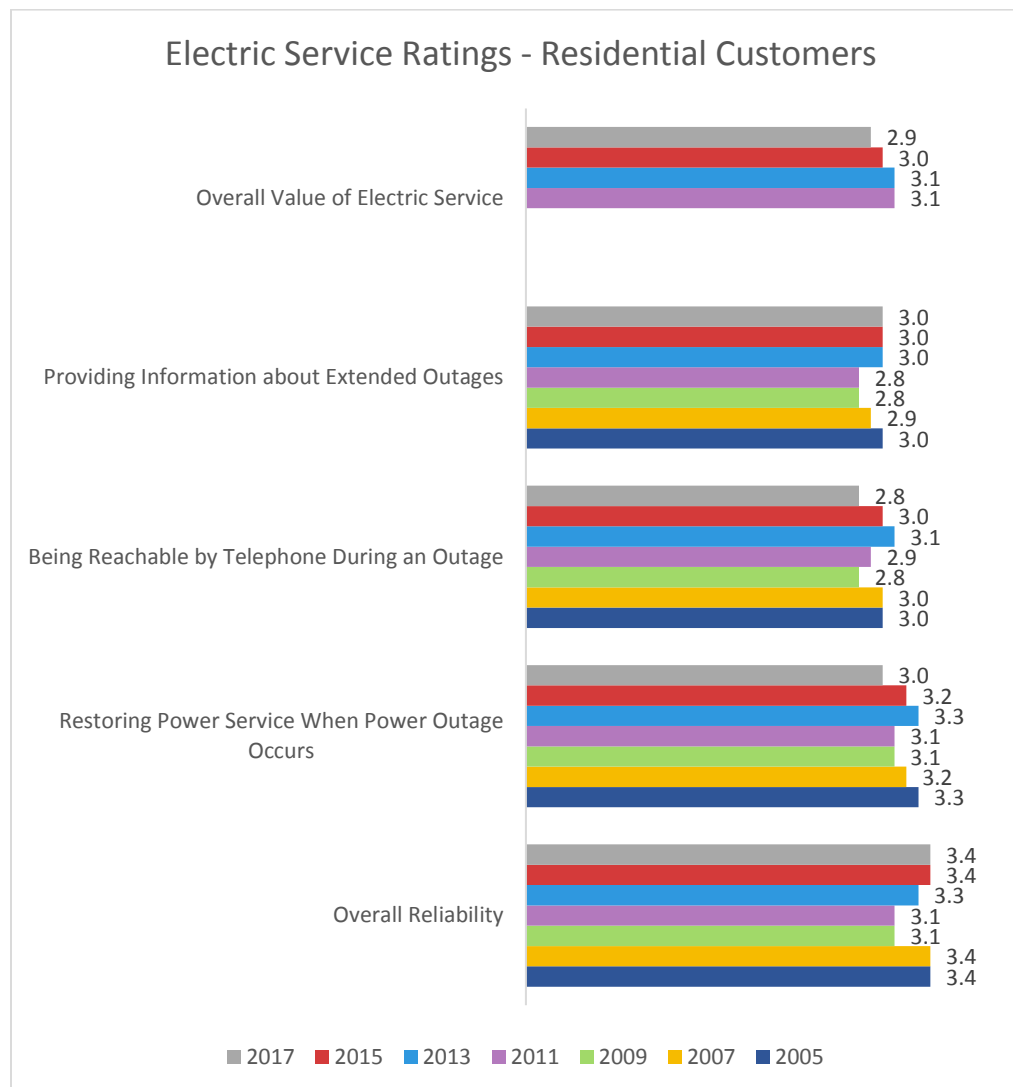


Residential Customers - Electric									
Overall Reliability of Utility Service									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.4	3.4	3.3	3.2	3.5	3.3	3.3	3.4	3.5
2017	3.4	3.4	3.3	3.3	3.5	3.4	3.3	3.4	3.4

Electric Service - Summary of Means

THE FOLLOWING CHART PROVIDES A RECAP OF THE MEANS FOR EACH OF THE PERFORMANCE RATINGS IN ELECTRICAL SERVICE.

Note: In 2017, only respondents who experienced an unplanned interruption of service responded to the following questions: "Being reachable by telephone during an outage," and "Restoring service when a power outage occurs." In previous years, all survey participants answered these questions. Further, 2017 results for questions relating to outages were not directly comparable. Previous years did not ask respondents to differentiate between planned and unplanned interruptions. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses. This will impact the averages for providing information and being reachable by telephone for unplanned outages.



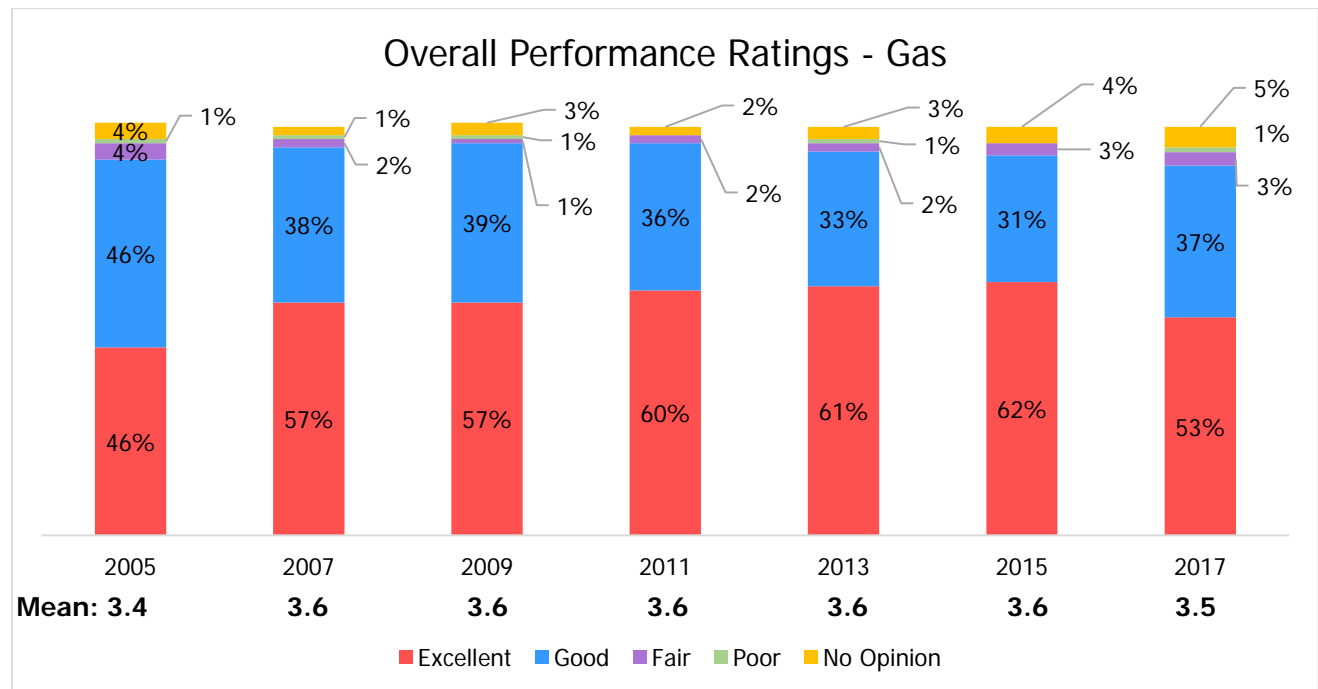
Evaluation of Gas, Water & Sewer Services

Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its Gas, Water and Sewer services using a four-point scale (poor=1, fair=2, good=3 and excellent=4) in the following are six areas: 1 "Overall Performance," 2 "Overall Value," 3 "Restoring Services," 4 "Providing Information About Outages," 5 "Being Reachable by Telephone or Social Media," and 6 "Overall Reliability."

Overall Performance - Gas

- Over half (53%) of the respondents rated the gas service as "Excellent."
- Ninety percent (90%) of the respondents rated the gas service "Excellent" or "Good."
- The average ratings were 3.5 (out of 4). This is a slight decrease over 2015 (3.6).
- Average ratings were similar for White Rock (3.6) and Los Alamos (3.5) residents.

TAKEAWAYS: RESPONDENTS RATED THE QUALITY OF THE GAS SERVICES HIGH. THERE ARE FEW PROBLEMS WITH THIS UTILITY FOR RESIDENTIAL CUSTOMERS.

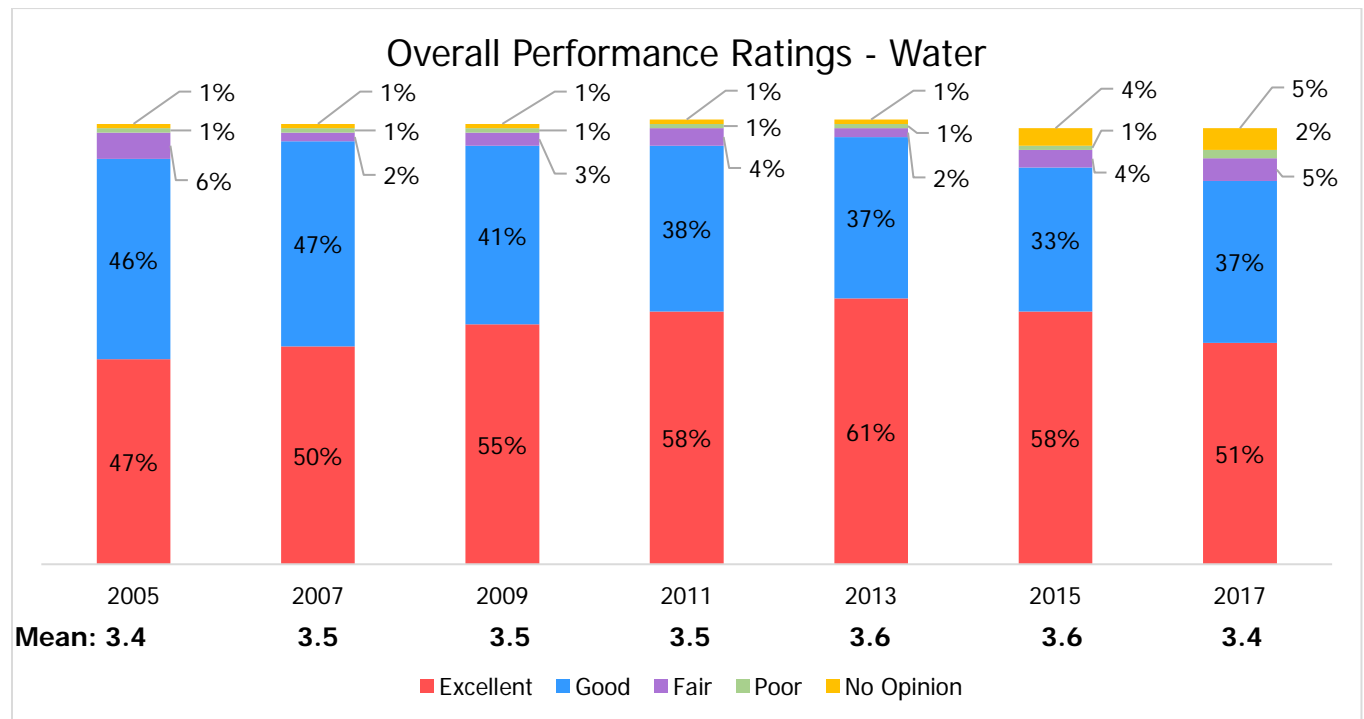


Residential Customers - Overall Performance Ratings - Gas									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.6	3.6	3.6	3.7	3.6	3.6	3.6	3.7
2017	3.5	3.6	3.5	3.5	3.6	3.5	3.6	3.5	3.6

Overall Performance - Water

- Over half (51%) of the respondents rated the water service as “Excellent.”
- Eighty-eight percent of the respondents (88%) rated the water service “Excellent” or “Good.” This is down slightly over 2015 (91%).
- The average ratings were 3.4 (out of 4). Down over 2015 (3.6).
- Average ratings were similar for all demographic and geographic groups.

TAKEAWAYS: RESPONDENTS RATED THE QUALITY OF WATER SERVICES WERE HIGH. THE AVERAGE RATINGS DROPPED TO 3.4. THIS IS DOWN FROM 2015 (3.6).

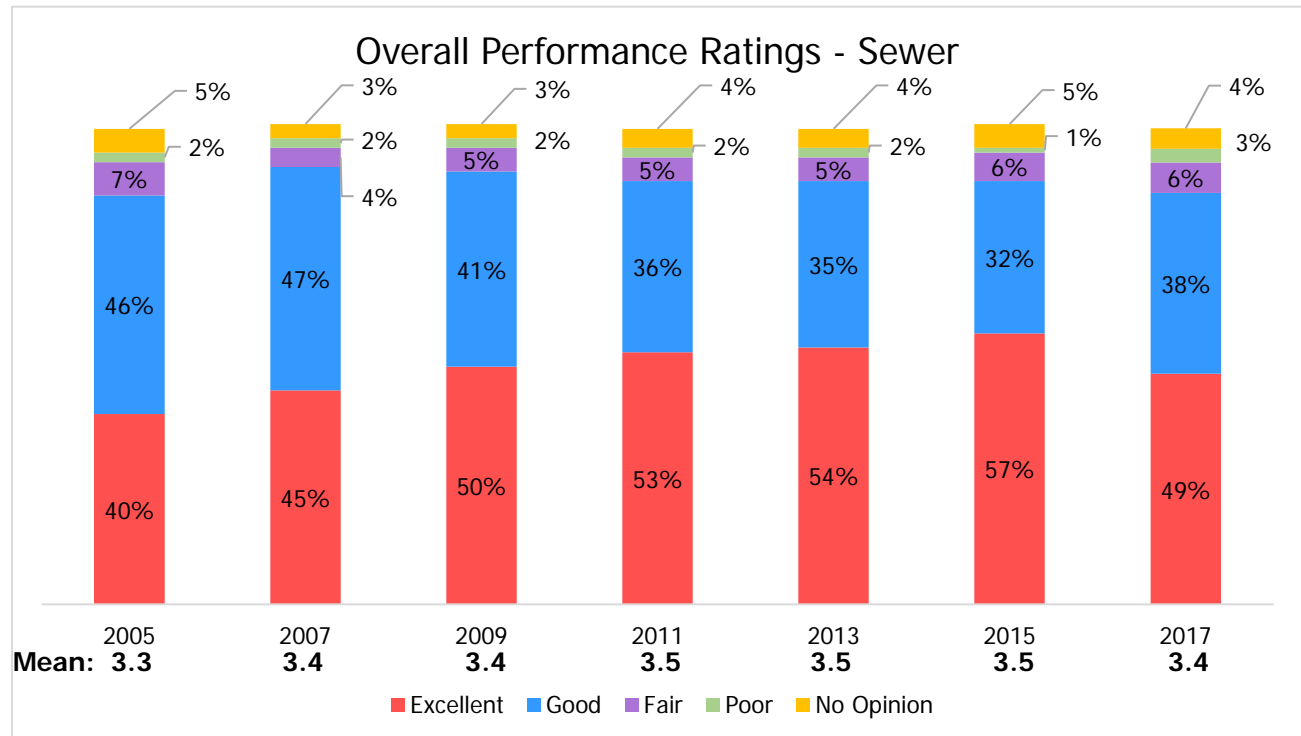


Residential Customers - Overall Performance Ratings - Water									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.5	3.6	3.5	3.7	3.5	3.5	3.6	3.6
2017	3.4	3.5	3.5	3.5	3.6	3.4	3.5	3.5	3.6

Overall Performance - Sewer

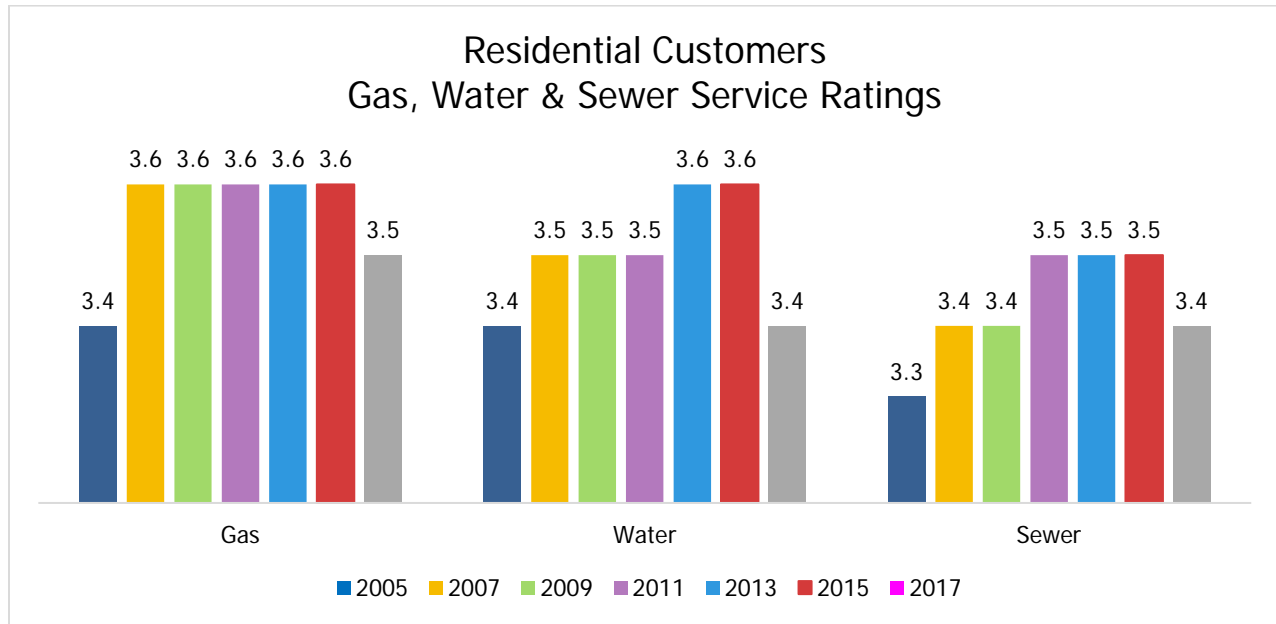
Almost half (49%) of the respondents rated the sewer service as “Excellent.”

- Eighty-seven percent of the respondents (87%) rated the sewer service “Excellent” or “Good.” This is similar to 2015 (89%).
- The average ratings were 3.4 (out of 4). This is similar to 2015 (3.5).

TAKEAWAYS: RESPONDENTS RATED THE QUALITY OF SEWER SERVICES HIGH.

Residential Customers - Overall Performance Ratings - Sewer									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.5	3.5	3.5	3.4	3.6	3.4	3.5	3.5	3.7
2017	3.4	3.5	3.5	3.5	3.5	3.4	3.5	3.5	3.5

TAKEAWAYS: AVERAGE RATINGS FOR SEWER, WATER AND GAS SERVICES HAS STEADILY INCREASED SINCE 2005, WITH A SLIGHT DROP IN 2017.



Residential Customers - Overall Performance Ratings									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Gas	3.5	3.6	3.5	3.5	3.6	3.5	3.6	3.5	3.6
Water	3.4	3.5	3.5	3.5	3.6	3.4	3.5	3.5	3.6
Sewer	3.4	3.5	3.5	3.5	3.5	3.4	3.5	3.5	3.5

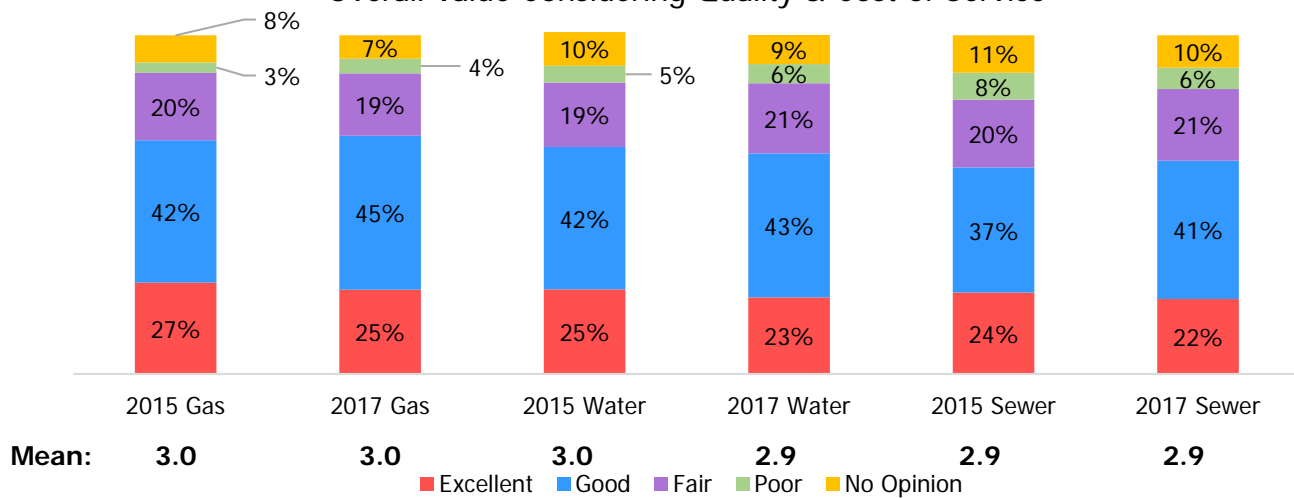
On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the following areas.

Gas, Water, & Sewer – Overall value considering cost and performance of service

- With regard to overall value considering quality and cost of service, average ratings were 2.9 for water, 2.9 for sewer, and 3.0 for gas. There was little change from 2015.
- Opinion of overall value was mixed. Approximately one fourth of the respondents rated the three services as excellent, and another one fourth rated the three categories as either fair or poor.
- Approximately 10% of respondents had no opinion in each category.
- Respondents over the age of 55 tended to view value more favorably than respondents under the age of 55.
- Households with children rated value lower than households without children.

TAKEAWAYS: THE DIFFERENCE IN FAVORABILITY REGARDING VALUE WAS DRIVEN BY THE FACT THAT HOUSEHOLDS WITH CHILDREN RATED OVERALL VALUE LOWER THAN HOUSEHOLDS WITHOUT CHILDREN. THESE HOUSEHOLDS ARE, ON AVERAGE, YOUNGER IN AGE THAN HOUSEHOLDS WITHOUT CHILDREN.

Residential Customers - Gas, Water, & Sewer
Overall Value Considering Quality & Cost of Service



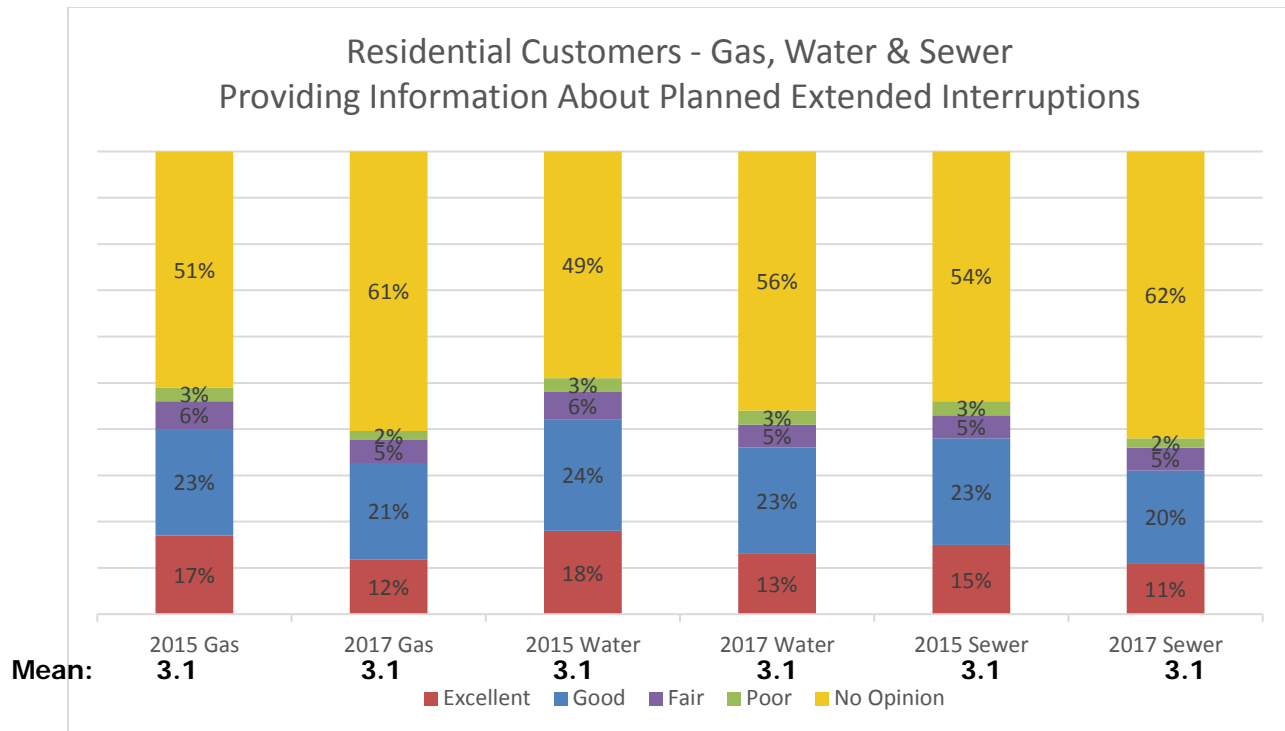
Residential Customers									
Overall Value Considering Cost & Quality of Service									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Gas	3.0	3.0	3.0	2.8	3.2	2.9	2.9	3.1	3.1
Water	2.9	3.0	2.9	2.8	3.1	2.9	2.8	3.0	2.9
Sewer	2.9	2.9	2.9	2.8	3.0	2.8	2.8	2.9	3.0

Gas, Water, & Sewer – Providing information about planned extended outages.

- Over half of respondents did not have an opinion regarding this performance area.
- Average rating for this performance area were consistent at 3.1 (out of 4) for all three categories.

Note: 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

TAKEAWAYS: THE LACK OF OPINION REGARDING INFORMATION DPU PROVIDED DURING A PLANNED EXTENDED OUTAGE IS LIKELY REPRESENTATIVE OF A RESPONDENT'S LACK OF EXPERIENCE WITH PLANNED OUTAGES.



Note: 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

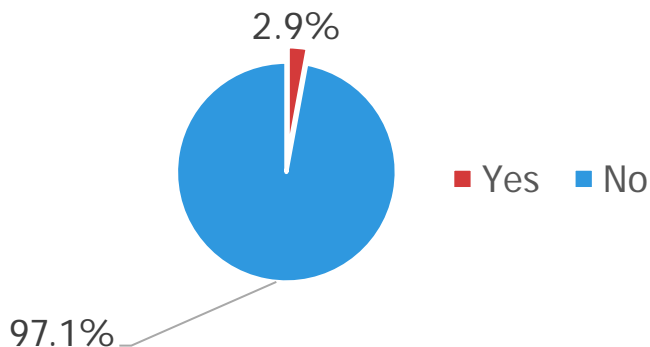
Residential Customers									
Overall Value Considering Cost & Quality of Service									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Gas	3.1	3.2	3.1	3	3.3	3	3	2.3	3.2
Water	3.1	3.2	3.1	3.1	3.2	3	3	3.2	3.2
Sewer	3.1	3.1	3	3	3.3	3	2.9	3.2	3.3

Gas, Water, & Sewer – Customers who Experienced an Unplanned Interruption of Service

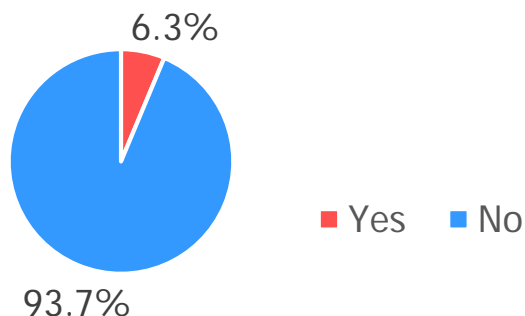
- Only a small percentage of respondents experienced any type of unplanned interruption of service for either gas, water, or sewer (2.9%, 6.3%, and 4.6%, respectively).

TAKEAWAYS: UNPLANNED INTERRUPTIONS FOR CUSTOMER’S GAS, WATER, AND SEWER SERVICES ARE EXTREMELY RARE.

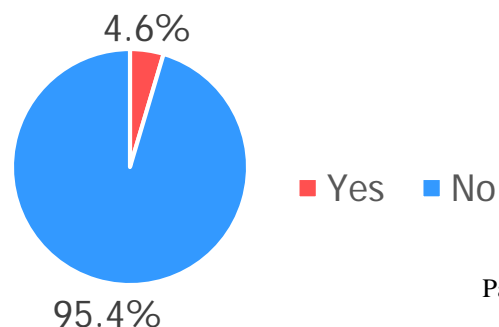
Residential Customers Who Experienced an Unplanned Interruption of Gas



Residential Customers Who Experienced an Unplanned Interruption of Water



Residential Customers Who Experienced an Unplanned Interruption of Sewer



Gas, Water, & Sewer – Restoring services when an unplanned interruption occurs

Gas, Water, & Sewer – Being reachable by telephone/social media during an unplanned interruption of service

Note: In 2017, only respondents that experienced unplanned interruption in services responded to these two questions. In previous years, all survey participants responded to these two questions.

Because there was only a small percentage of customers who responded to these two questions (2.9% for gas, 6.3% for water, and 4.6% for sewer) the sample size was not large enough to draw any significant conclusions.

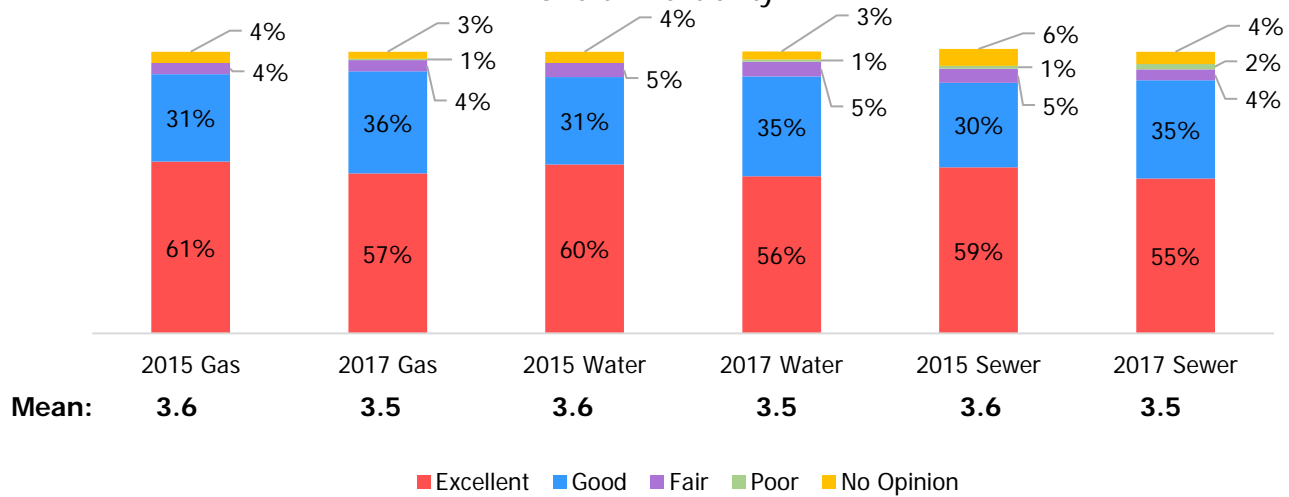
Takeaways: The sample size (due to respondents not experiencing an outage and non-response) affected the ratings. Only respondents that noted an unplanned interruption in services, replied to these questions. The sample was not large enough to draw any significant conclusions.

Gas, Water, & Sewer – Overall reliability

- With regard to overall reliability, approximately 90% of respondents rated the overall reliability of water, sewer, and gas, respectively, as either “Good” or “Excellent.”
- Average ratings were extremely high, with an average rating of 3.5 (out of 4) for all three services. This is down slightly from 2015 (3.6).
- Respondents over the age of 65 rated this category higher than their younger counterparts (3.6 out of 4) in each area.
- Respondents with children in the household and younger respondents tended to rate this category lower (3.5) than their older counterparts.

TAKEAWAYS: RELIABILITY IN ALL THREE AREAS IS EXTREMELY HIGH. THIS IS NOT ONLY SUPPORTED BY RESPONDENT RATINGS OF RELIABILITY, BUT ALSO BY THE LOW NUMBER OF “NO OPINION” RESPONSES.

Residential Customers - Gas, Water, & Sewer
Overall Reliability



Residential Customers									
Overall Reliability of Utility Service									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Gas	3.5	3.6	3.5	3.5	3.6	3.5	3.5	3.5	3.6
Water	3.5	3.6	3.5	3.5	3.6	3.5	3.5	3.5	3.6
Sewer	3.5	3.6	3.5	3.5	3.6	3.5	3.5	3.5	3.6

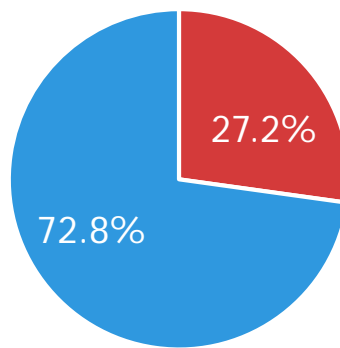
Field Employee Evaluation

Customer Contacts with Field Employees – Contacted

Note: Only respondents that contact with a Field Employee responded to this question. This will affect the margin of error for survey responses.

- Over one fourth (27.2%) of respondents had contact with a field employee.
- Approximately one third (32.0%) of respondents between the ages of 45-54 had contact with a field employee, the highest of any of the categories.
- Households with children were least likely to have had contact with a field employee, with only 23.9% having had contact with an employee in the past 12 months.
- Customer between 18 - 44 were least likely to have had contact with an employee (20.5%).

Residential Customers
Contact With a Field Employee for Assistance/Information

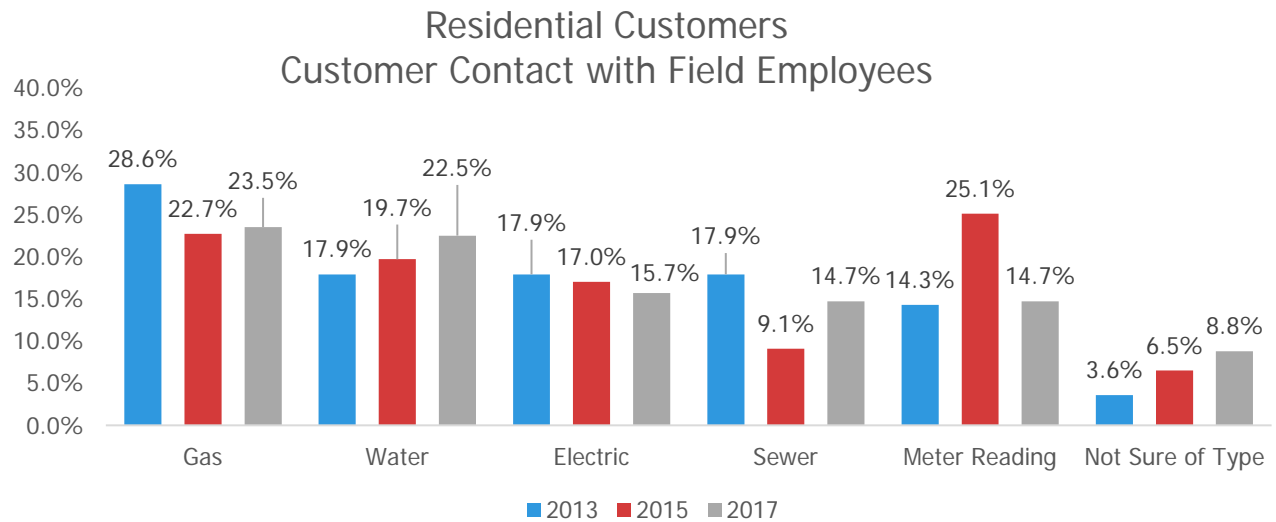


■ Yes ■ No

Residential Customers - Percentage that had Contact With a Field Employee for Assistance/Information										
			By Community		Children in HH		Age			
Year		Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	Yes	25.8%	22.0%	26.9%	23.0%	25.9%	21.5%	26.5%	31.0%	26.2%
	No	74.2%	78.0%	73.1%	77.0%	74.1%	78.5%	73.5%	69.0%	73.8%
2017	Yes	27.2%	29.1%	24.7%	23.9%	26.8%	20.5%	32.1%	31.8%	23.5%
	No	72.8%	70.9%	75.3%	76.1%	73.2%	79.5%	67.9%	68.2%	76.5%

Customer Contacts with Field Employees – Type of service contact was made for

- "Gas" as a total percentage of service calls was the most likely customer contact (23.5%). This was an increase from 2015 (22.7%)
- "Electric" and "Meter Reading" both decreased from 2015 to 2017. "Electric" dropped from 17.0% to 15.7% and "Meter Reading" dropped from 25.1% to 14.7%.
- "Water" and "Sewer" both increased from 2015 to 2017. "Water" went from 19.7% up to 22.5% and "Sewer" went from 9.1% up to 14.7%.



Percentage of Residential Customers Contact with a Field Employee for Assistance/Information by types of service									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Meter Reading	14.7%	21.9%	11.8%	17.8%	7.3%	25.7%	8.0%	7.1%	16.7%
Electric	15.7%	15.6%	16.2%	15.6%	17.1%	14.3%	24.0%	17.9%	0.0%
Gas	23.5%	12.5%	27.9%	24.4%	22.0%	25.7%	12.0%	28.6%	25.0%
Water	22.5%	31.3%	19.1%	24.4%	29.3%	22.9%	20.0%	17.9%	41.7%
Sewer	14.7%	9.4%	16.2%	11.1%	12.2%	5.7%	24.0%	17.9%	8.3%
No Opinion	8.8%	9.4%	8.8%	6.7%	12.2%	5.7%	12.0%	10.7%	8.3%

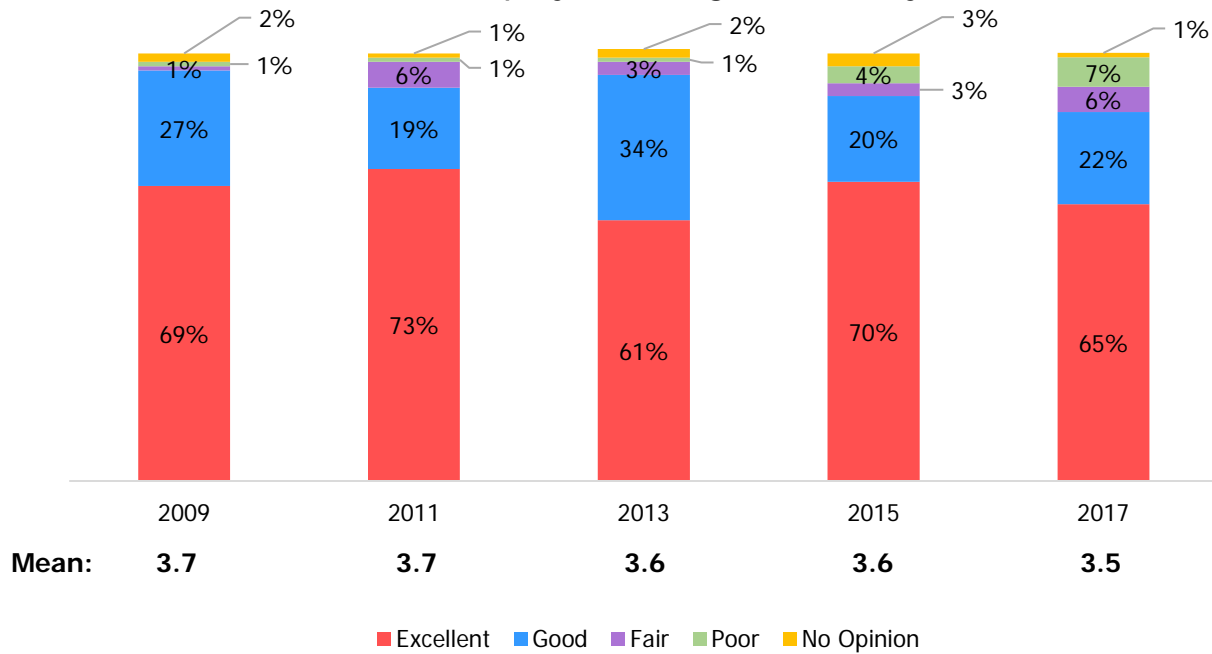
Customer Contacts with Field Employees – Field Employee Ratings

Courtesy

- Respondents rated field employees high (3.5) with regard to courtesy. This was slightly lower than 2015 with an average mean of 3.6.
- Respondents between the age of 45-54 rated this performance area the lowest of the categories, with an average rating of 3.2.
- Respondents over the age of 65 were approaching excellent rated this performance area the highest (3.8). Respondents between the ages of 45-54 rated this area the lowest (3.2).

TAKEAWAYS: RATINGS WERE EXTREMELY HIGH FOR ALL GROUPS WITH REGARD TO FIELD EMPLOYEE'S COURTESY.

Residential Customers Field Employee Ratings - Courtesy



Residential Customers									
Field Employee Ratings - Courtesy									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.8	3.5	3.4	3.6	3.4	3.6	3.8	3.7
2017	3.5	3.5	3.4	3.4	3.6	3.3	3.2	3.7	3.8

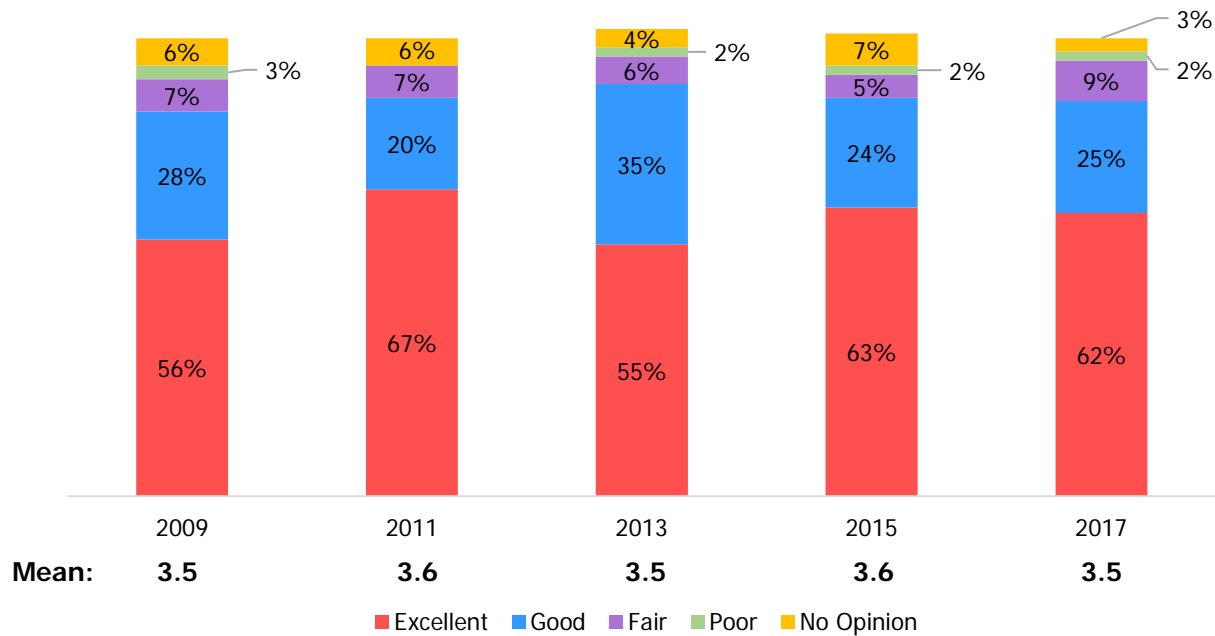
Customer Contacts with Field Employees – Field Employee Ratings

Knowledge

- Respondents considered the field employees to be extremely knowledgeable, giving them an overall average rating of 3.5 (out of 4), a slight decrease from 3.6 in 2015.
- Eighty-seven percent (87%) of the respondents rated this performance area as either “excellent” or “good.”
- Residents over the age of 65, rated field employees’ knowledge at an average of 3.8 (out of 4), while residents between the ages of 18 and 44 rated the field employees at 3.3.

TAKEAWAYS: RESPONDENTS CONSIDERED FIELD EMPLOYEES TO BE VERY KNOWLEDGEABLE IN ALL CATEGORIES.

Residential Customers Field Employee Ratings - Knowledge



Residential Customers									
Field Employee Ratings - Knowledge									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.8	3.5	3.4	3.6	3.4	3.6	3.7	3.6
2017	3.5	3.4	3.5	3.4	3.6	3.3	3.5	3.6	3.8

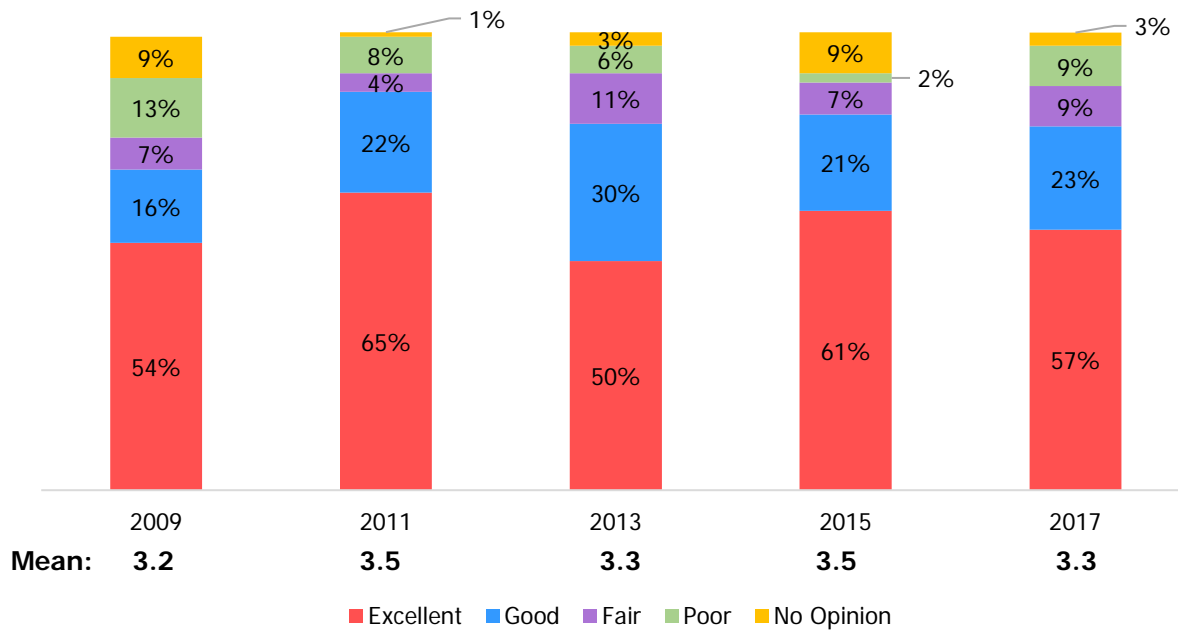
Customer Contacts with Field Employees – Field Employee Ratings

Ability to handle request

- The average ratings for performance with regard to field employees' ability to handle requests dropped from 2015 to 2017, from an average of 3.5 in 2015 to an average of 3.3 in 2017.
- Respondents under the age of 55 rated this performance area an average of 3.2, the lowest of the categories.

TAKEAWAYS: RESPONDENTS GENERALLY FELT LIKE THE DPU'S FIELD EMPLOYEES WERE ABLE TO HANDLE THEIR REQUESTS EFFECTIVELY.

Residential Customers Field Employee Ratings - Ability to Handle Request



Residential Customers									
Field Employee Ratings - Ability to Handle Request									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.5	3.8	3.5	3.3	3.6	3.5	3.4	3.6	3.6
2017	3.3	3.2	3.3	3.3	3.4	3.2	3.2	3.4	3.5

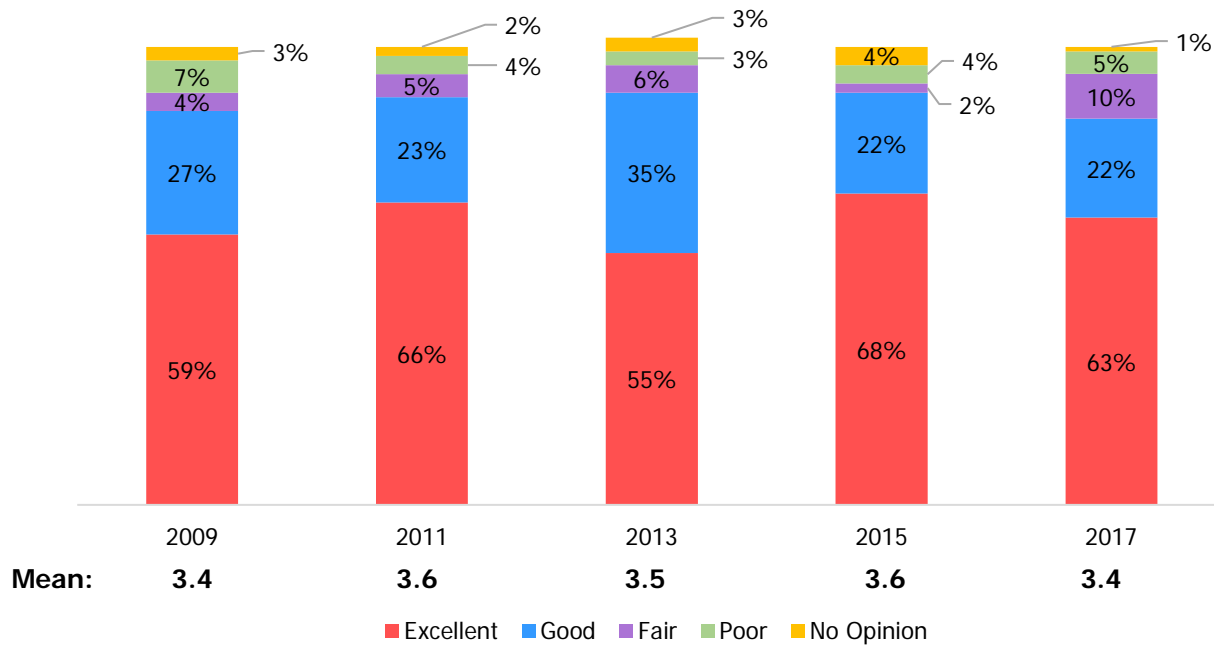
Customer Contacts with Field Employees – Field Employee Ratings

Overall

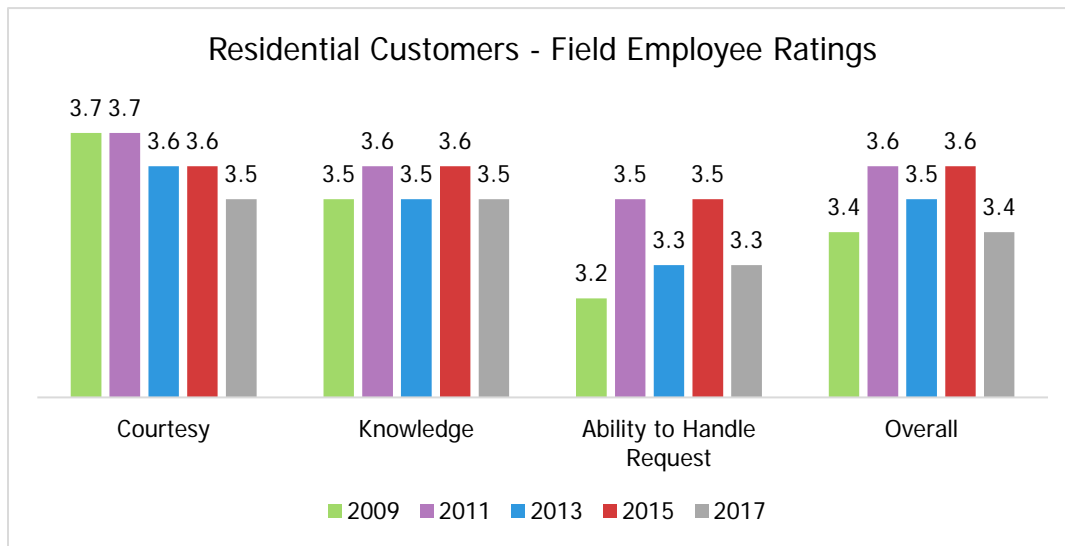
- Sixty-three percent (63%) of the respondents in 2017 rated overall field employee performance as “excellent.”
- Average ratings were high, with a 3.4 (out of 4) in 2017.
- Older respondents tended to rate field employees higher than their younger counterparts (3.7 for residents over 65 versus a low of 3.3 for residents under 55).

TAKEAWAYS: OVERALL RATINGS FOR FIELD EMPLOYEES WERE EXTREMELY HIGH FOR ALL DEMOGRAPHIC GROUPS.

Residential Customers Field Employee Ratings - Overall



Residential Customers									
Field Employee Ratings - Overall Rating									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.9	3.5	3.4	3.7	3.4	3.5	3.7	3.7
2017	3.4	3.4	3.5	3.4	3.6	3.3	3.3	3.5	3.7



Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

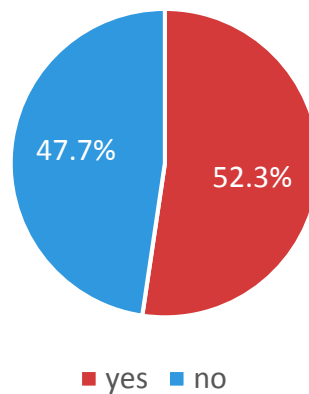
Customer Care Center Evaluation

Note: Only respondents that had contact with a Customer Care Employee responded to this question. This will affect the margin of error for survey responses.

Customer Care Center - Contacted

- Over half (52.3%) of respondents had contact with a customer care representative.
- Fifty-nine percent (59.0%) of respondents between the ages of 45-54 had contact with a customer care center employee, the highest of any of the categories.
- White Rock residents were the most likely respondent to have contact with the Customer Care Center (59.1%).

Residential Customers
Contact with Customer Care Center



Percentage of Residential Customers that had Contact with Customer Care Center										
			By Community		Children in HH		Age			
Year		Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	Yes	46.3%	42.4%	47.4%	43.3%	51.7%	42.4%	43.9%	53.3%	48.4%
	No	53.7%	57.6%	52.6%	56.7%	48.3%	57.6%	56.1%	46.7%	51.6%
2017	Yes	52.3%	59.1%	48.0%	57.4%	40.5%	48.0%	59.0%	48.9%	52.9%
	No	47.7%	40.9%	52.0%	42.6%	59.5%	52.0%	41.0%	51.1%	47.1%

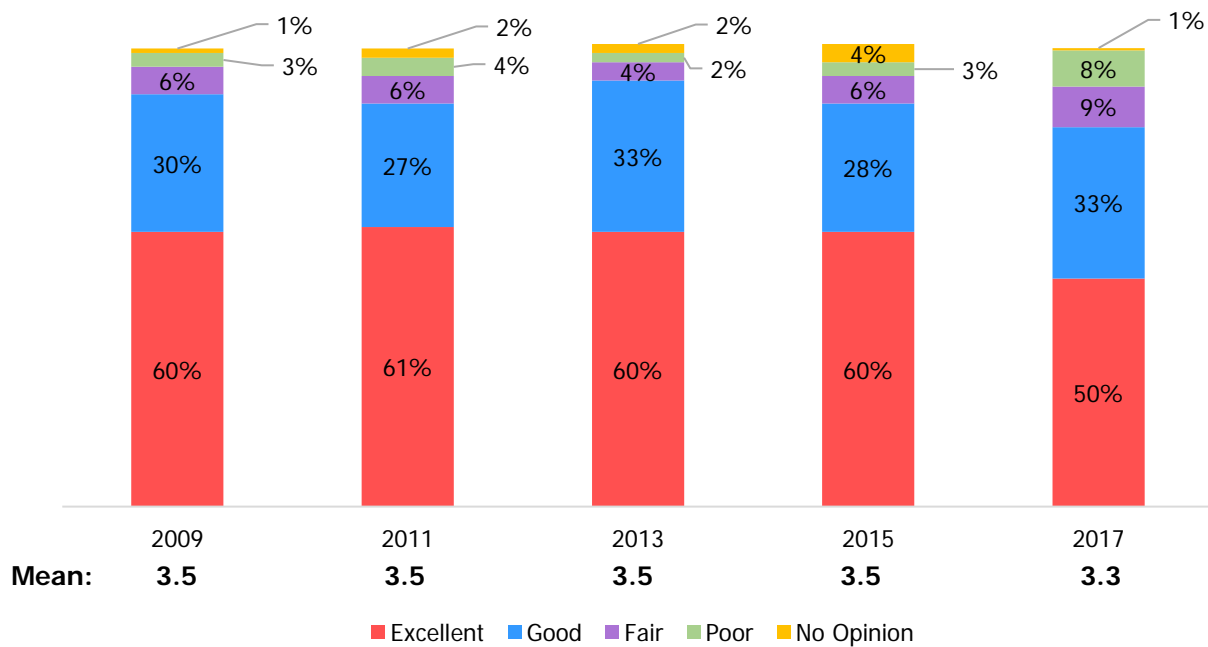
Customer Care Center – Customer Care Center Representative Ratings

Courtesy

- Respondents rated customer care representatives high with regard to courtesy. This was a drop from 2015 (3.5) with an average mean of 3.3 in 2017.
- Respondents aged 65 and older rated this performance area higher than their younger counterparts (3.7 out of 4).
- Respondents with children rated this performance area the lowest of the categories, with an average rating of 3.1.

TAKEAWAYS: RATINGS WERE HIGHER AMONG OLDER DEMOGRAPHIC GROUPS. YOUNGER DEMOGRAPHICS AND RESIDENTS WITH CHILDREN IN THE HOUSEHOLD RATED CUSTOMER CARE REPRESENTATIVES LOWER WITH REGARD TO COURTESY.

Residential Customers Customer Care Representative Ratings - Courtesy



Residential Customers									
Customer Care Representative Ratings - Courtesy									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.5	3.6	3.5	3.4	3.6	3.4	3.4	3.6	3.7
2017	3.3	3.3	3.3	3.1	3.5	3.2	3.2	3.3	3.7

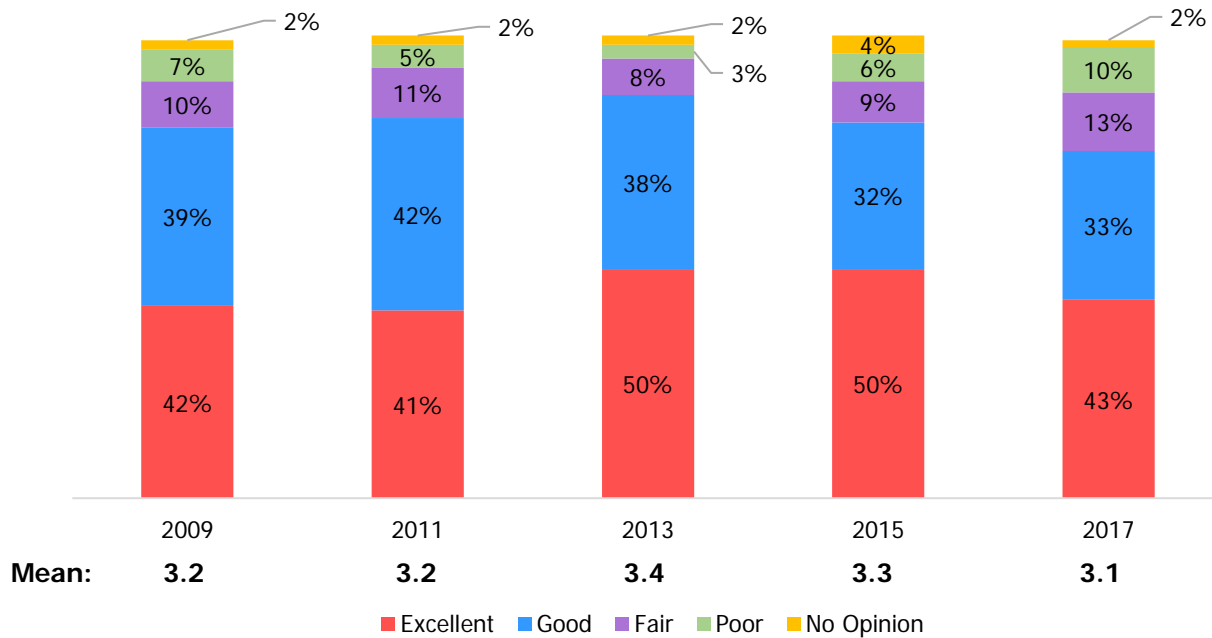
Customer Care Center – Customer Care Center Representative Ratings

Knowledge

- Customer care representatives rated “good” with regard to knowledge, with an average of 3.1. This was lower than 2015’s average rating of 3.3.
- Seventy-six percent (76%) of the respondents rated this performance area as either “excellent” or “good.”
- Residents with children in the household and residents between the ages of 45 and 65 rated the knowledge of customer care representatives the lowest at 3.0.

TAKEAWAYS: WHILE RESPONDENTS RATED CUSTOMER CARE REPRESENTATIVES AS BEING ABOVE AVERAGE GENERALLY, THIS PERFORMANCE AREA UNDERPERFORMED AS COMPARED TO OTHER, SIMILAR PERFORMANCE AREAS. THERE WERE ALSO SEVERAL NEGATIVE ANECDOTAL COMMENTS IN THE OPEN-ENDED SECTION OF THE REPORT. THIS INDICATES THAT THERE IS POTENTIAL FOR IMPROVEMENT.

Residential Customers Customer Care Representative Ratings - Knowledge



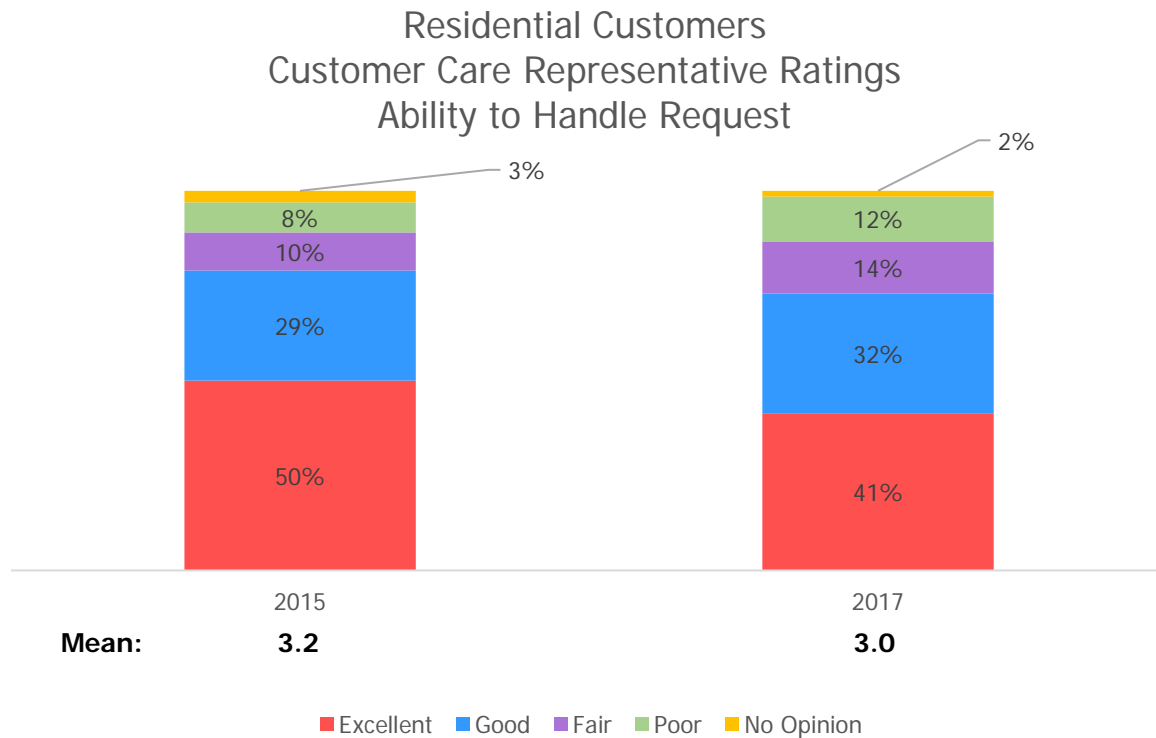
Residential Customers									
Customer Care Representative Ratings - Knowledge									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.3	3.4	3.3	3.2	3.3	3.2	3.2	3.4	3.4
2017	3.1	3.2	3.1	3	3.4	3.1	3	3	3.6

Customer Care Center – Customer Care Center Representative Ratings

Ability to Handle Request

- Seventy-three (73%) of respondents rated customer care center representatives' "ability to handle request" as either "good" or "excellent" "excellent" with a mean score of 3.0.
- 26% of respondents rated this performance area as either "fair" or "poor," up from 2015 (18%).
- Respondents with children in the household rated this performance area the lowest at 2.9 (out of 4), while respondents 65 or older rated it the highest at 3.5

TAKEAWAYS: AS WITH THE CUSTOMER CARE REPRESENTATIVES' KNOWLEDGE, THEIR ABILITY TO HANDLE REQUESTS WAS ABOVE-AVERAGE, BUT LOW AS COMPARED TO COURTESY AND KNOWLEDGE, OTHER EMPLOYEE PERFORMANCE RATINGS. THERE IS LIKELY ROOM FOR IMPROVEMENT IN THIS PERFORMANCE AREA.



Residential Customers									
Customer Care Representative Ratings - Ability to Handle the Request									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.2	3.2	3.2	3.2	3.2	3.1	3.1	3.3	3.4
2017	3.0	3.1	3.1	2.9	3.4	3.0	3.0	3.0	3.5

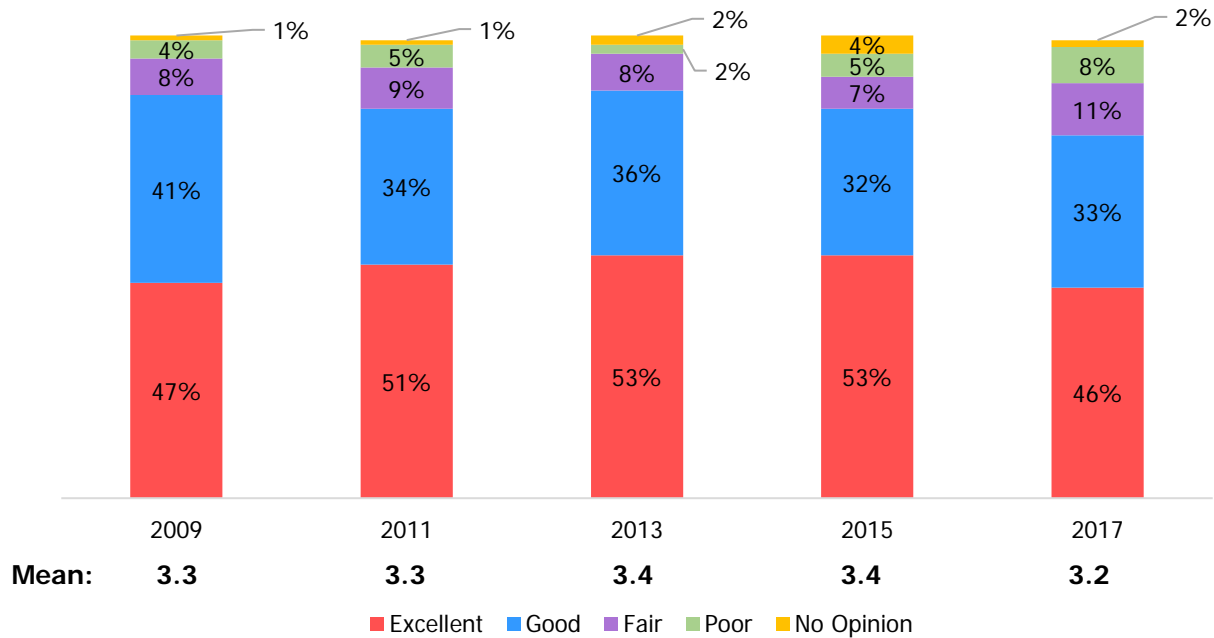
Customer Care Center – Customer Care Center Representative Ratings

Overall

- Seventy-nine (79%) of respondents in 2017 rated overall customer care representatives as either “good” or “excellent.” This is lower than 85% in 2015.
- While ratings in this performance area were high (3.2), there is likely still some room for improvement in the customer care center.
- The highest ratings came from respondents aged 65 or older 3.7.
- The lowest ratings were from respondents with children in the household at 3.1 and residents between the ages of 45-54 (3.0).

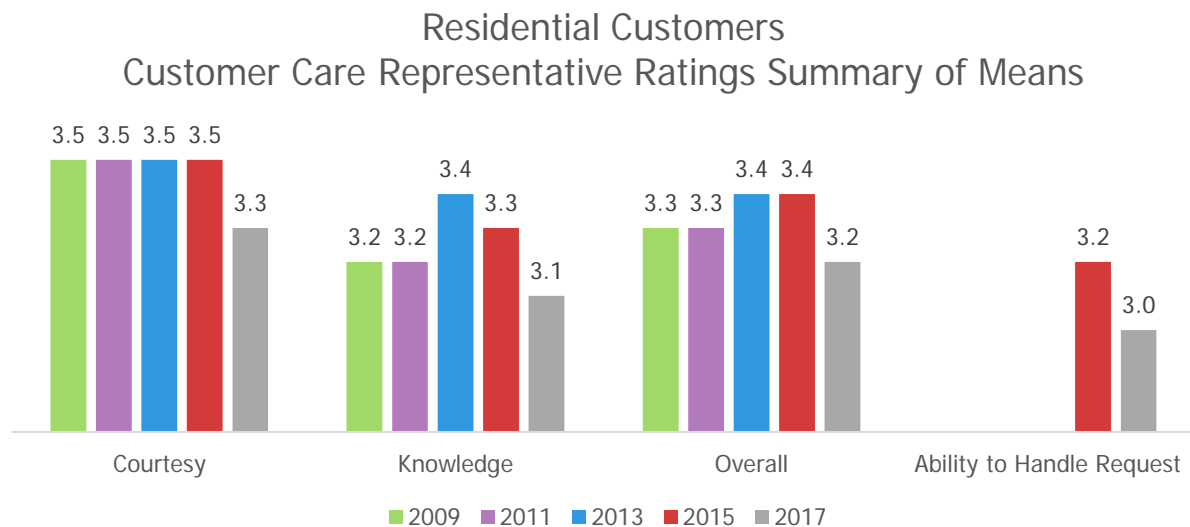
TAKEAWAYS: OVERALL RATINGS FOR THE CUSTOMER CARE REPRESENTATIVES WERE HIGH. HOWEVER, THERE IS LIKELY STILL SOME ROOM FOR IMPROVEMENT AND SHOULD BE MONITORED IN FUTURE YEARS.

Residential Customers Customer Care Representative Ratings - Overall



Residential Customers									
Customer Care Representative Ratings - Overall Rating of the Employee									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.4	3.5	3.4	3.3	3.4	3.3	3.2	3.5	3.5
2017	3.2	3.2	3.2	3.1	3.5	3.2	3	3.2	3.7

TAKEAWAYS: ABILITY TO HANDLE REQUEST WAS THE LOWEST OF ALL THE EMPLOYEE PERFORMANCE RATINGS IN 2017 FOR BOTH FIELD EMPLOYEES AND CUSTOMER CARE REPRESENTATIVES.



Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.

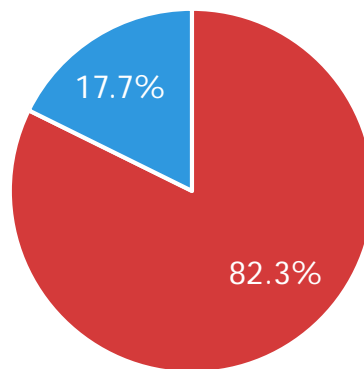
Customer Care Center – Helped by customer care center

- Eighty-two percent (82.3%) of respondents who called into the customer care center received the help they needed.
- The highest ratings were 82.6% for respondents aged 65 or older.
- Approximately 20% (20.9%) of respondents age 55-65 said they were not helped by the customer care representatives.

TAKEAWAYS: MOST (82%) RESPONDENTS WHO CONTACTED THE CUSTOMER CARE CENTER, WERE HELPED BY THE CUSTOMER CARE CENTER.

RATINGS INDICATE THAT THERE IS ROOM FOR IMPROVEMENT IN THIS CATEGORY. BECAUSE OF THE BROAD NATURE OF CUSTOMER CARE REQUESTS, THERE WILL ALWAYS BE SOME PERCENTAGE OF PEOPLE WHO DO NOT HAVE THEIR REQUEST FULFILLED.

Residential Customers
Helped by Customer Care Center

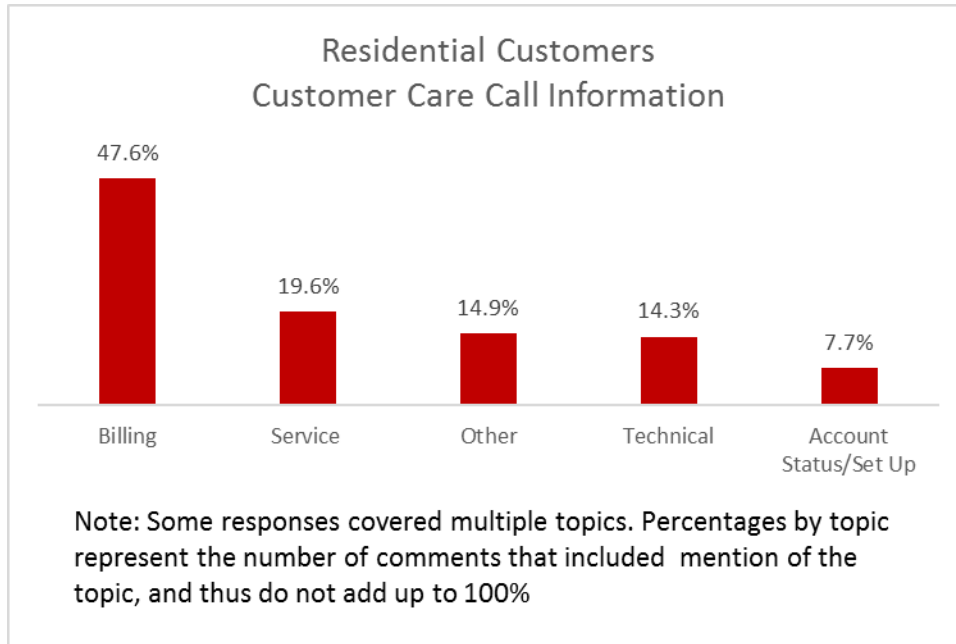


■ yes ■ no

Residential Customers									
Customer Care Representative Ratings - % Who Received the Help They Needed									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Yes	82.3%	80.0%	84.1%	81.5%	91.9%	84.1%	78.3%	79.1%	92.6%
No	17.7%	20.0%	15.9%	18.5%	8.1%	15.9%	21.7%	20.9%	7.4%

Did the Customer Care Representative provide you with the information you needed?

Open ended responses were categorized based on the general content of the response so that they could be quantified. The table below is representative of the entire open-ended response sample for the question.²



TAKEAWAYS: NEARLY HALF OF THE RESPONDENTS WHO HAD CONTACT WITH THE CUSTOMER CARE CENTER, REPORTED A BILLING RELATED ISSUE.

Did the Customer Care Representative provide you with the information you needed (open-ended)?

² Verbatim open-ended responses were provided as a separate document.

Evaluation of LADPU App

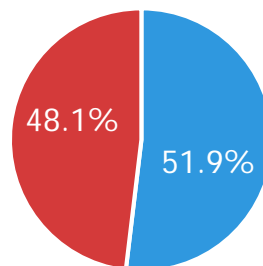
LADPU App – Awareness of LADPU App

- Nearly half (48.1%) of the respondents are not aware of the LADPU App.
- Respondents over the age of 65 were least likely to be aware of the new LADPU App.

TAKEAWAYS: THE LADPU CAN WORK TO IMPROVE AWARENESS OF THE NEW APP.

Residential Customers									
Awareness of LADPU App									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Aware	52%	61%	50%	56%	46%	55%	53%	55%	41%
Not aware	48%	39%	50%	44%	54%	45%	47%	45%	59%

Residential Customers
Awareness of LADPU App



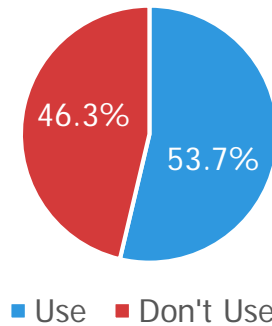
■ Aware ■ Not Aware

Are you aware of the new Los Alamos DPU App?

LADPU App – Use of LADPU App

- Over half of the residents that were aware of the App **use the App** (53.7%).
- Usage was similar for all demographics.

Residential Customers
Use of LADPU App



Residential Customers									
Use of LADPU App Among Those Who Were Aware of It									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Use	54%	55%	53%	52%	50%	54%	51%	56%	52%
Don't Use	46%	45%	47%	48%	50%	46%	49%	44%	48%

Do you use the new Los Alamos DPU App? (Note: only respondents who were aware of the app were asked this question.)

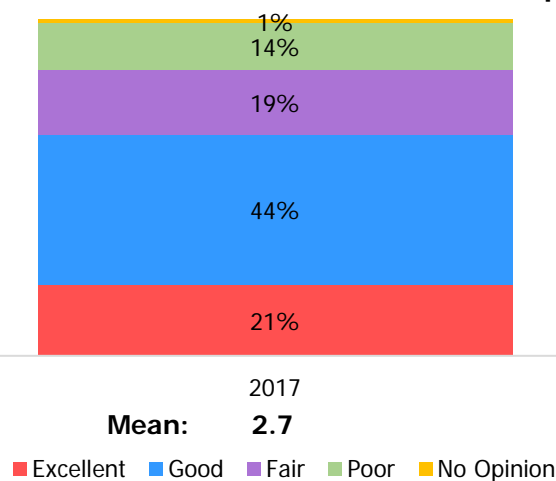
LADPU App – Ease of Use of the LADPU App

- The average rating (on a scale from 1-4) was 2.7.
- Sixty-five percent (65%) of the residents who are aware of the App and use the App, rated the “Ease of Use” of the LADPU App as either “Excellent” or “Good.”
- One third (33%), who are aware of the App and use the App, rated the App as “Fair” or “Poor.”

Residential Customers									
Ease of Use of the LADPU App									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2017	2.7	2.9	2.7	2.8	2.7	2.6	2.9	2.9	3.1

TAKEAWAYS: AS EXHIBITED IN THE OPEN-ENDED COMMENTS AND ILLUSTRATED IN THE AVERAGE RATING (2.7), THOSE WHO RATED THE APP 'FAIR' OR 'POOR' INDICATED THAT THE BILLING AND PAYMENT FEATURES OF THE APP COULD BE IMPROVED.

Residential Customers Ease of Use of the LADPU App



Please rate the "ease of use" for the Los Alamos DPU App:

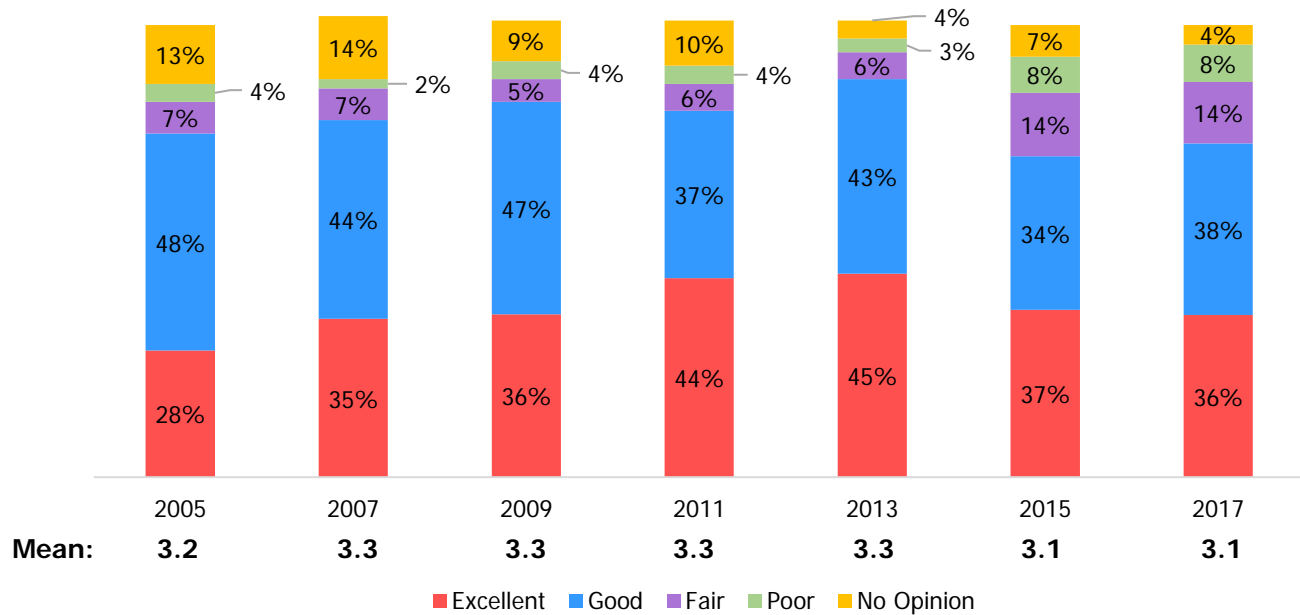
Utility Billing Ratings

Utility Billing Ratings – Payment Options

- Respondents who rated payment options as either “good” or “excellent” increased from 71% in 2015 to 74% in 2017. This is an improvement over 2015.
- The average rating was 3.1, identical to 2015.
- There was marked improvement in the age group 18-44, going from 2.7 in 2015 to 3.0 in 2017.

TAKEAWAYS: RATINGS MAY BE DRIVEN BY PROBLEMS WITH THE WEBSITE, A PERCEPTION THAT THERE IS AN INABILITY TO SET UP AUTOMATIC PAYMENT WITHDRAWALS OR MEETING THE EXPECTATIONS OF A YOUNGER DEMOGRAPHIC FOR EASIER AUTOMATED PAYMENT METHODS AS EXHIBITED IN THE OPEN-ENDED COMMENTS SECTION.

Utility Billing Ratings Residential Customers - Payment Options

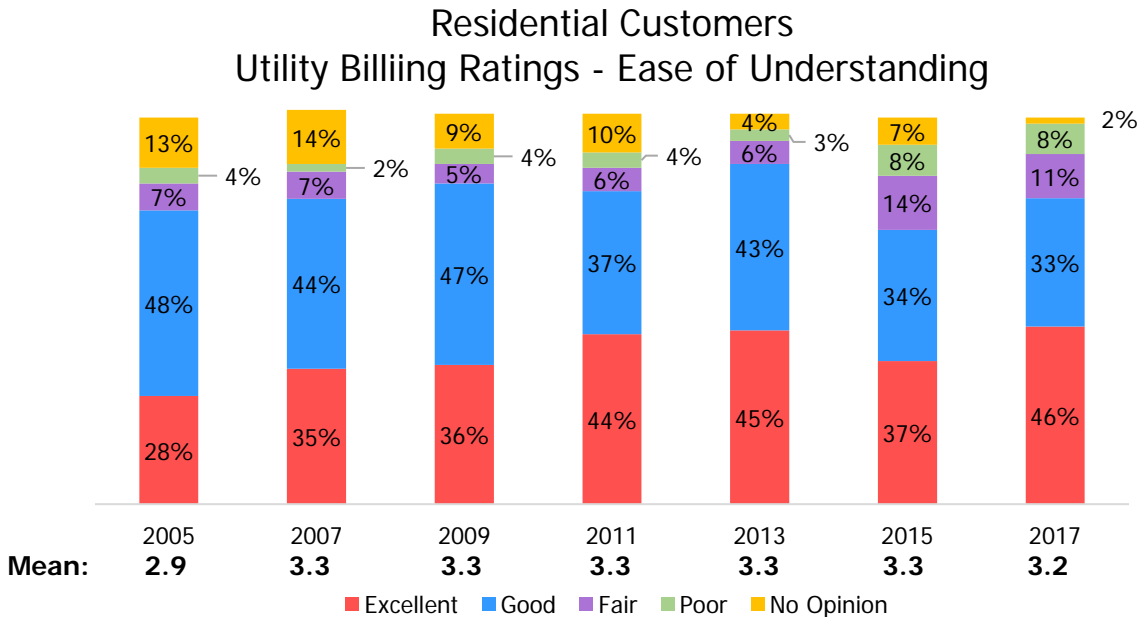


Residential Customers									
Payment Options Rating									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.1	3.2	3.0	2.9	3.1	2.7	2.9	3.3	3.5
2017	3.1	3.0	3.1	3.0	3.2	3.0	3.0	3.2	3.2

Utility Billing Ratings – Ease of Understanding

- Ease of understanding was rated above average at 3.2 (out of 4). This has not varied much since 2007.

TAKEAWAYS: THE EASE OF UNDERSTANDING RATING FOR RESIDENTIAL CUSTOMERS HAS HELD STEADY SINCE 2007.



Residential Customers									
Ease of Understanding Bill									
		By Community		Children in HH		Age			
	Overall 2015	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.3	3.2	3.4	3.2	3.4	3.3	3.2	3.3	3.4
2017	3.2	3.2	3.2	3.2	3.3	3.3	3.1	3.2	3.2

Please rate the quality of the following billing areas.

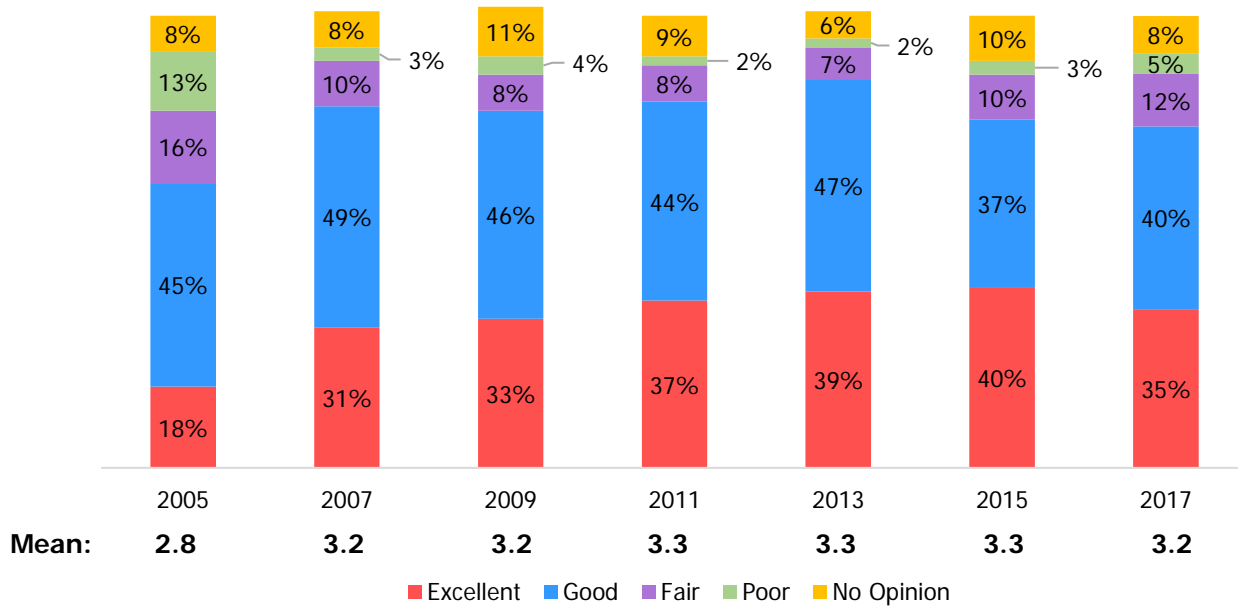
Ease of Understanding

Utility Billing Ratings – Accuracy of Billing

- Five percent (5%) of the residents rated this area as poor up from 3% in 2015.
- Average ratings were slightly lower at 3.2.
- Respondents between the ages of 18 and 54 had the lowest overall average ratings at 3.1, while respondents over the age of 55 had the highest overall ratings at 3.3.

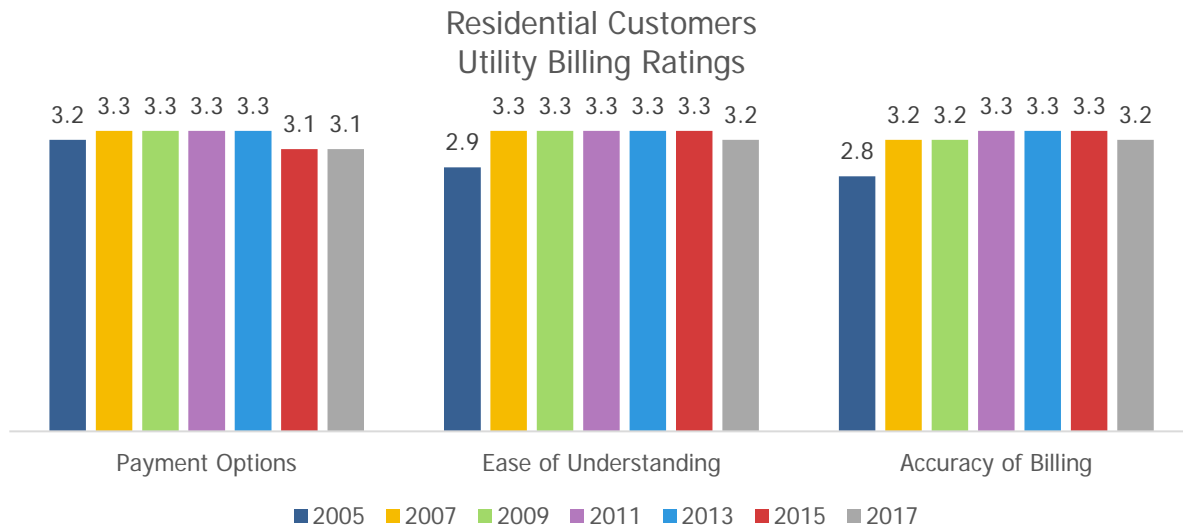
TAKEAWAYS: WITH REGARD TO ACCURACY OF BILLING, AVERAGE RATINGS HAVE DECREASED SLIGHTLY.

Residential Customers Utility Billing Ratings - Accuracy of Billing



Residential Customers									
Accuracy of Your Bill									
		By Community		Children in HH		Age			
	Overall 2015	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.3	3.2	3.3	3.1	3.4	3.2	3	3.4	3.5
2017	3.2	3.1	3.2	3.1	3.2	3.1	3.1	3.3	3.3

TAKEAWAYS: UTILITY BILLING RATINGS ARE ABOVE AVERAGE IN ALL AREAS AND HAVE REMAINED STEADY FOR MANY YEARS. THE ONE AREA FOR CONSIDERATION IS TO REVIEW PAYMENT OPTIONS, WHICH DROPPED FROM AN AVERAGE RATING OF 3.3 TO 3.1.



Please rate the quality of the following billing areas.

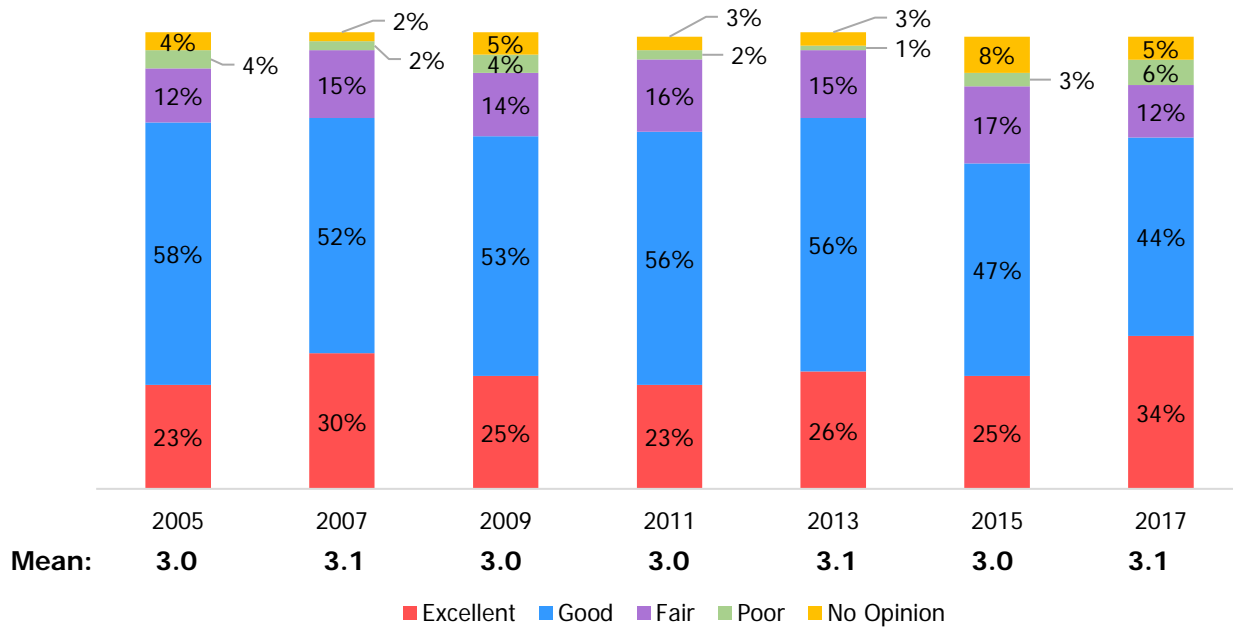
Communications

Overall Communications Ratings

- Overall communications ratings increased slightly from 3.0 in 2015 to 3.1 in 2017.
- The highest average rating for how well the DPU communicates with customers was for the 65+ age group (3.3 out of 4), while the lowest rating was for respondents with children in the household (3.0).
- There was an increase (34% in 2017 versus 25% in 2015) of respondents that rated the DPU's performance in communicating with customers as excellent.

TAKEAWAYS: THE YOUNGER A RESPONDENT IS, THE MORE LIKELY THEY ARE, ON AVERAGE, TO GIVE A LOWER RATING FOR OVERALL COMMUNICATION. RESIDENTS WITH CHILDREN IN THE HOUSEHOLD ALSO TEND TO RATE THIS AREA LOWER (3.0). THE RESPONSE TO TEXT MESSAGING IN COMPLETING SURVEYS MAY BE THE KEY TO INCREASING THIS METRIC.

Residential Customers Overall Communications Ratings



Residential Customers									
How Well The DPU Performed in Communicating With You									
		By Community		Children in HH		Age			
	Overall 2015	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3	3	3	3	3.1	2.9	3	3.1	3.2
2017	3.1	3.1	3.2	3	3.3	3.1	3.1	3.1	3.3

How well does the DPU perform in communicating with you?

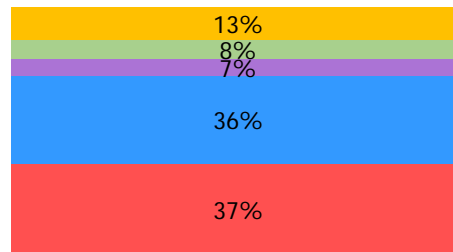
Nuclear Power

Nuclear Power – Agreement with the Pursuit of Nuclear Power

- Approximately three-fourths (73%) of the residents “Strongly Agree” or “Agree” that LADPU should pursue nuclear power.
- Although, extremely high support in all age categories, residents between the ages of 45 and 54 and then those over the age of 65 (69%) were the least likely to “Strongly Agree” or “Agree” that LADPU should pursue nuclear power.
- Thirteen percent of the respondents did not have an opinion.
- Fifteen percent “Strongly Disagree” or “Disagree” with LADPU pursuing nuclear power

TAKEAWAYS: LADPU HAS EXTREMELY STRONG SUPPORT IN PURSUING NUCLEAR POWER BY AN OVERWHELMING MAJORITY OF LADPU RESIDENTS.

Residential Customers
Agreement with the Pursuit of Nuclear Power



2017

■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ No Opinion

Residential Customers									
% Who Either Agree or Strongly Agree with the Pursuit of Nuclear Power									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2017	73%	76%	71%	69%	77%	75%	69%	72%	69%

Do you disagree or agree with Los Alamos County pursuing nuclear power?

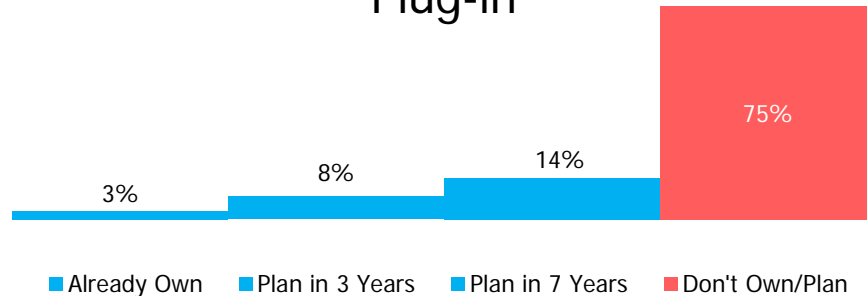
Electric or Hybrid Plug-In Vehicles

Electric/Hybrid Vehicles – Ownership and Intent to Purchase Electric or Plug-In Hybrid

- Seventy-five percent (75%) of residential customers do not own or plan on buying an electric/hybrid plug-in vehicle.
- Ratings were similar for all age categories.

TAKEAWAYS: OWNING ELECTRIC VEHICLES ARE NOT A CRITICAL ISSUE FOR MOST LOS ALAMOS RESIDENTS.

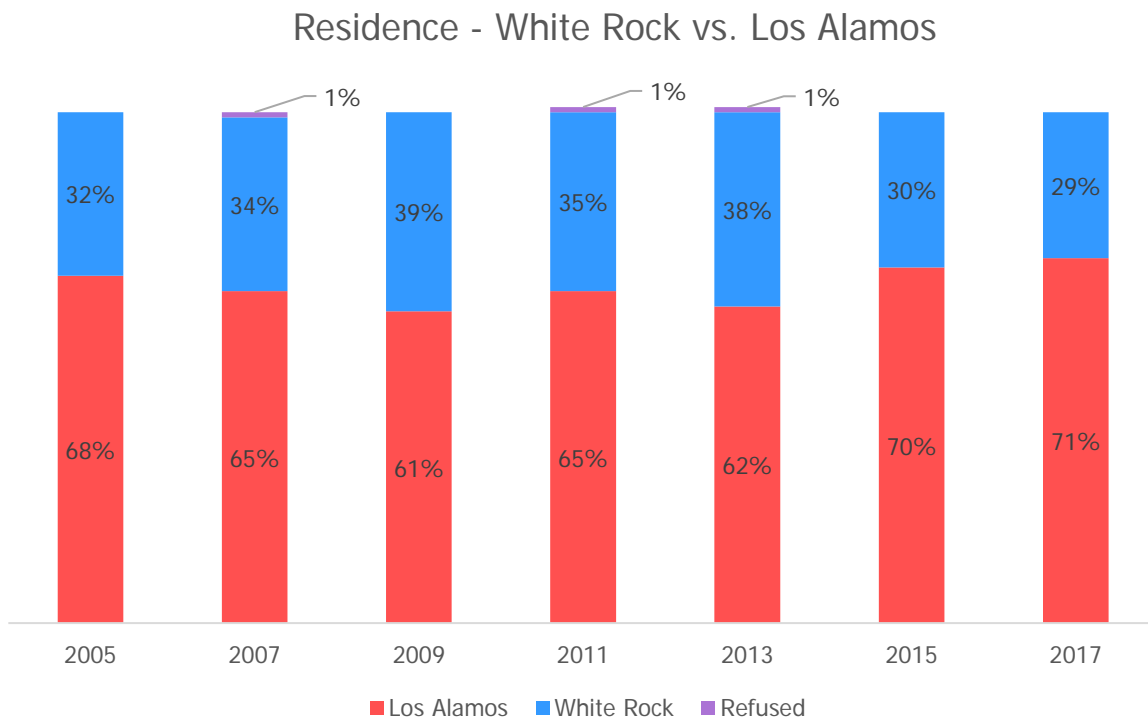
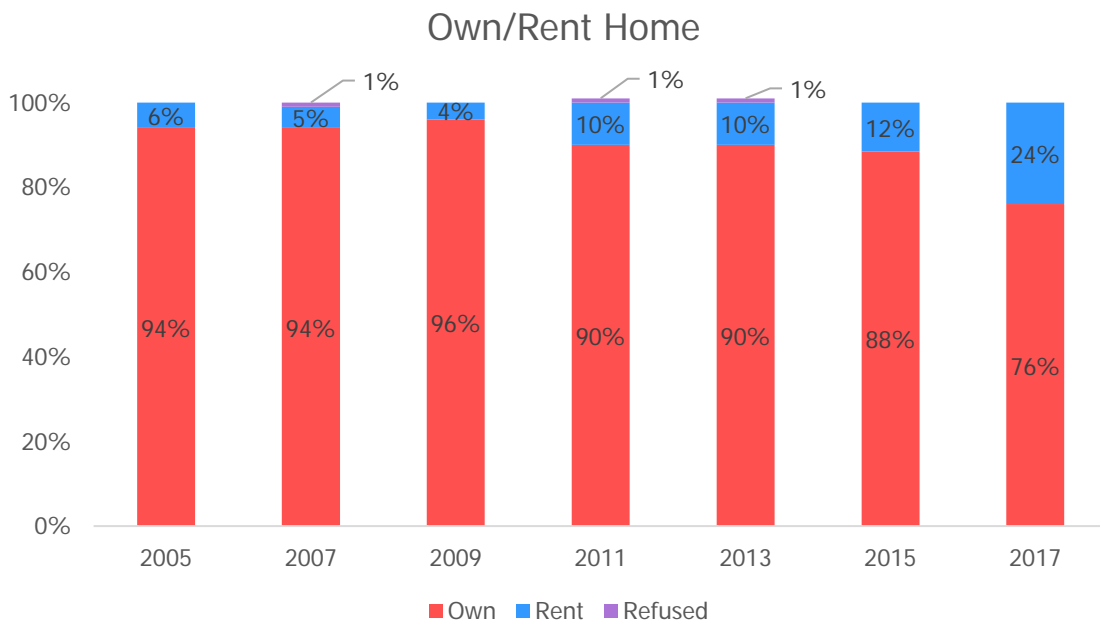
Residential Customers Ownership/Intent to Purchase Electric/Hybrid Plug-in

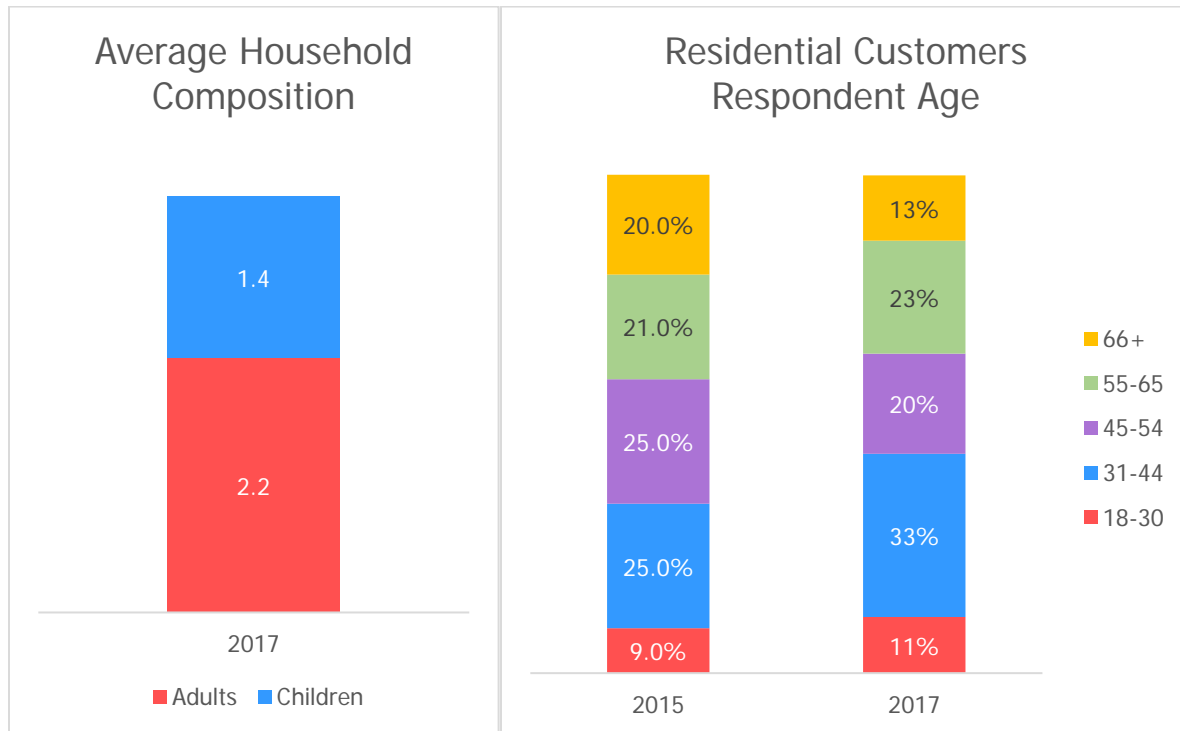


Residential Customers - Electric									
% Who Don't Own or Plan to Purchase an Electric/Plug-In Hybrid									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2017	75%	79%	72%	77%	74%	73%	73%	75%	80%

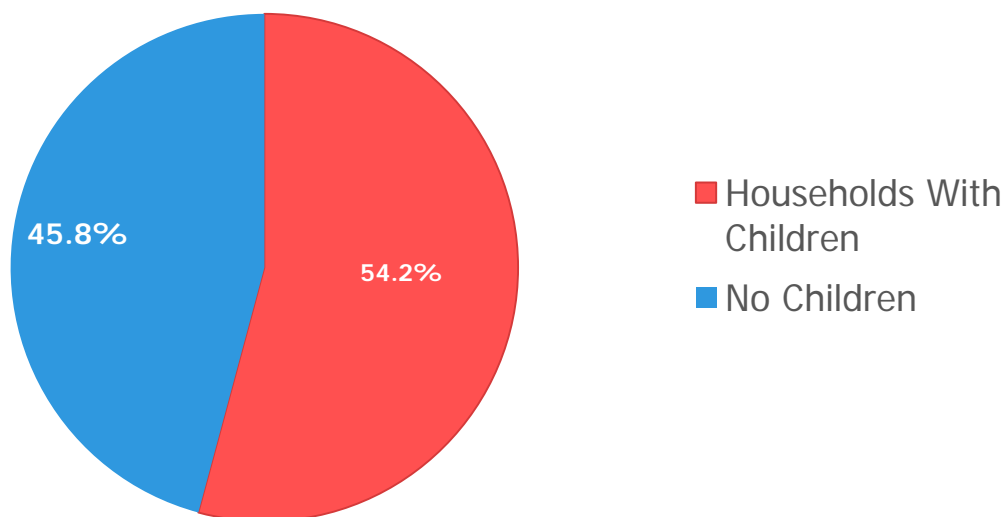
To help DPU calculate future electric demand, please tell us if you own or are considering purchasing an electric or plug-in hybrid vehicle?

Characteristics of Residential Customers





Households With Children vs. Without Children



Findings – Commercial Customer

Overall Performance (Performs overall in serving you) - Commercial

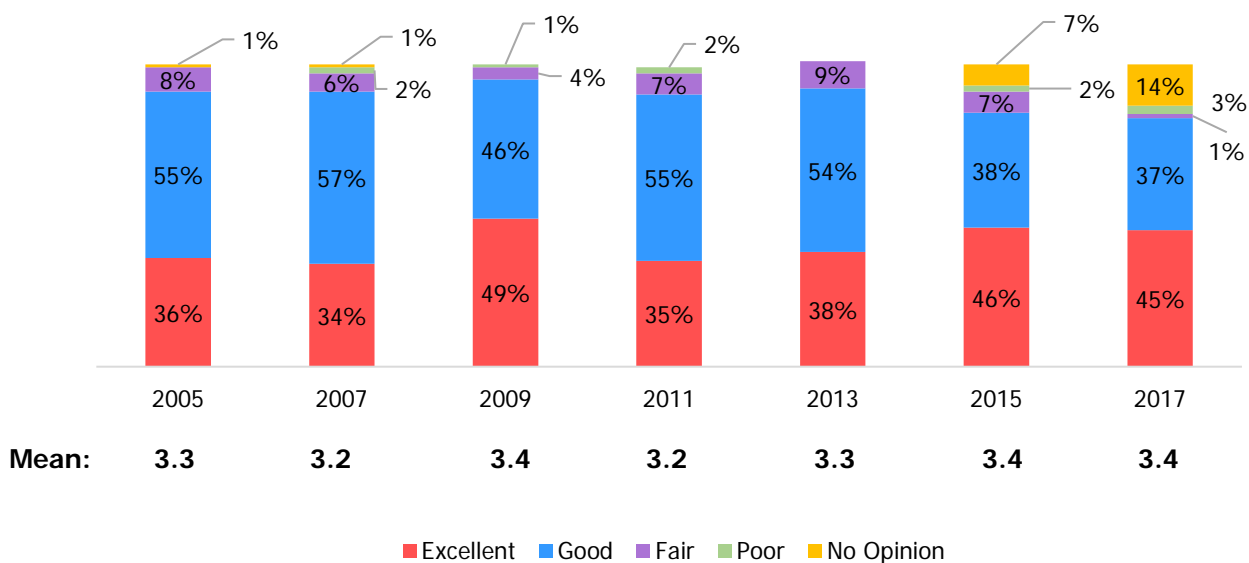
Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its "Overall Service" using a four-point scale (poor=1, fair=2, good=3 and excellent=4).

The Los Alamos Department of Public Utilities commercial customers rated the DPU higher (as in years past) as compared to residents.

- Forty-five percent of the respondents (45%) rated the "Overall Performance" as "Excellent". This is similar to 2015 (46%).
- The average rating was 3.4 out of 4. (3.4 in 2015).

TAKEAWAYS: OVERALL, THE LOS ALAMOS DEPARTMENT OF PUBLIC UTILITIES CONTINUES TO HAVE EXTREMELY HIGH RATINGS (AS IN YEARS PAST). OVERALL SATISFACTION HAS GROWN SINCE 2005 FOR COMMERCIAL CUSTOMERS AND LEVELED OFF IN 2017.

Performs Overall in Serving you



How well does the DPU perform overall in serving you?

Likely to Recommend (Net Promoter Score)

Net Promoter Score -Net promoter or Net Promoter Score (NPS) is a management tool that serves as an alternative to traditional customer satisfaction questions. The Net Promoter Score (NPS) measures the loyalty that exists between a provider and a consumer and is considered to be an accurate gauge of customers overall rating of a company or service. The NPS consists of asking respondents to answer the following question:

“How likely is it that you would recommend the Los Alamos Department of Public Utilities to a friend or colleague on a scale from 1 to 10, with a 1 being “Not at all likely” and a 10 being “Extremely Likely?”

- The Net Promoter Score jumped substantially from 2015, from 4.1 in 2015 to 34.7 in 2017. 4.1 Detractors (ratings of 1-6) subtracted from (Promoters (ratings of a 9-10). A NPS should always be greater than 0.

TAKEAWAYS: DPU GARNERED A HIGH NET PROMOTER SCORE. THIS EXHIBITS A HIGH LEVEL OF LOYALTY BY DPU’S COMMERCIAL CUSTOMERS AND A SIGNIFICANT CHANGE FROM 2015.

TAKEAWAYS: DPU GARNERED A NET PROMOTER SCORE OF 34.7. TYPICALLY, EXPERTS CONSIDER A SCORE OF 50% OR HIGHER TO BE EXCEPTIONAL. ANYTHING OVER 30 IS USUALLY CONSIDERED GOOD, AND THE AVERAGE SCORE FOR MOST COMPANIES IN MOST INDUSTRIES, FALLS BETWEEN 5-10. THE DPU NPS SCORE WAS EXTREMELY HIGH.

AS A UTILITY, SOME RESPONDENTS CONSIDERED THE QUESTION INAPPROPRIATE AS THEY DIDN’T HAVE OTHER ALTERNATIVES FOR SERVICE. HOWEVER, THE NPS SERVES THE PURPOSE OF CREATING AN OVERALL BENCHMARK FOR FUTURE YEARS IN PROVIDING A MEASURE OF CUSTOMER LOYALTY.

	Not at all likely	2	3	4	5	6	7	8	9 Extremely Likely	NPS
2015	Detractors (43.1%) Passives (9.8%) Promoters (47.2%)									4.1
	6.8%	8.8%	2.3%	9.7%	12.6%	6.8%	4.2%	6.8%	9.7%	
	Net Promoter Score (Promoters minus Detractors)									
2017	Detractors (18.0%) Passives (33.3%) Promoters (50.7%)									34.7
	1.8%	3.2%	1.8%	4.5%	3.2%	1.8%	8.5%	23.3%	18.0%	
	Net Promoter Score (Promoters minus Detractors)									

What Can The DPU Do to Improve the Likelihood of you Recommending It to a Friend or Colleague?	
Comment Type Summary	%
There isn't an option, if I don't like it what am I going to do.	35.4%
Great Service/Satisfied/nothing	27.1%
Misc.	14.6%
311-Customer Service-communication	10.4%
Fix the call service (311) so someone answers when called.-Friendlier Staff-better customer service	8.3%
Fix your web app so that it shows payments received. Website not user friendly	4.2%

Evaluation of Electrical Service

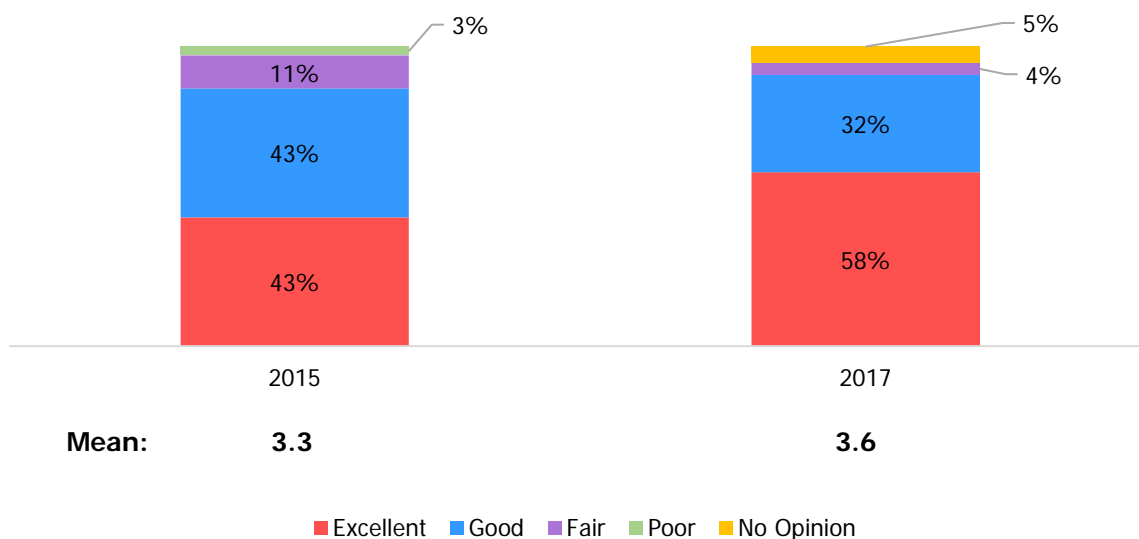
Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its Electric Service using a four-point scale (poor=1, fair=2, good=3 and excellent=4) in the following areas six areas: Overall Quality, Overall Value, Restoring Services, Providing Information About Outages, Being Reachable by Telephone or Social Media, and Overall Reliability."

Overall Quality of Electric Service

- Fifty-eight percent (58%) rated the **Overall Quality** of the electrical service as "Excellent." This is up substantially from 43% in 2015.
- Ninety percent (90%) rated the **Overall Quality** of the electrical service "Excellent" or "Good."
- The average ratings were 3.6 (out of 4).

TAKEAWAYS: THE OVERALL QUALITY OF ELECTRICAL SERVICES WAS RATED HIGHLY BY COMMERCIAL CUSTOMERS, (3.6 OUT OF 4). THIS IS A BIG IMPROVEMENT OVER 2015 (3.3)

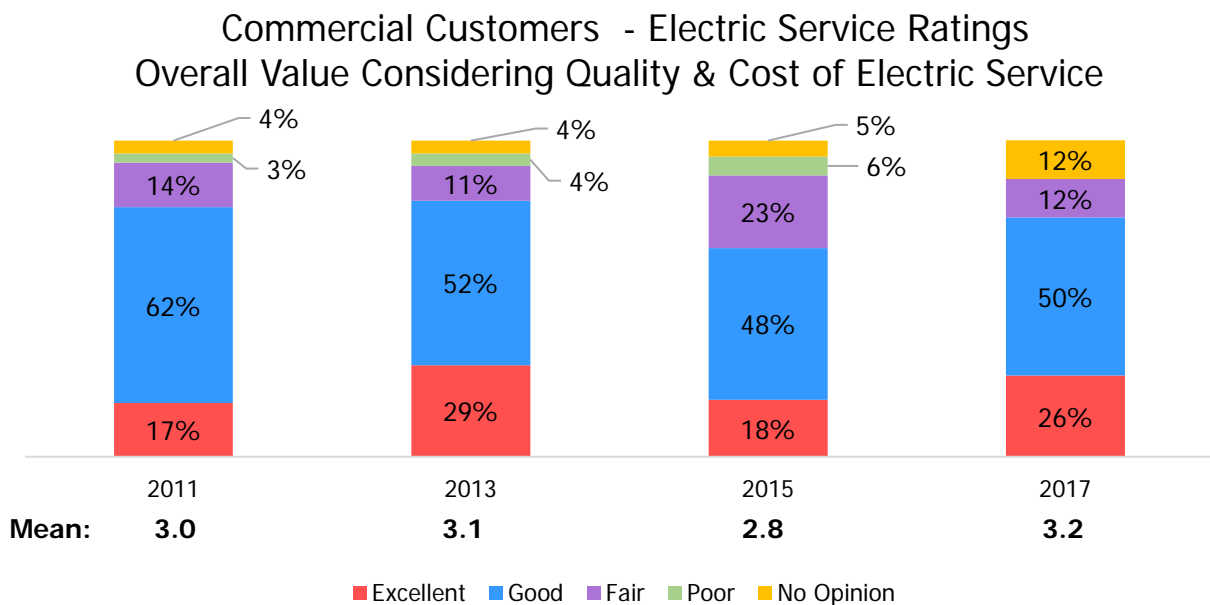
Electric Service Ratings - Overall Quality



Value Considering Quality & Cost of Electric Service

- Twenty-six percent (26%) rated the **Value** of the electrical service as “Excellent” versus 18% in 2015.
- Seventy-six percent (76%) rated the **Value** of the electrical service “Excellent” or “Good” versus 66% in 2015.
- The average ratings were 3.2 (out of 4). This is a big improvement from 2.8 in 2015.

TAKEAWAYS: THE OVERALL VALUE OF THE ELECTRIC SERVICE IS HIGH FOR COMMERCIAL CUSTOMERS. THE RATING FOR OVERALL VALUE HAS IMPROVED SIGNIFICANTLY SINCE 2015.



On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the overall quality of the Quality and Cost of Electric Service.

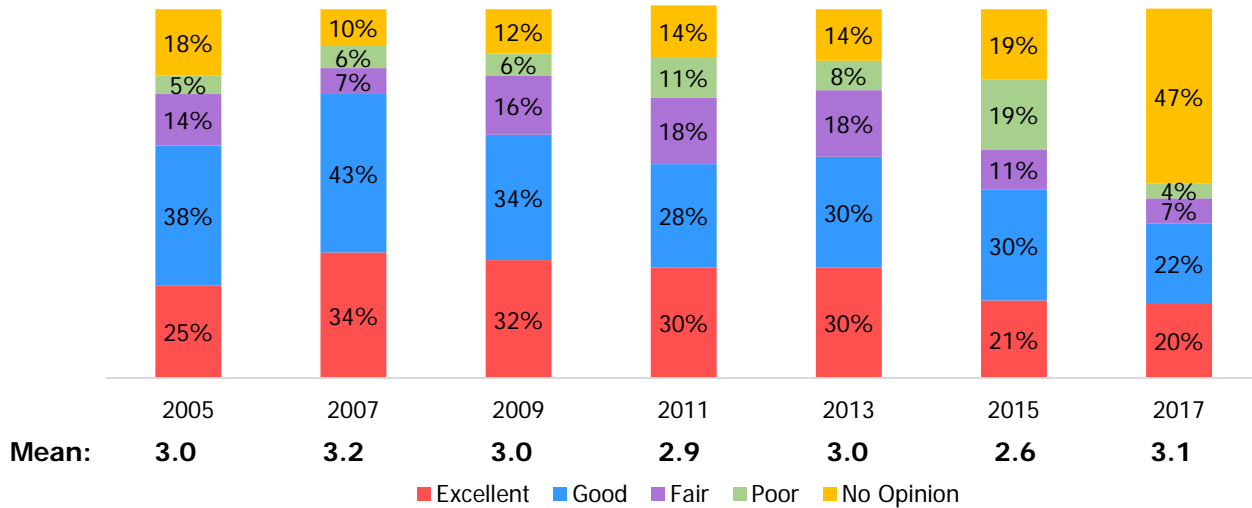
DPU's performance in providing information about planned extended outages

Over half of the commercial respondents (51% -sample size 36) did not have an opinion on the DPU's performance in providing information about planned extended outages. This was largely because many respondents had not experienced a planned extended outage in their electrical service.

- The average rating for providing information about extended outages was 3.1 (out of 4). This is an improvement over 2017 (2.6). **Note: this is not directly comparable because prior to 2017, the respondent was not asked to differentiate between planned and unplanned interruptions.**
- Only four percent (4%) of the respondents rated providing information about extended outages "poor". This is a significant improvement over 2015 (19%).

TAKEAWAYS: A SUBSTANTIAL PROPORTION OF THE CUSTOMERS (49%) DID NOT HAVE AN OPINION. THE DPU HAS IMPROVED PROVIDING INFORMATION ABOUT PLANNED EXTENDED OUTAGES SINCE 2015.

Commercial Customers - Electric Service Ratings Providing Information about Planned Extended Outages



Note: 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

On a scale from "Poor" to "Excellent" and D/K being "Don't know/No opinion" please rate the DPU's PERFORMANCE in restoring power service when an outage occurs / providing information about planned extended outages.

Electric Service – Customers who Experienced an Unplanned Interruption of Service

- Thirty-four percent (33.8%) of the respondents experienced an unplanned power outage.

Electric Service - Restoring Services When an Unplanned Outage Occurs

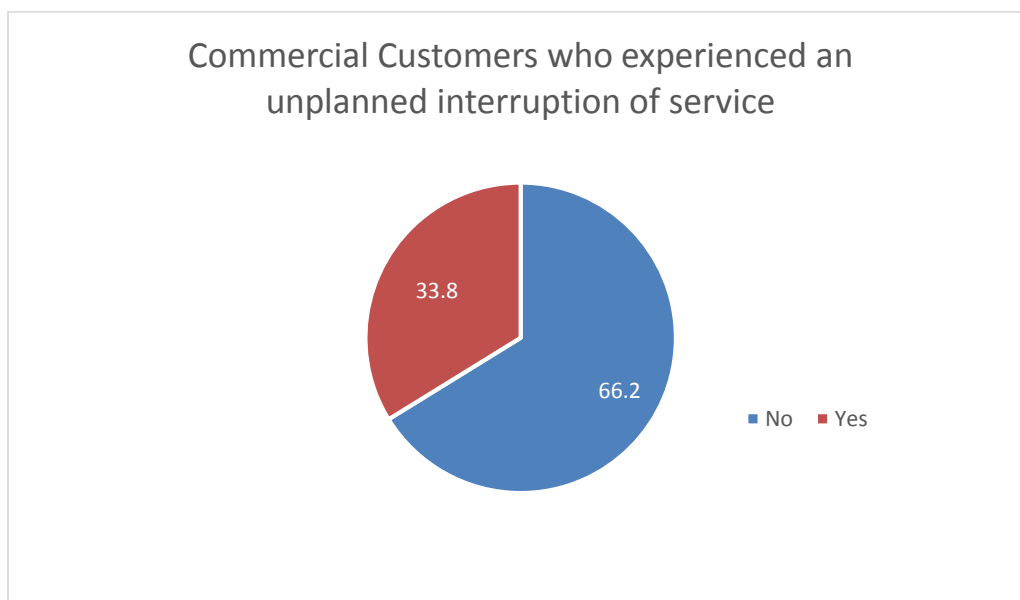
DPU's performance in restoring services when an unplanned outage occurs

Note: In 2017, only respondents who experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

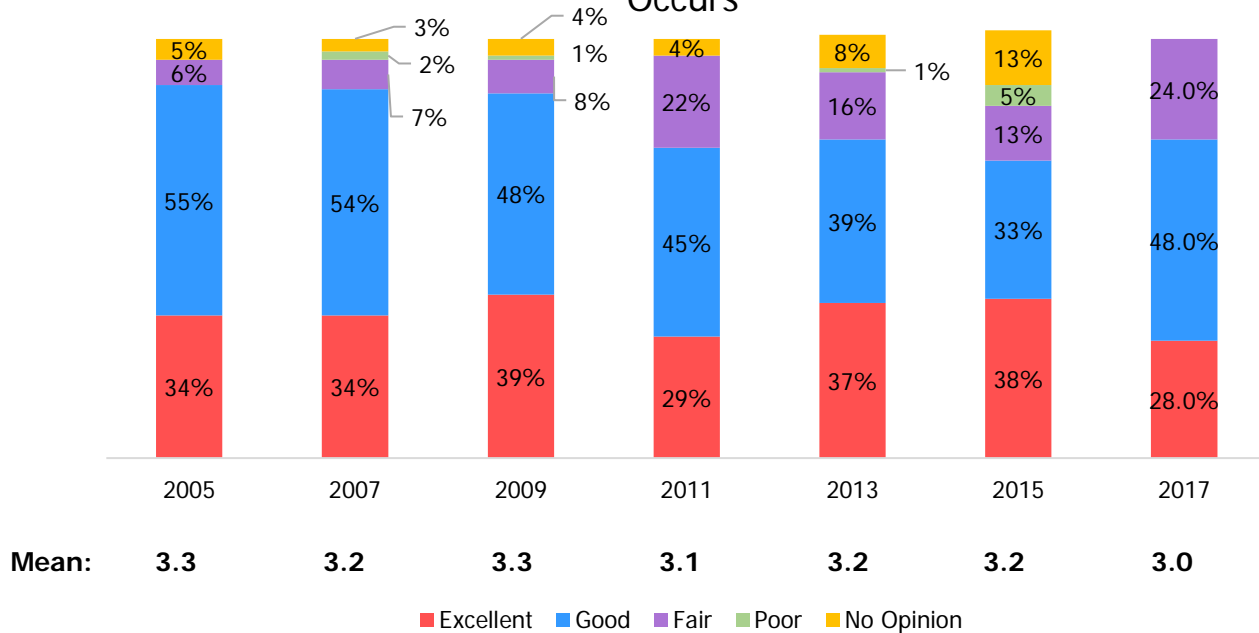
Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

- Over one-fourth of the respondents (28%) rated the DPU's performance in restoring services when an interruption occurs of the electrical service as "Excellent" down from thirty-eight percent (38%) in 2015.
- The average rating for restoring services was 3.0 (out of 4). This is down from 3.2 in 2015.

TAKEAWAYS: ALTHOUGH RATINGS ARE DOWN, SAMPLE SIZE MAKES COMPARISONS DIFFICULT.



Commercial Customers - Electric Service Ratings Restoring Service When an Unplanned Power Outage Occurs



Note: In 2017, only respondents who experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

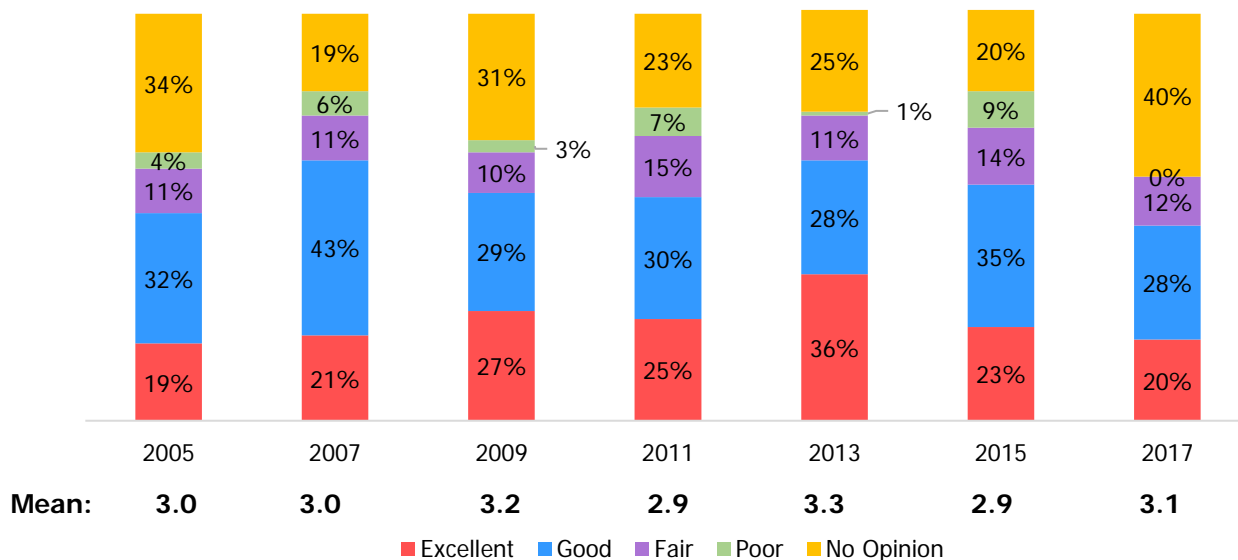
Electric Service - Being reachable by telephone or social media during an unplanned outage

DPU's performance in being reachable by telephone during an unplanned outage

Note: In 2017, only respondents who experienced an unplanned outage responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

- One-fifth (20%) of the respondents rated the DPU's performance in being reachable by telephone or social media. During an unplanned outage "Excellent". In 2015, the "Excellent" rating was 23 percent. This is a small decrease and identifies an area and identifies an area for review.
- The average rating for providing information about unplanned outages was 3.1 (out of 4). This is an improvement over 2015 (2.9). **Note: 2017 results are not directly comparable because in prior years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Commercial Customers - Electric Service Ratings Being Reachable by Telephone During an Outage



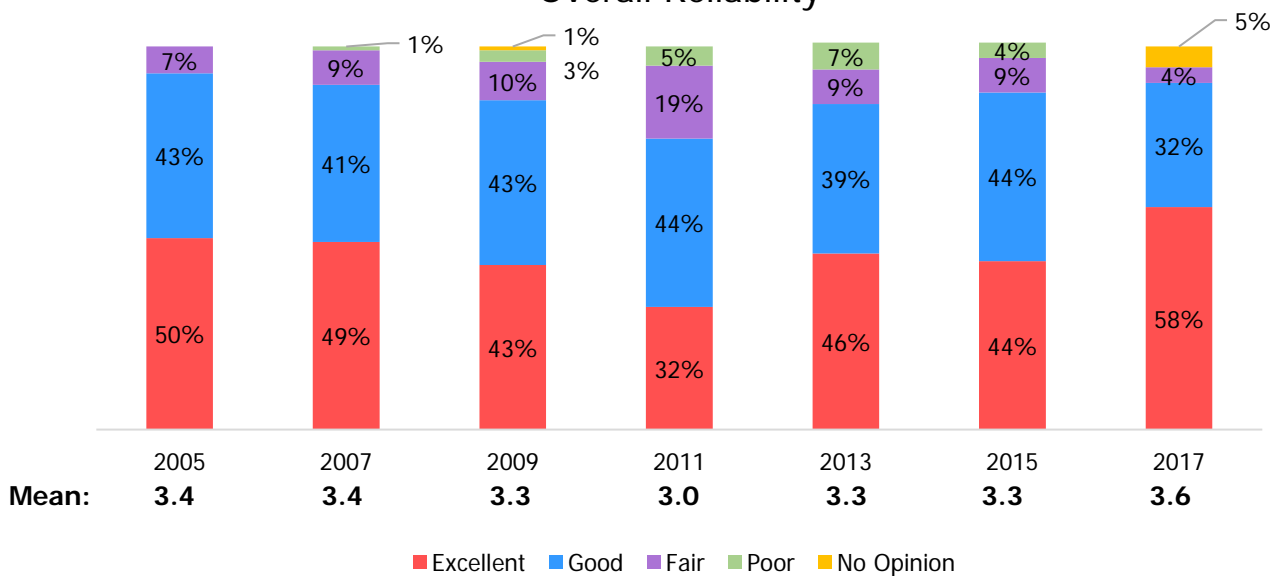
Overall Reliability of the Electrical Utility Service

- Fifty-eight percent (58%) rated the Overall Reliability of the electrical “Excellent.” Ninety percent (90%) of the respondents rated the Overall Reliability of the electrical service “Excellent” or “Good” an increase from 2015 (88%).
- The average rating for Overall Reliability was 3.6 (out of 4), an improvement over 2015 (3.3).

TAKEAWAYS: DPU HAS DONE A GOOD JOB OF IMPROVING THIS METRIC OVER 2015.

THE OVERALL RELIABILITY OF THE ELECTRICAL SERVICE CONTINUES TO IMPROVE OVER A LOW OF 3.0 (AVERAGE RATING) IN 2011 TO A HIGH OF 3.6 IN 2017.

Commercial Customers - Electric Service Ratings
Overall Reliability



On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in Overall Reliability.

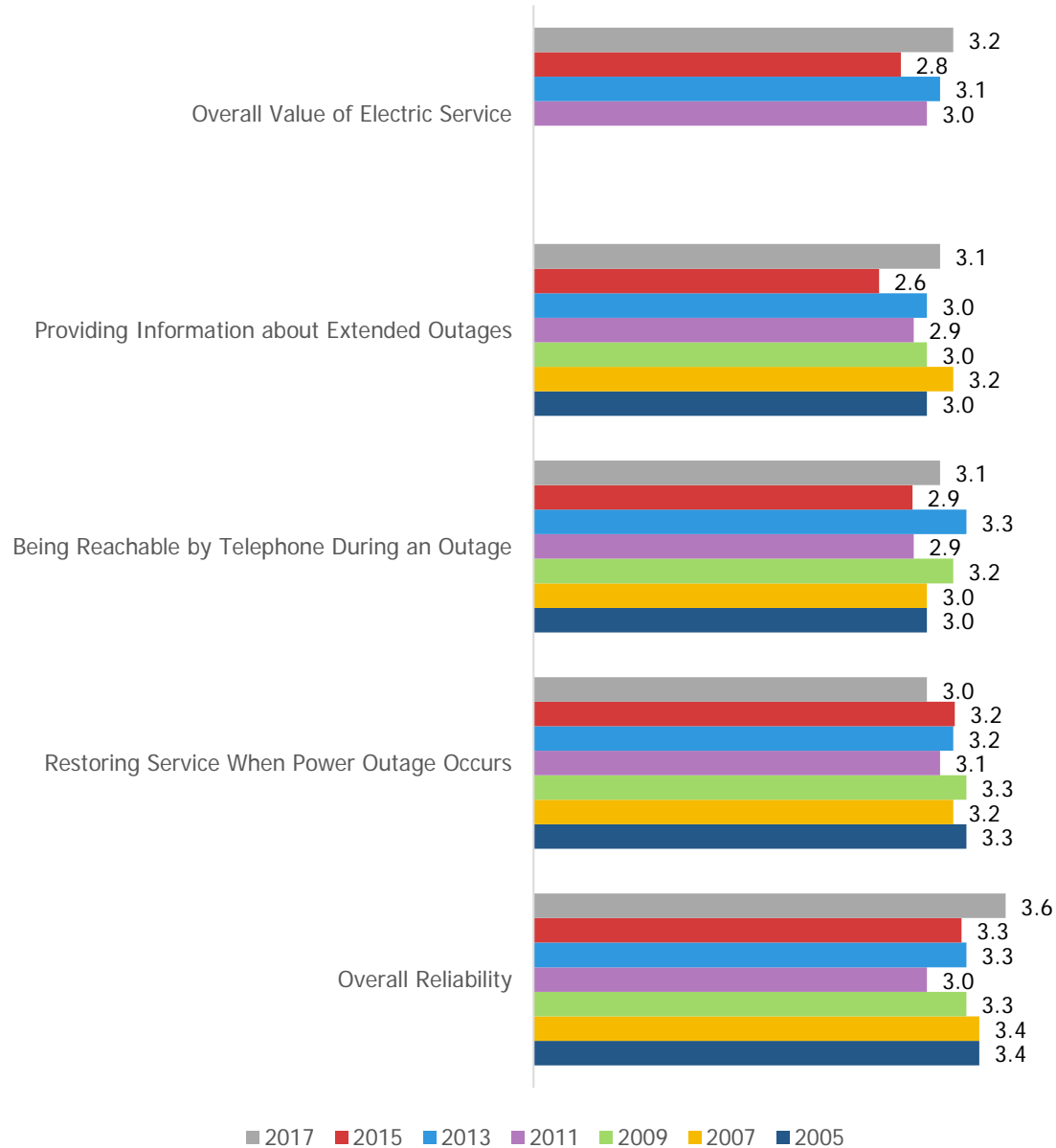
Electrical Service - Summary of Means

THE FOLLOWING CHART PROVIDES A RECAP OF THE MEANS FOR EACH OF THE PERFORMANCE RATINGS IN ELECTRICAL SERVICE.

NOTE: IN 2017, ONLY RESPONDENTS THAT EXPERIENCED AN UNPLANNED OUTAGE RESPONDED TO THE FOLLOWING QUESTIONS: "BEING REACHABLE BY TELEPHONE DURING AN OUTAGE," AND "RESTORING SERVICE WHEN A POWER OUTAGE OCCURS." IN PREVIOUS YEARS, ALL SURVEY PARTICIPANTS ANSWERED THESE QUESTIONS. FURTHER, 2017 RESULTS FOR QUESTIONS RELATED TO OUTAGES ARE NOT DIRECTLY COMPARABLE. PREVIOUS YEARS DID NOT ASK RESPONDENTS TO DIFFERENTIATE BETWEEN PLANNED AND UNPLANNED INTERRUPTIONS.

AS THE NUMBER OF UNPLANNED OUTAGES DECREASES, THE NUMBER OF SURVEY RESPONDENTS WHO EXPERIENCE AN UNPLANNED INTERRUPTION OF SERVICE, WILL DROP. THIS WILL AFFECT THE AVERAGE AND MARGIN OF ERROR FOR SURVEY RESPONSES. THIS WILL IMPACT THE AVERAGES FOR PROVIDING INFORMATION AND BEING REACHABLE BY TELEPHONE FOR UNPLANNED OUTAGES.

Commercial Customers Electric Service Ratings



Evaluation of Gas, Water & Sewer Services

Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its Gas, Water and Sewer services using a four-point scale (poor=1, fair=2, good=3 and excellent=4) in the following are six areas: 1 "Overall Performance", 2 "Overall Value", 3. Restoring Services, 4 "Providing information about outages", 5 "Being reachable by telephone or social media" and 6 "Overall Reliability".

Overall Performance - Gas

- Over half (54%) of the respondents rated the gas service as "Excellent." This is an increase from 2015 (47%).
- The average ratings were 3.6 (out of 4). This is an increase over 2015 (3.4).

Overall Performance - Water

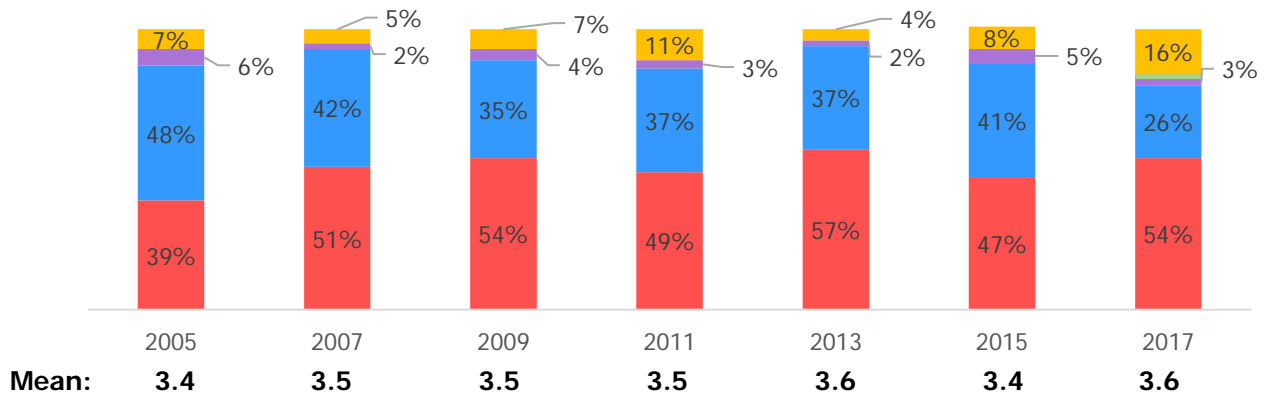
- Nearly two-thirds (64%) of the respondents rated the water service as "Excellent." This is an increase from 2015 (53%). There was only one percent (1%) poor ratings by respondents.
- The average ratings were 3.6 (out of 4). This is an increase from 2015 (3.4).

Overall Performance - Sewer

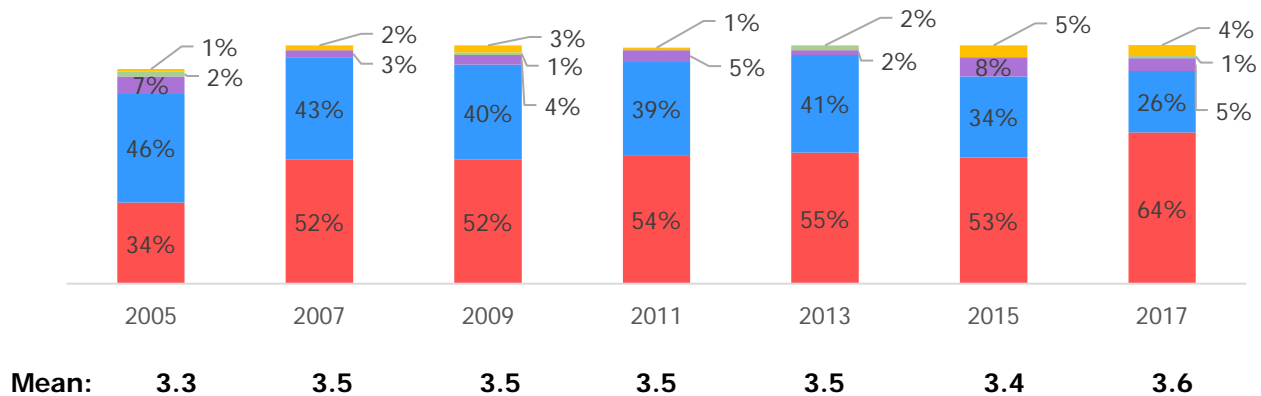
- Sixty-four percent (64%) of the respondents rated the sewer service as "Excellent." This is a significant increase over 2015 (53%).
- The average ratings were 3.6 (out of 4). It was 3.3 in 2015. This is the highest rating in this category since commercial customers have been surveyed (2005).

TAKEAWAYS: RESPONDENTS RATED THE QUALITY OF THE GAS, WATER AND SEWER SERVICES HIGH. THERE WAS A SIGNIFICANT INCREASE IN THE "OVERALL PERFORMANCE" FOR ALL THREE SERVICES AND THE HIGHEST RATINGS SINCE COMMERCIAL CUSTOMERS HAVE BEEN SURVEYED IN 2005.

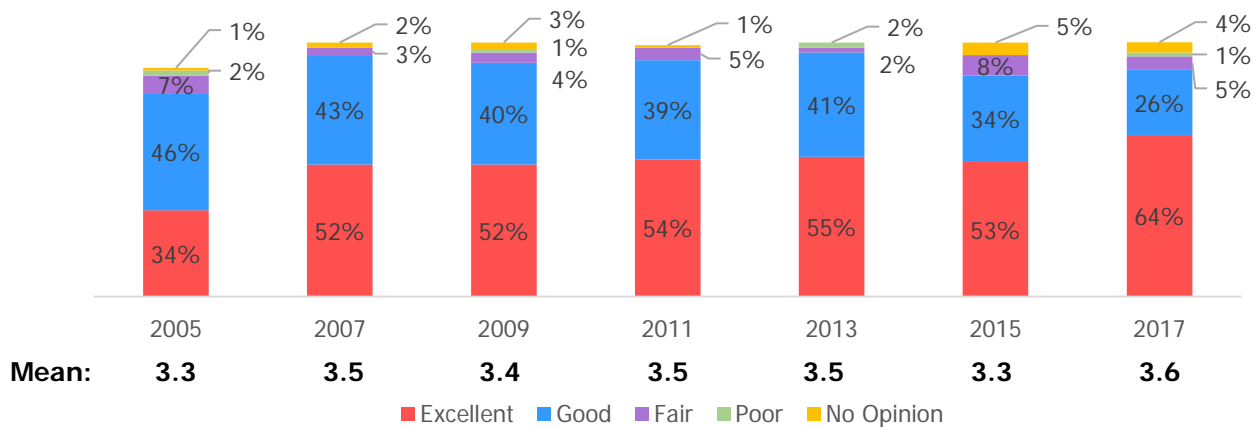
Commercial Customers - Gas, Water & Sewer Overall Performance - Gas



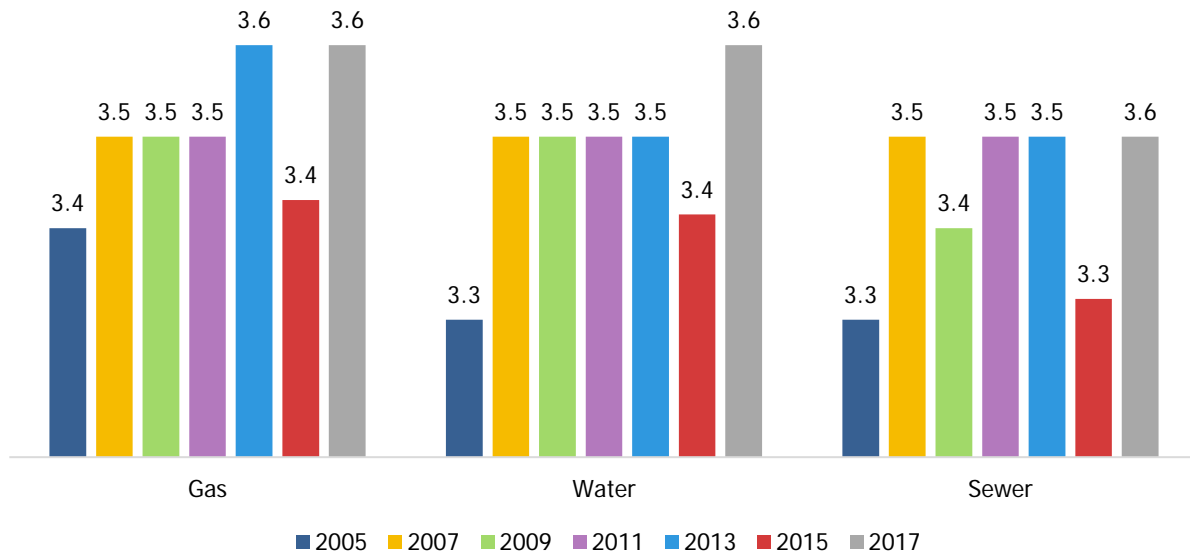
Overall Performance - Water



Overall Performance - Sewer



Commercial Customers - Gas, Water & Sewer
Summary of Means - Overall Performance



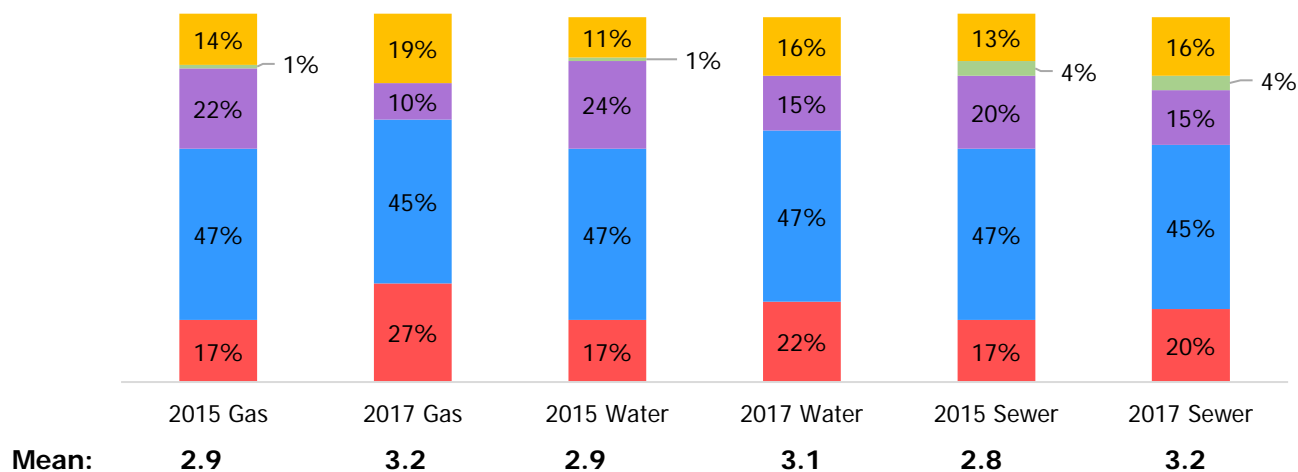
On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the overall performance of the Gas, Water, and Sewer Service.

Overall value considering cost and performance of service

- Approximately two-thirds of respondents rated water, sewer and gas “excellent” or “good” with regard to overall value considering quality and cost.
- Average ratings were 3.2 for gas, 3.1 for water, and 3.2 for sewer. This is up from 2015.

TAKEAWAYS: WHEN CONSIDERING OVERALL VALUE, COMMERCIAL RATINGS FOR OVERALL VALUE OF WATER, SEWER AND GAS WERE HIGHER THAN 2015 RESULTS AND HIGHER THAN RESIDENTIAL RESULTS.

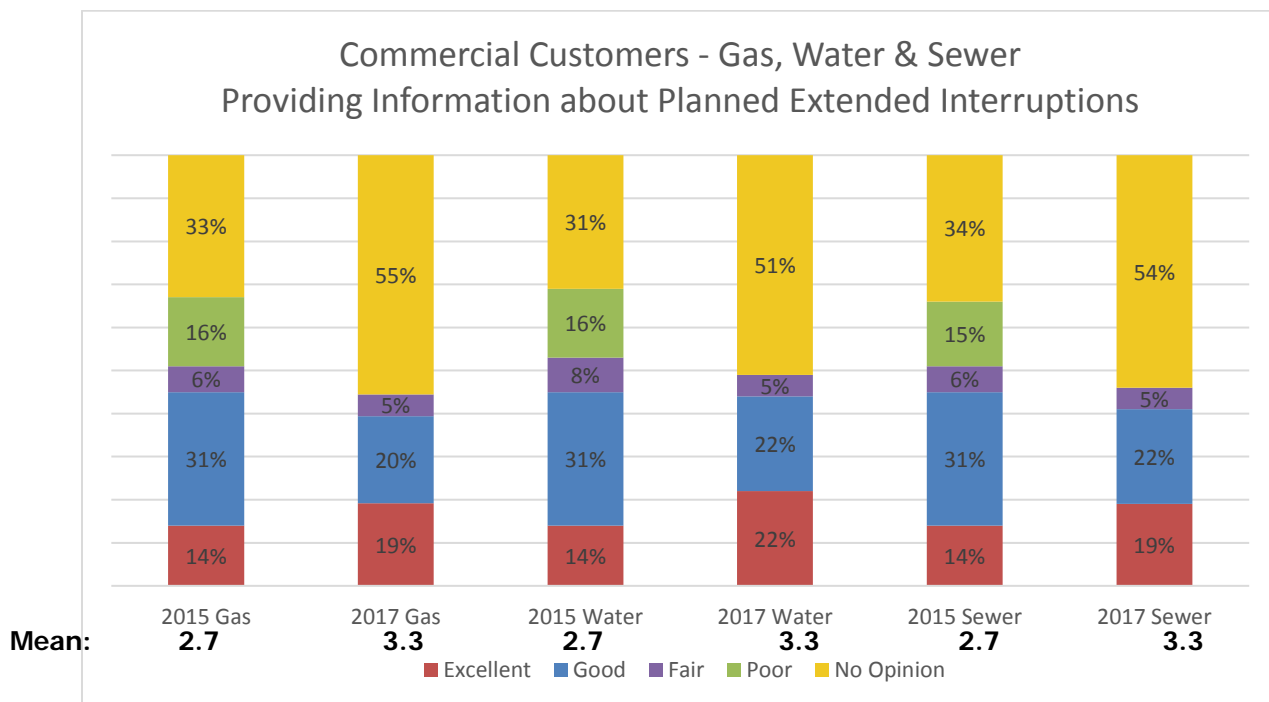
Commercial Customers - Gas, Water, & Sewer
Overall Value Considering Quality & Cost of Service



Providing information about Planned Extended Interruption in Services

- More than half of the commercial respondents did not have an opinion about DPU's performance to provide information about planned extended outages.
- There were no "Poor" ratings in 2017. This was a substantial improvement over 2015.
- Overall average ratings of the DPU in this category were 3.3 in each of the service areas. This is a substantial improvement over 2015. **Note: 2017 results are not directly comparable because in previous years the respondent was not asked to differentiate between planned and unplanned interruptions.**

TAKEAWAYS: WHILE THE 2017 RESULTS ARE NOT DIRECTLY COMPARABLE TO PREVIOUS YEARS, IT IS NOTABLE THAT IN 2017 COMMERCIAL CUSTOMERS FELT THAT DPU DOES A GOOD JOB (3.3 OUT OF 4) PROVIDING INFORMATION ON PLANNED EXTENDED OUTAGES FOR GAS, WATER AND SEWER.



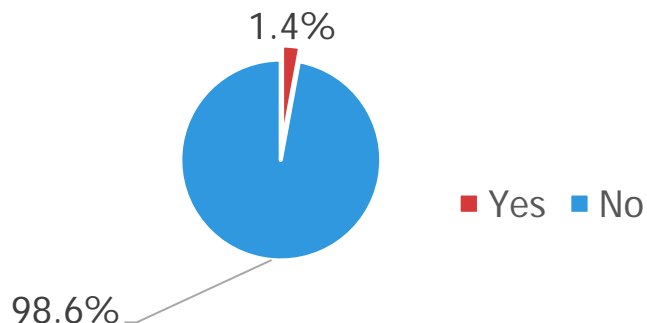
Note: 2017 results are not directly comparable because in previous years the respondent was not asked to differentiate between planned and unplanned interruptions.

Gas, Water, & Sewer – Customers who Experienced an Unplanned Interruption of service

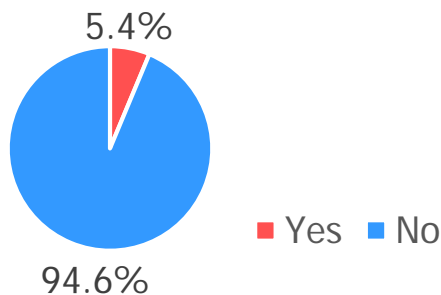
- Only a small percentage of respondents experienced any type of unplanned interruption of service for either gas, water, or sewer (1.4%, 5.4%, and 2.7%, respectively)

TAKEAWAYS: UNPLANNED GAS, WATER AND SEWER INTERRUPTIONS ARE EXTREMELY RARE.

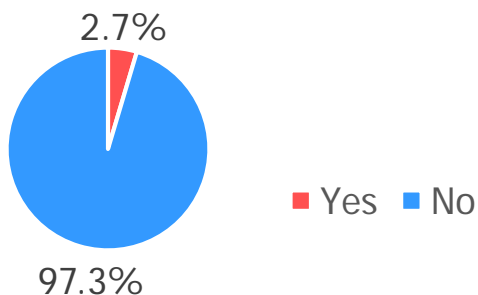
Commercial Customers - Unplanned Interruption of Gas



Commercial Customers - Unplanned Interruption of Water



Commercial Customers - Unplanned Interruption of Sewer Services



Restoring services when an Unplanned Interruption occurs

Being Reachable by Telephone/Social Media during an Unplanned Interruption occurs

Note: In 2017, only respondents that experienced unplanned interruption in services responded to these two questions. In previous years, all survey participants responded to these two questions.

Because there was only a small percentage of customers who responded to these two questions (1.4% for gas, 5.4% for water, and 2.7% for sewer) the sample size for these two questions was not large enough to draw any significant conclusions.

Takeaways: The sample size (due to respondents not experiencing an outage and non-response) affected the ratings. Only respondents that noted an unplanned interruption in services, replied to these Questions. The sample was not large enough to draw any significant conclusions.

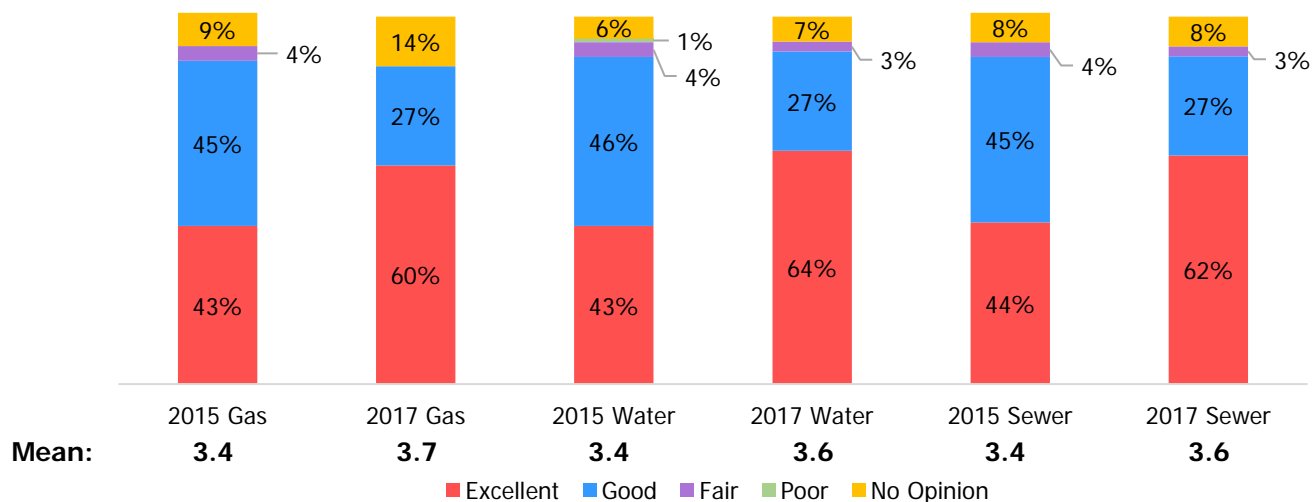
Gas, Water, & Sewer

Overall Reliability

- Approximately 90% of the commercial respondents rate the overall reliability of water, sewer, & gas as either “excellent” or “good.” Overall average ratings were 3.7 for gas and 3.6 for water and sewer.
- No commercial customers rated the overall reliability of water, gas, and sewer service as “poor.”

TAKEAWAYS: COMMERCIAL RESPONDENTS RATED THE OVERALL RELIABILITY OF THE WATER SEWER, & GAS EXTREMELY HIGH WITH AN OVERALL AVERAGE RATING OF 3.6. SERVICE IN THIS PERFORMANCE AREA FOR COMMERCIAL CUSTOMERS IS EXCELLENT AND IMPROVED IN 2017. COMMERCIAL RESPONDENTS FEEL THAT THE SERVICE THE DPU IS RECEIVING IS EXTREMELY RELIABLE.

Commercial Customers - Water, Sewer, & Gas Ratings Overall Reliability



On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the following areas.

DPU’s performance in the overall reliability of utility service.

Evaluation of Field Employees

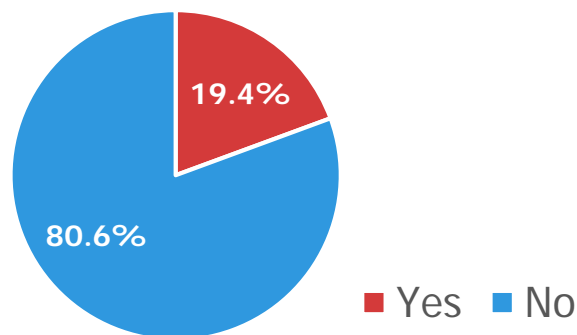
Note: Only respondents that had contact with a Field Employee responded to this question. This will affect the margin of error for survey responses.

Customer Contacts with Field Employees - Contacted

- Approximately twenty percent (19.4%) of respondents had contact with a field employee (down from 2015-36%).
- Seventy-five percent of the respondents were from companies with less than 25 employees and forty-three percent (43.1%) were owners.
- None of the commercial respondents had a contact with a field-employee in White Rock

TAKEAWAYS: IT IS LIKELY THAT COMMERCIAL RESPONDENTS WOULD NOT BE THE STAFF THAT WOULD HAVE CONTACT WITH A FIELD EMPLOYEE AS COMMERCIAL RESPONDENTS WERE MORE LIKELY TO BE FROM THE ACCOUNTING OFFICE OR OWNERS OF BUSINESSES AND NOT FACILITY MANAGERS. THE SMALL PERCENTAGE OF RESPONDENTS THAT HAD CONTACT WITH A FIELD EMPLOYEE WILL IMPACT THE STATISTICAL VALIDITY OF THE RESPONSES.

Commercial Customers - Contact With a Field Employee for Assistance/Information



Contact with a Field Employee		
	2017	2015
Yes	19.4%	36%
No	80.6%	64%

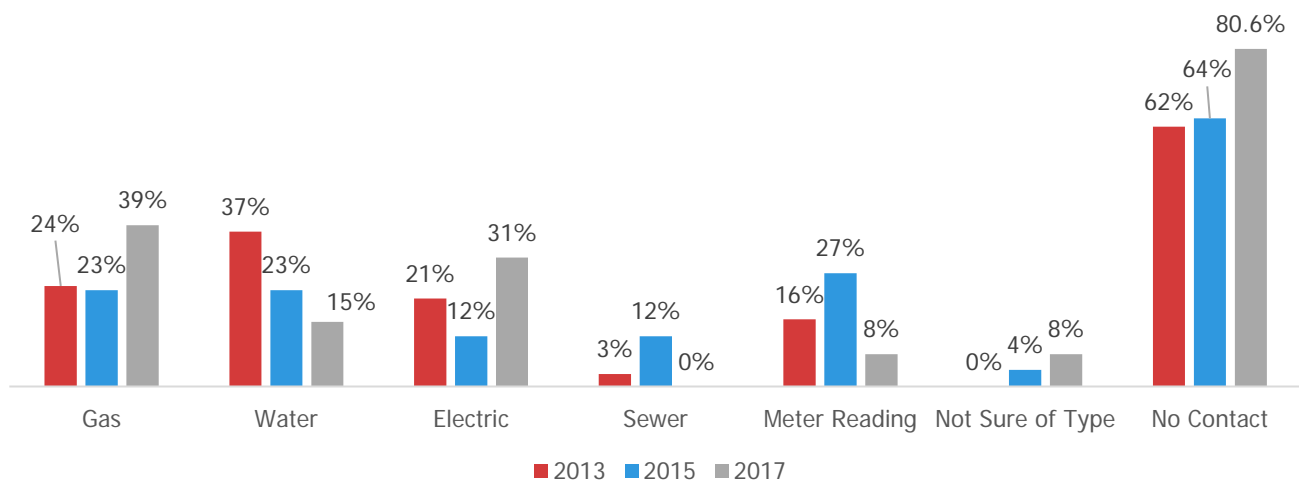
During the past 12 months, have you had any contact with a field employee from whom you requested assistance or asked for information

Customer Contacts with Field Employees – Type of service contact was made for³

- The proportion of total contact with field employees that were related to gas and electric increased in 2017 (gas 23% to 39% and electric 12% to 31%).
- The proportion of contacts regarding water, sewer and meter reading decreased in 2017 (water 23% to 15% and sewer 12% to 0.0% and meter reading 27% to 8%).

TAKEAWAYS: CONTACT WITH FIELD EMPLOYEES IS LIKELY DRIVEN BY ISSUES WITHIN EACH OF THE SERVICE AREAS. NOTE: SAMPLE SIZES ARE EXTREMELY LOW.

Commercial Customers - Contacts with Field Employees



Thinking about your most recent contact with a field employee, what type of service was this related to?

³ While “no contact” was included in the following graph for the purposes of comparison, the percentage for the rest of the categories excluding “no contact” equals 100%.

Customer Contacts with Field Employees – Field Employee Ratings

Courtesy

- Field employees' ratings with regard to courtesy were extremely high at 3.7, up from 2015 (3.6).
- There were no commercial respondents that rated courtesy as poor.

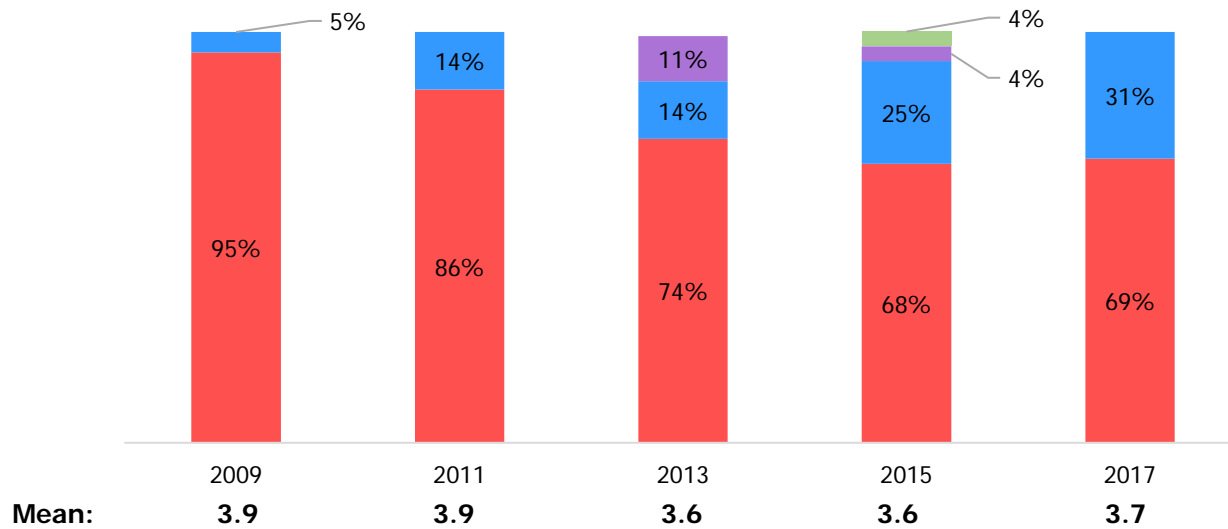
TAKEAWAYS: THIS RATING IS EXTREMELY HIGH,

Knowledge

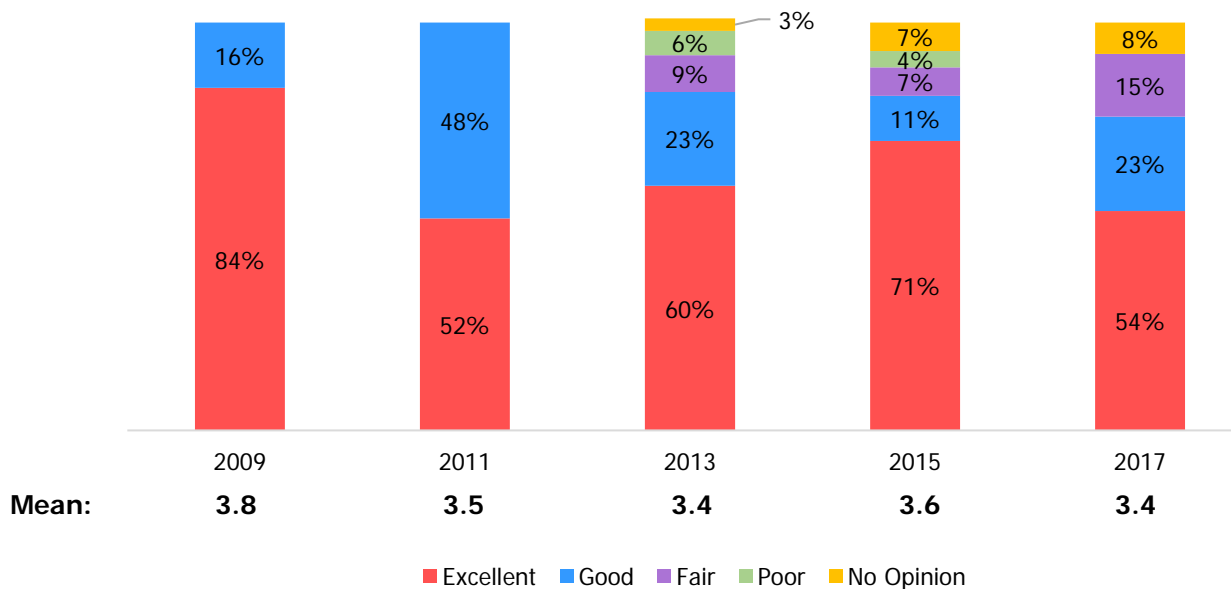
- Field employees' average rating with regard to knowledge was lower than in 2015 (3.4 in 2017 vs. 3.6 in 2015). However, there were no "poor" ratings in 2017 (4% in 2015).
- Seventy-seven percent (77%) of the respondents rated the knowledge of field employees as "excellent" or "good." This is a slight drop from 2015 (82%).

TAKEAWAYS: FIELD EMPLOYEES WERE RATED EXTREMELY HIGH WITH REGARD TO THEIR KNOWLEDGE.

Commercial Customers Field Employee Ratings - Courtesy



Commercial Customers Field Employee Ratings - Knowledge



Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

Customer Contacts with Field Employees – Field Employee Ratings

Ability to Handle Request

- There was a drop in the average rating commercial customers gave the field employees with regard to ability handle request (3.4 2017 to 3.6 2015).
- Seventy-seven percent (77%) of the commercial respondents rated the field employees as “excellent” or “good” with regard to their ability to handle request, identical to 2015.
- There were no “poor” ratings in 2017 by respondents.

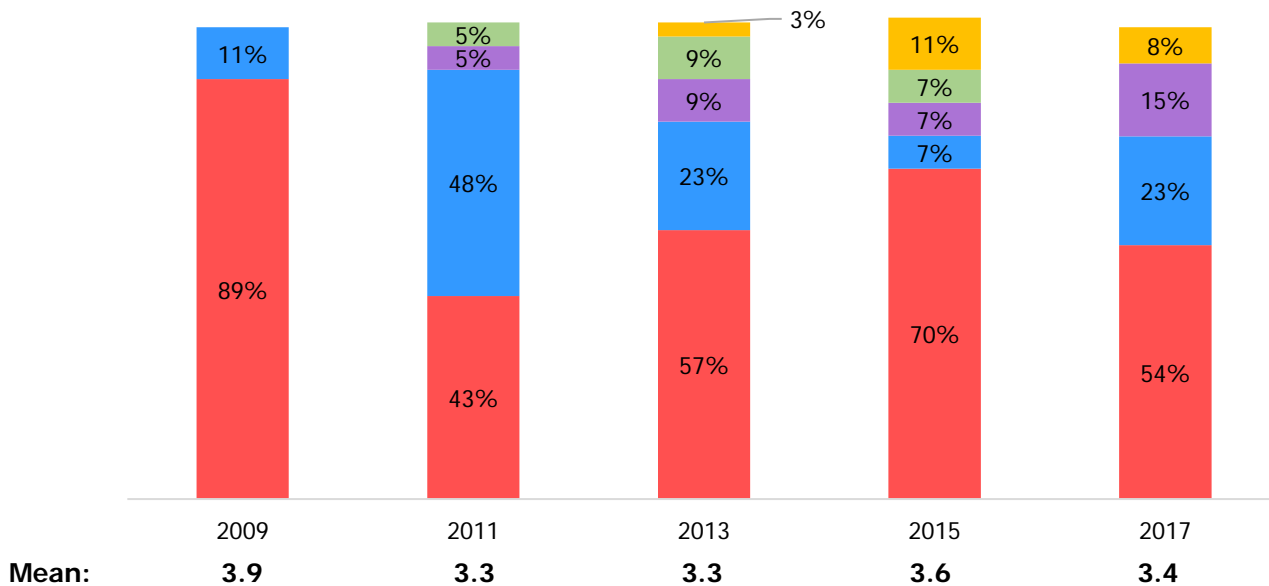
TAKEAWAYS: WHILE THE AVERAGE RATING IN HANDLING REQUESTS DROPPED, THERE WERE NO POOR RATINGS AND GOOD RATINGS INCREASED. THIS EQUATES TO A GOOD RATING IN FIELD EMPLOYEES ABILITY TO HANDLE REQUESTS.

Overall

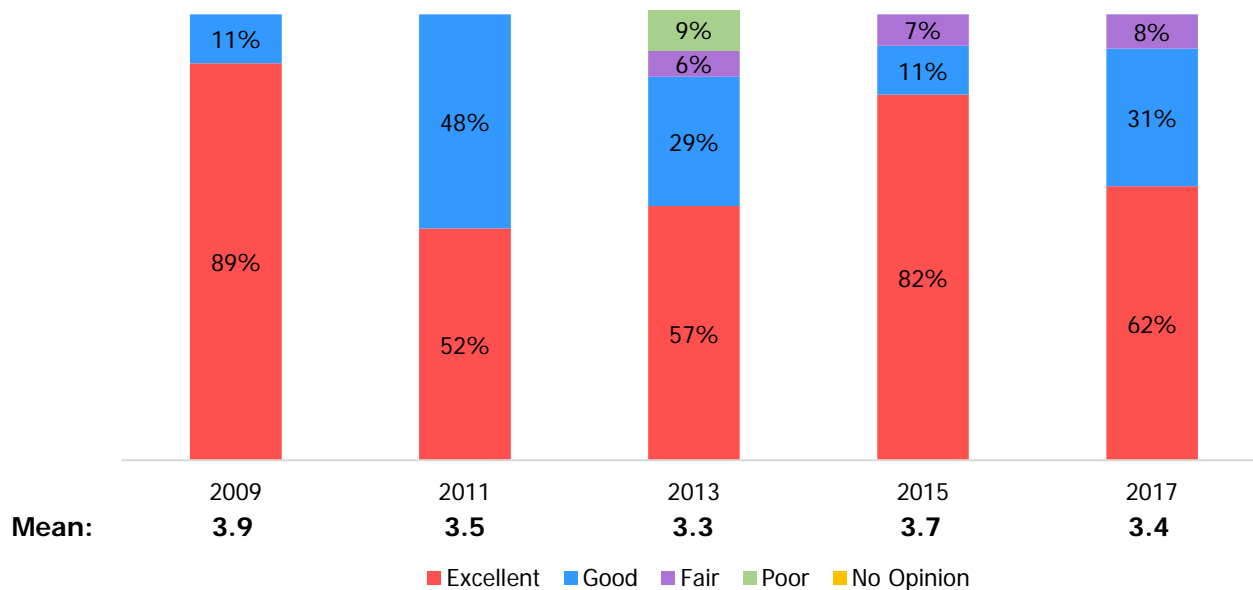
- Nine (9) out of 10 respondents (93%) rated the overall performance of field employees as “excellent” or “good”, identical to 2015.
- Average ratings decreased from 3.7 in 2015 to 3.4 in 2017.
- There were no poor ratings with regard to the overall performance of field employees in 2017.

TAKEAWAYS: OVERALL, FIELD EMPLOYEES ARE DOING A GOOD JOB. ALTHOUGH OVERALL AVERAGE RATINGS DROPPED, THERE WERE NO POOR RATINGS AND THERE WAS A DROP FROM EXCELLENT TO GOOD THAT IMPACTED AVERAGE RATINGS.

Commercial Customers Field Employee Ratings - Ability to Handle Request

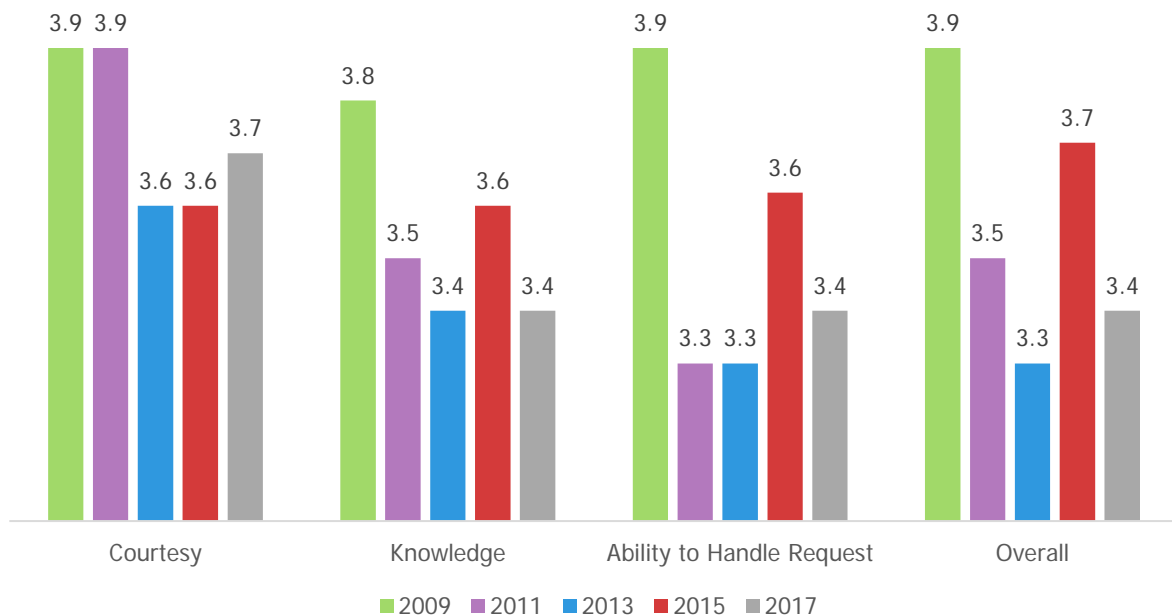


Commercial Customers Field Employee Ratings - Overall



Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

Commercial Customers Field Employee Ratings - Summary of Means



TAKEAWAYS: AVERAGE PERFORMANCE RATINGS DECREASED AS COMPARED TO 2015 IN MOST AREAS. HOWEVER, A DEEPER LOOK AT THE RATINGS INDICATES THAT THERE WERE NO POOR RATINGS AND WHILE THERE WAS A MOVE FROM EXCELLENT TO GOOD, THIS DROPS THE OVERALL AVERAGE BUT DOES PROVIDE THE FULL PICTURE. THE FIELD EMPLOYEES ARE DOING A FINE JOB.

Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

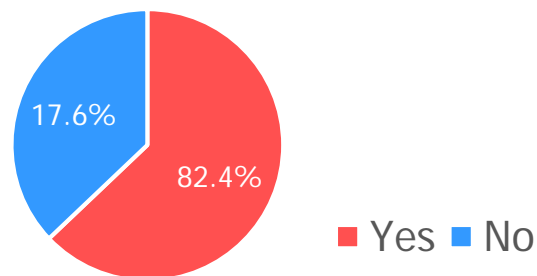
Evaluation of the Los Alamos Customer Care Center

Note: Only respondents that had contact with a Customer Care Center Employee responded to this question. This will affect the margin of error for survey responses.

Customer Care Center – Contacted

- Eighty-two percent (82.4%) of the commercial respondents had contact with the customer care center in 2017 (up from 49% in 2015).
- Half (50%) were business managers (versus owners or other employees). Sixty-four percent (64.3%) were from companies with less than twenty-five employees and the majority (92.9%) came from Los Alamos.

Commercial Customers Contact With Customer Care Center



Contact with a Field Employee		
	2017	2015
Yes	82.4%	49%
No	17.6%	51%

During the past 12 months, have you contacted the Los Alamos Customer Care Center for any county information assistance?

Customer Care Center – Customer Care Center Representative Ratings

Courtesy

- More than half (53%) of the commercial respondents rated the courtesy of the customer care representatives as “excellent.” This is a major drop from 2015 (74%).
- The average rating of 3.4 is the lowest ratings received for courtesy since the question was first asked in 2009.

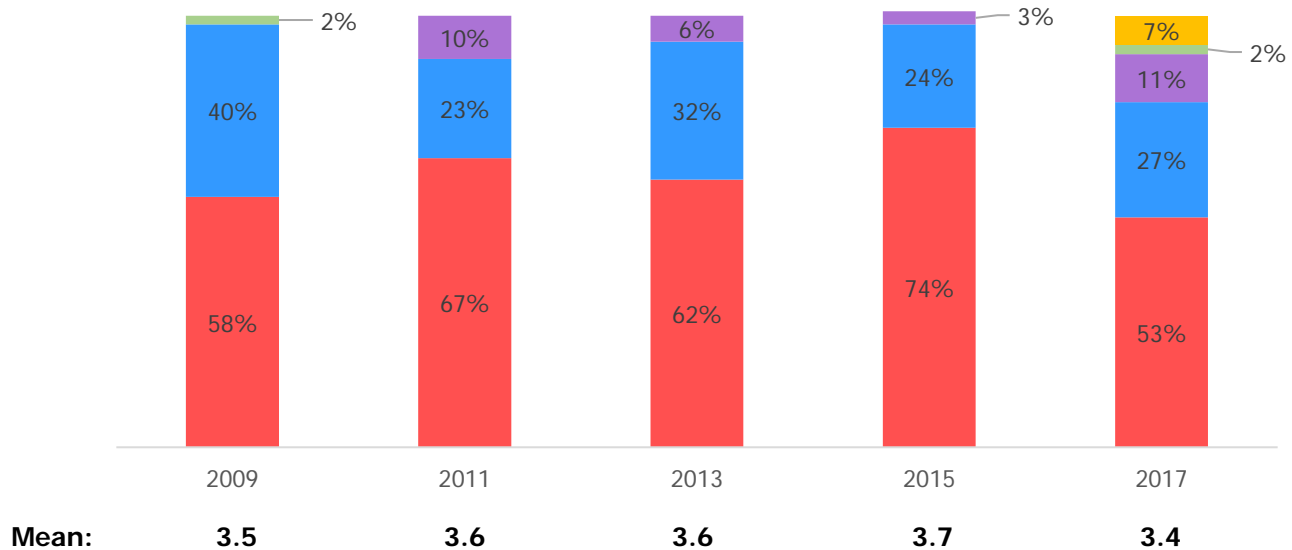
TAKEAWAYS: COMMERCIAL RESPONDENTS RATINGS DROPPED CONSIDERABLY SINCE 2015. THIS WAS ALSO NOTED IN SOME OPEN-ENDED COMMENTS.

Knowledge

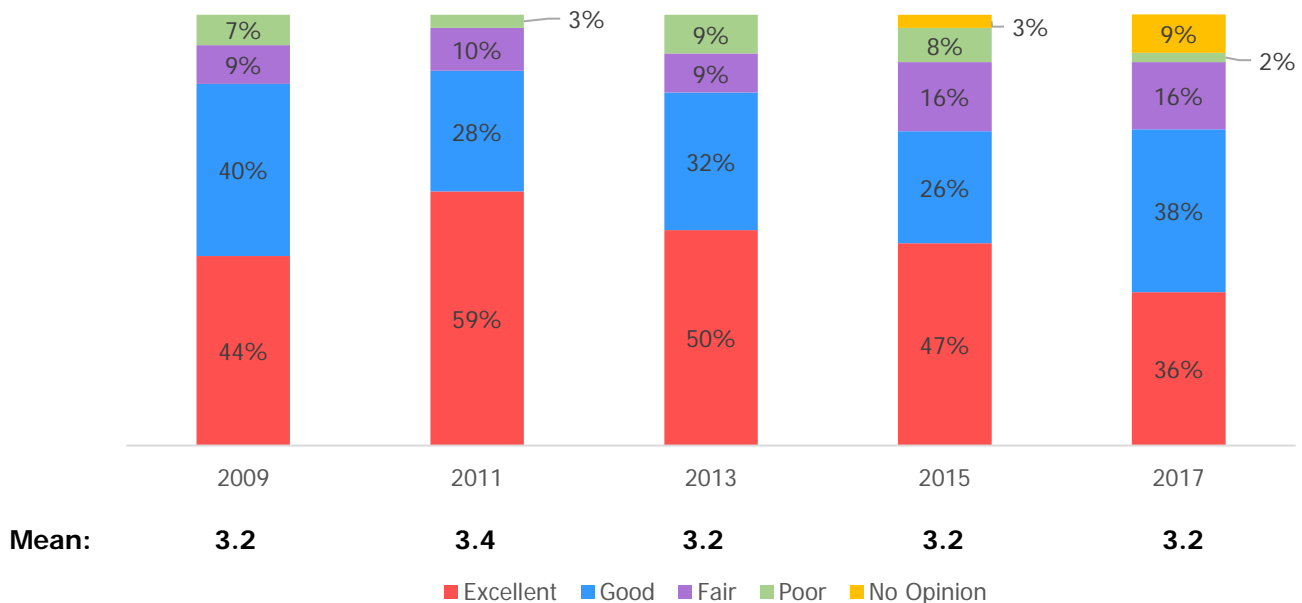
- Ratings for the knowledge of the customer care representatives in 2017 were similar to 2015 (and 2013). The average rating for knowledge of customer care representatives was a 3.2 in all years.
- Three-fourths (74%) of the respondents rated the knowledge of the customer care representatives as either “excellent” or “good” (73% in 2015).

TAKEAWAYS: WHILE RATINGS FOR THE KNOWLEDGE OF CUSTOMER CARE REPRESENTATIVE WAS ACCEPTABLE, IT MAY BE AN AREA THAT COULD BE CONSIDERED FOR REVIEW.

Commercial Customers
Customer Care Representative Ratings - Courtesy



Commercial Customers
Customer Care Representative Ratings - Knowledge



Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.

Customer Care Center – Customer Care Center Representative Ratings

Ability to Handle Request

- Nearly seventy percent (69%) of the commercial respondents rated customer care representatives' ability to handle requests as "excellent" or "good."
- The average rating was 3.1 identical to 2015.

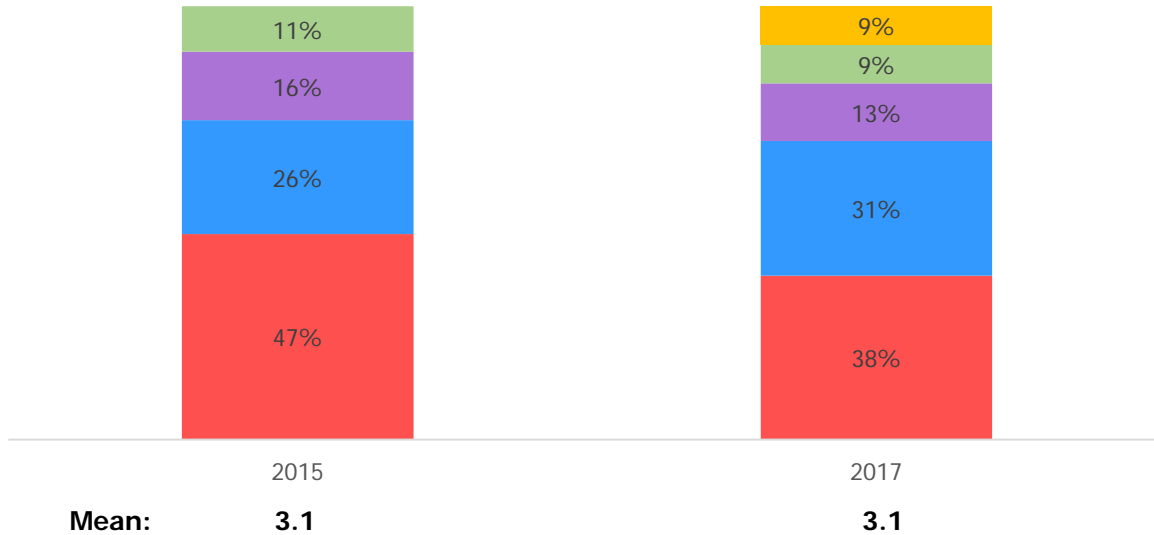
TAKEAWAYS: CUSTOMER CARE REPRESENTATIVE'S ABILITY TO HANDLE REQUESTS HAD AN ACCEPTABLE RATING (3.1), ALTHOUGH THIS IS AREA TO BE CONSIDERED FOR REVIEW.

Overall Rating

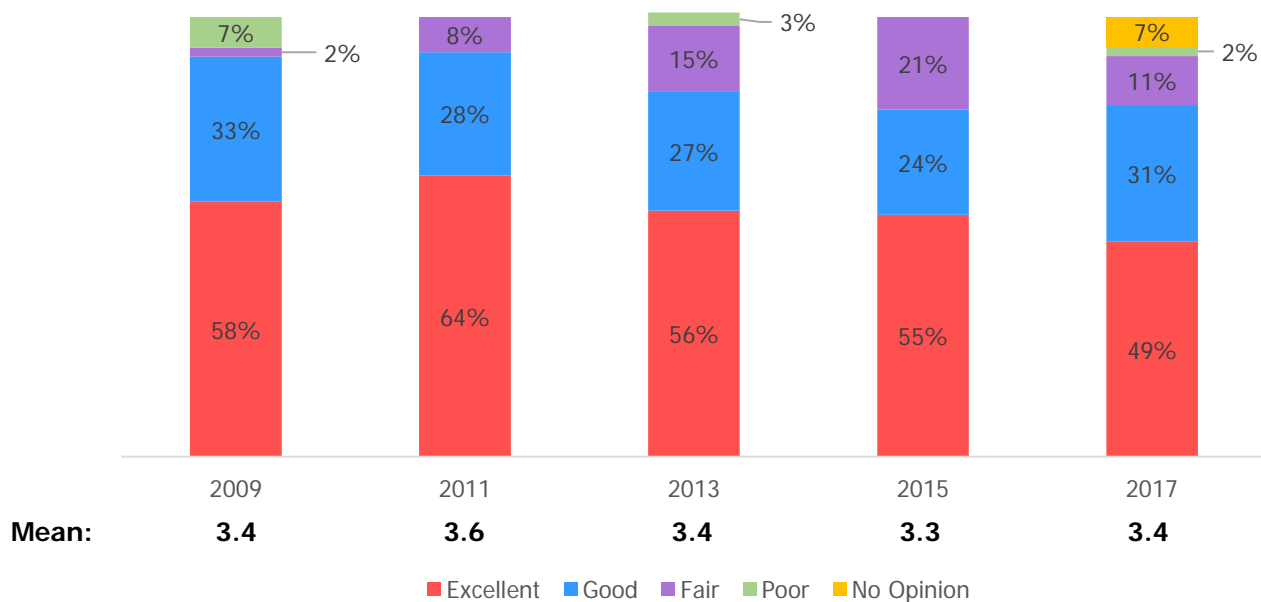
- Almost half (49.0%) rated the overall performance of the customer care representatives as "excellent."
- The average rating was 3.4 for overall performance of customer care representatives by commercial respondents (up from 3.3 in 2015).

TAKEAWAYS: OVERALL, CUSTOMER CARE REPRESENTATIVES WERE RATED HIGHLY BY COMMERCIAL RESPONDENTS, ALTHOUGH THERE WERE SOME COURTESY AND KNOWLEDGE ISSUES.

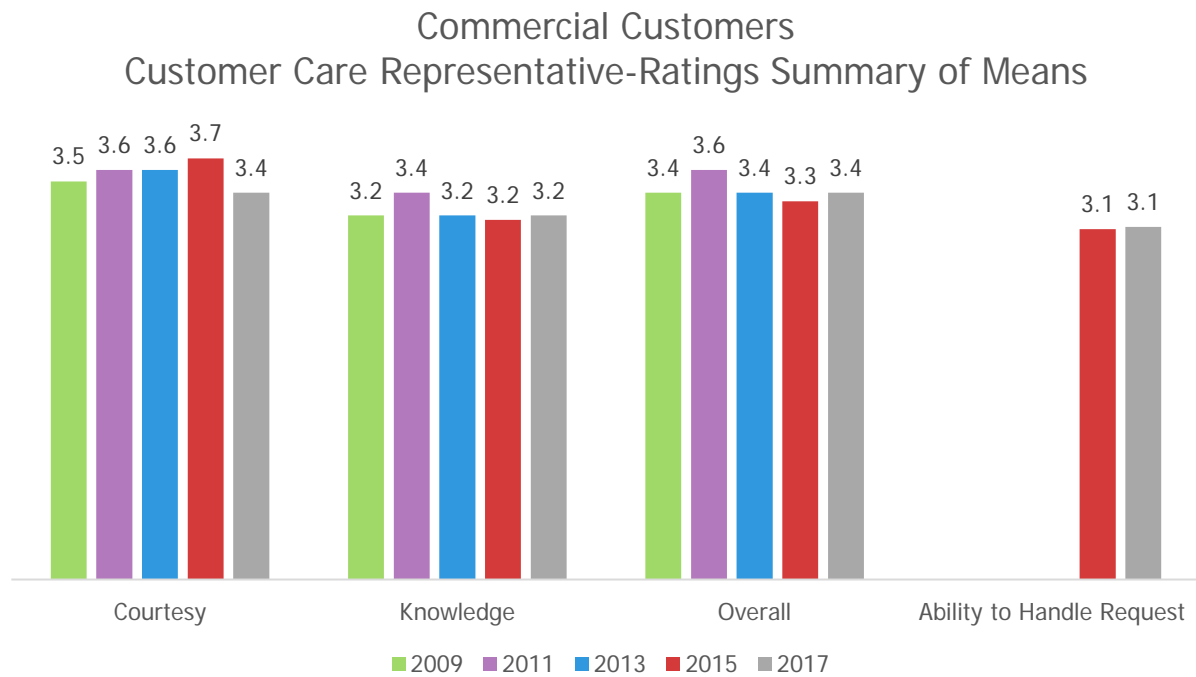
Commercial Customers - Customer Care Representative Ratings -Ability to Handle Request



Commercial Customers Customer Care Representative Ratings - Overall



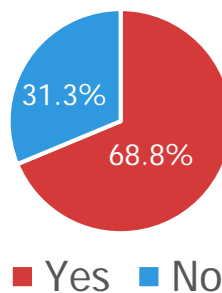
Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.



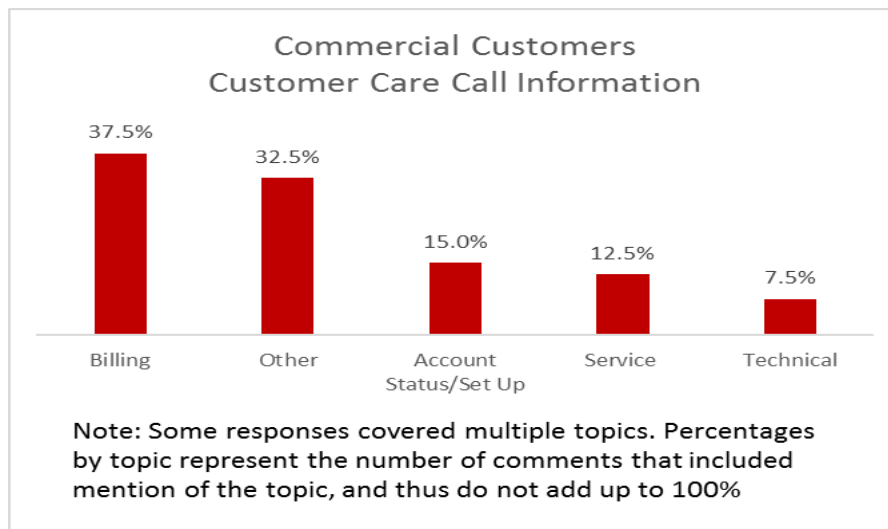
Customer Care Center – Helped by Customer Care Center

- Almost seventy percent (68.8%) of the respondents indicated that they received the information they needed when calling the customer care representative (similar to 2015).

Commercial Customers Helped by Customer Care Center



TAKEAWAYS: BILLING ISSUES WAS THE INFORMATION MOST REQUESTED BY RESPONDENTS (37.5%)



Did the Customer Care Representative provide you with the information you needed? What information did you need?

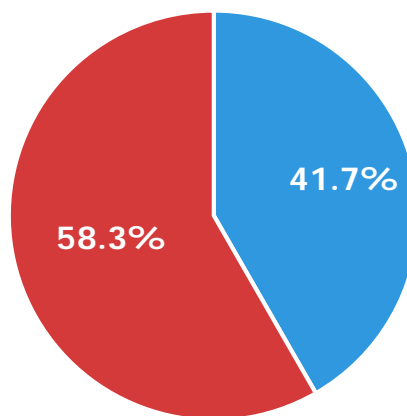
Evaluation of LADPU App

LADPU App – Awareness of LADPU App

- Nearly sixty percent (58.3%) of the commercial respondents were not aware of the new LADPU App

TAKEAWAYS: AWARENESS OF THE APP BY COMMERCIAL CUSTOMERS IS LESS CRITICAL THAN FOR RESIDENTS AS MOST COMMERCIAL CUSTOMERS WOULD NOT USE A UTILITY APP FOR BUSINESS

Commercial Customers
Awareness of LADPU App



■ Aware ■ Not Aware

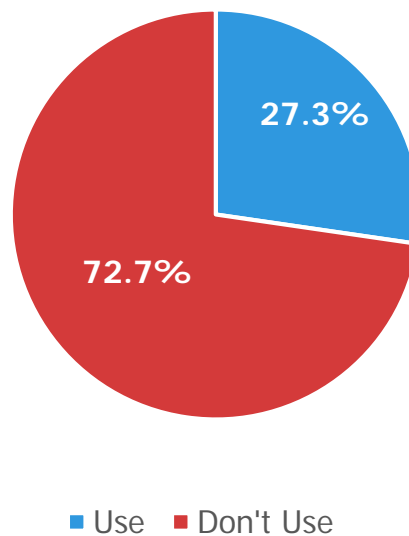
Are you aware of the new Los Alamos DPU App?

LADPU App – Use of LADPU App

- Twenty-seven percent (27.3%) of commercial customers who were aware of the App use it.

TAKEAWAYS: NOT SURPRISINGLY, THE USE OF THE APP BY COMMERCIAL CUSTOMERS IS LOW.

Commercial Customers
Use of LADPU App



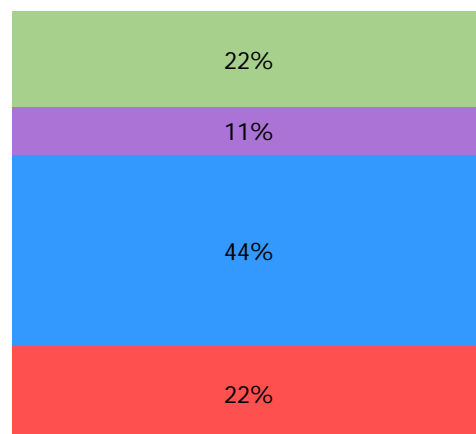
Do you use the new Los Alamos DPU App? (Note: only respondents who were aware of the app were asked this question. The percentage of the total population who were aware of the app was 26%.)

LADPU App – Ease of Use of the LADPU App

- Two-thirds (66%) of the commercial respondents who use the App. Rated it either "Excellent" or "Good."
- One-third (33%) rated it either "Fair" or "Poor."

TAKEAWAYS: SAMPLE SIZE WAS LOW FOR COMMERCIAL CUSTOMERS THAT USE THE APP. HOWEVER, RATINGS WERE SIMILAR FOR RESIDENTS AND INDICATES SOME ISSUES WITH THE APP.

Commercial Customers Ease of Use of the LADPU App



2017

Mean: 2.7

■ Excellent ■ Good ■ Fair ■ Poor ■ No Opinion

Please rate the "ease of use" for the Los Alamos DPU App.

Evaluation of Billing

Utility Billing Ratings

Payment Options

- With regard to payment options, commercial respondents rated the available payment options as a 3.5. This is up substantially from 2015 (3.0) and the highest rating since customers were surveyed (2007).
- Fifty-one percent (51.%) of the commercial respondents rated the variety of payment options as “excellent”. This is up from a 25% excellent rating in 2015.

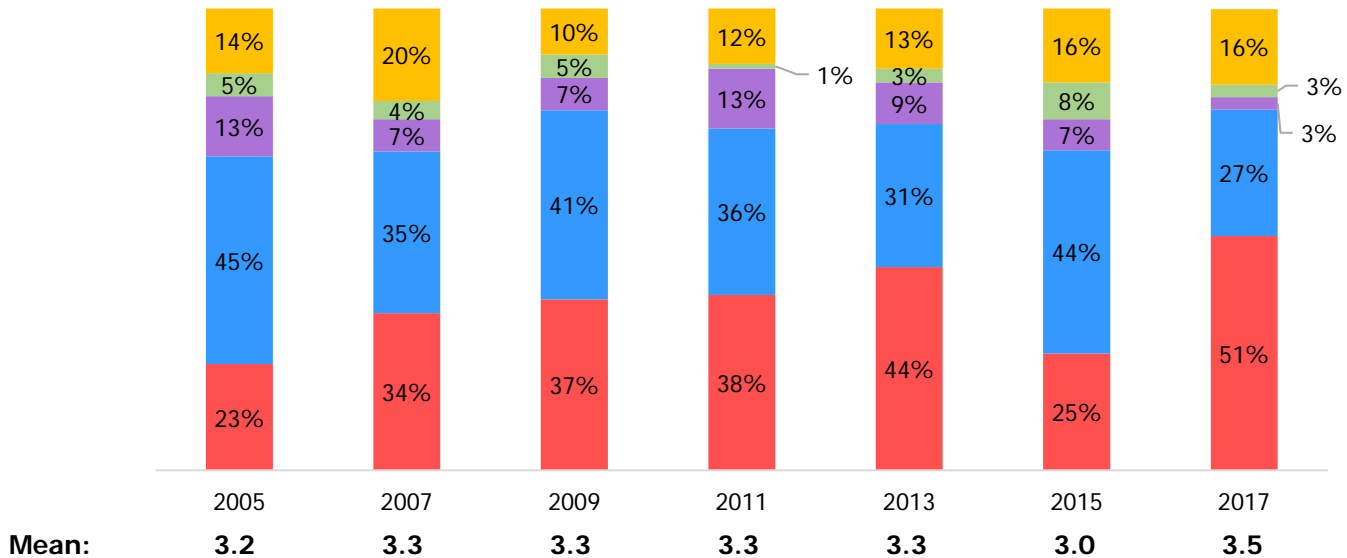
TAKEAWAYS: THERE WAS A SIGNIFICANT INCREASE IN THE RATING OF THE VARIETY OF THE DPU’S PAYMENT OPTIONS IN 2017.

Ease of Understanding

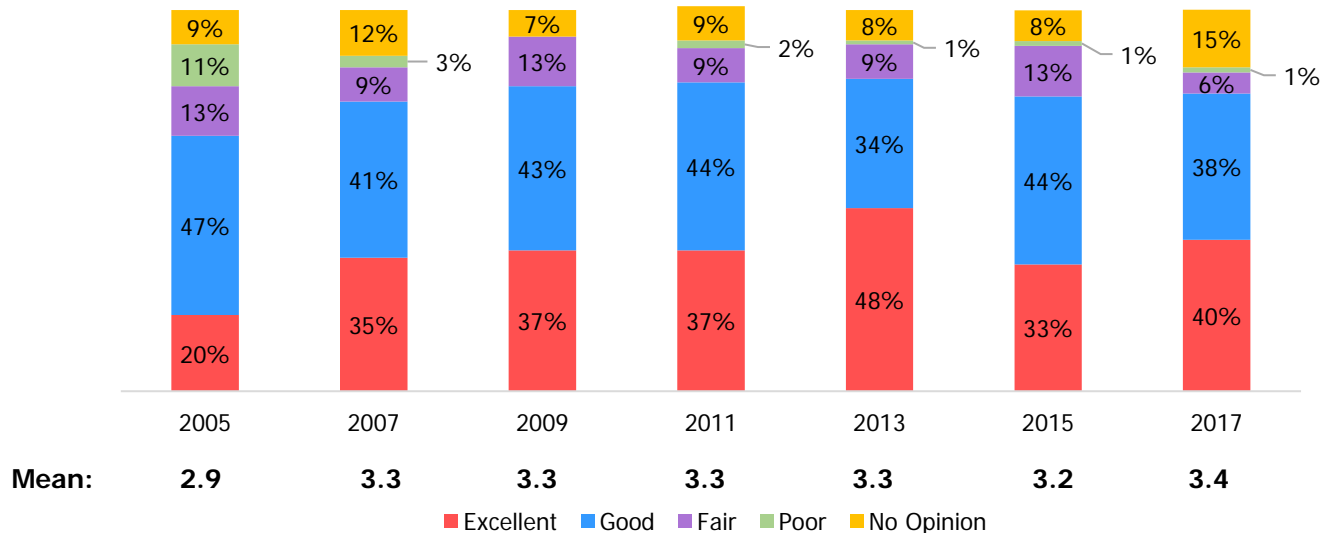
- The average rating commercial customers gave ease of understanding was 3.4 in 2017, an increase from 2015 (3.2).
- Forty percent (40%) of the respondents rated ease of understanding as “excellent”. This is up from 2015 (33%).

TAKEAWAYS: THERE WAS A SIGNIFICANT IMPROVEMENT IN THE RATING OF EASE OF UNDERSTANDING BY COMMERCIAL CUSTOMERS SINCE 2015.

Commercial Customers Utility Billing Ratings - Payment Options



Commercial Customers Utility Billing Ratings - Ease of Understanding



Please rate the quality of the following billing areas.

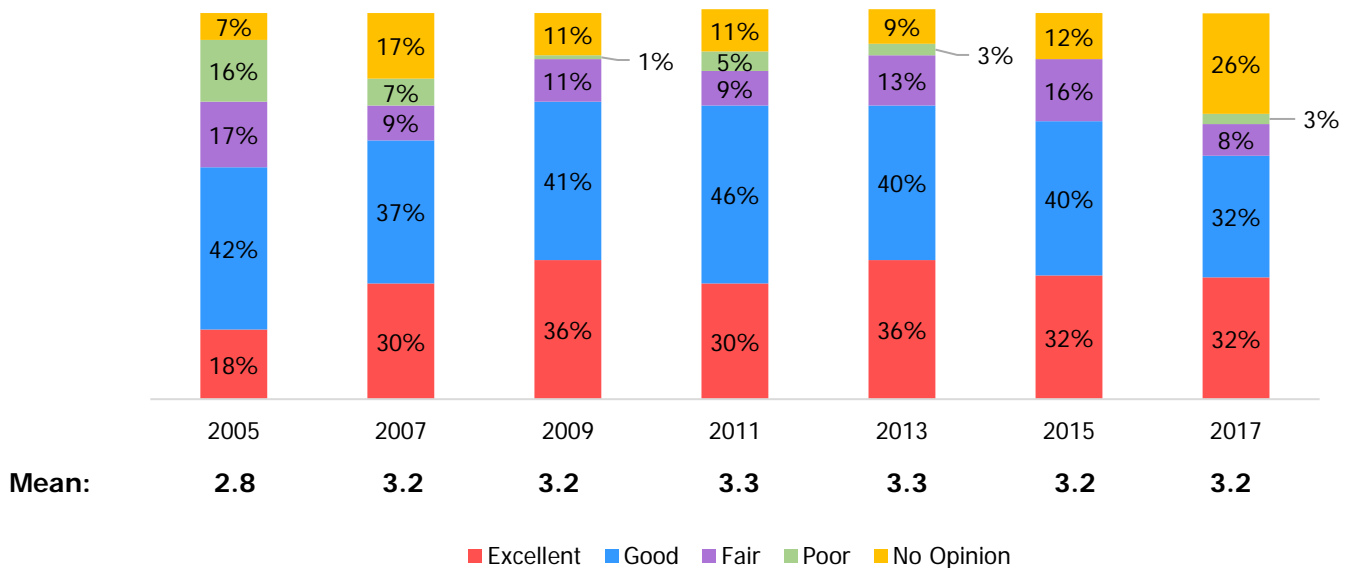
Utility Billing Ratings

Accuracy of Billing

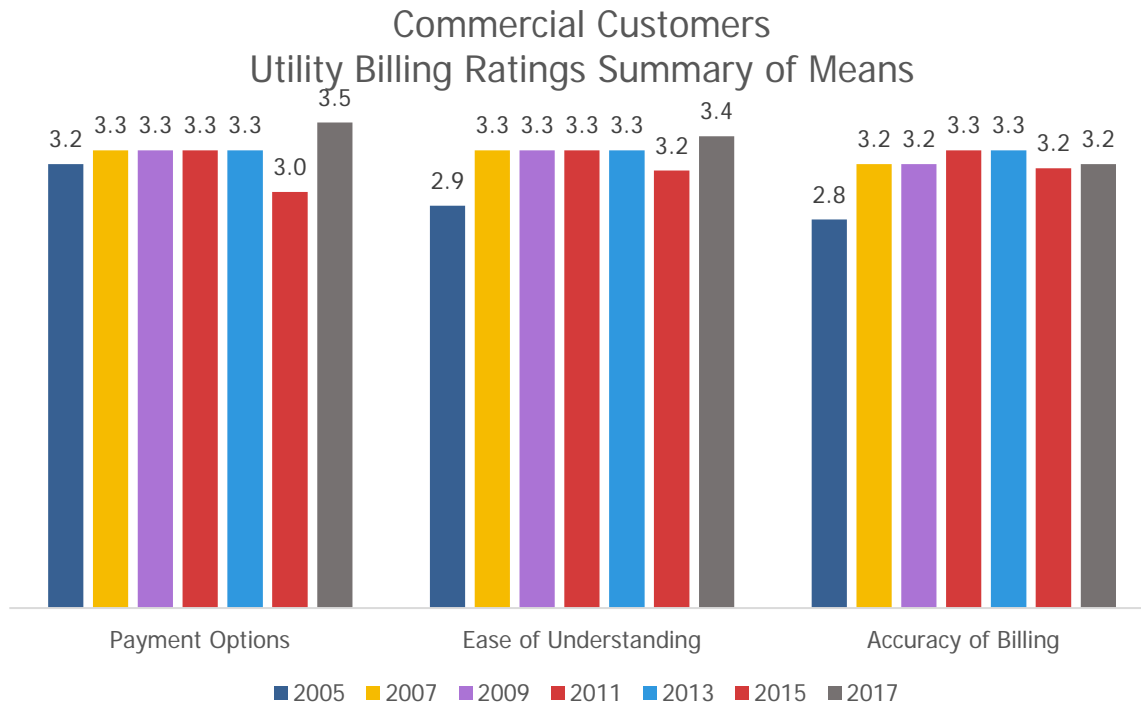
- The average rating for accuracy of billing by commercial customers was 3.2 in 2017, identical to 2015 (3.2).

TAKEAWAYS: THERE WAS LITTLE CHANGE IN THE RATING FOR ACCURACY OF BILLING BY COMMERCIAL RESPONDENTS OVER PREVIOUS YEARS.

Commercial Customers Utility Billing Ratings - Accuracy of Billing



Please rate the quality of the following billing areas.



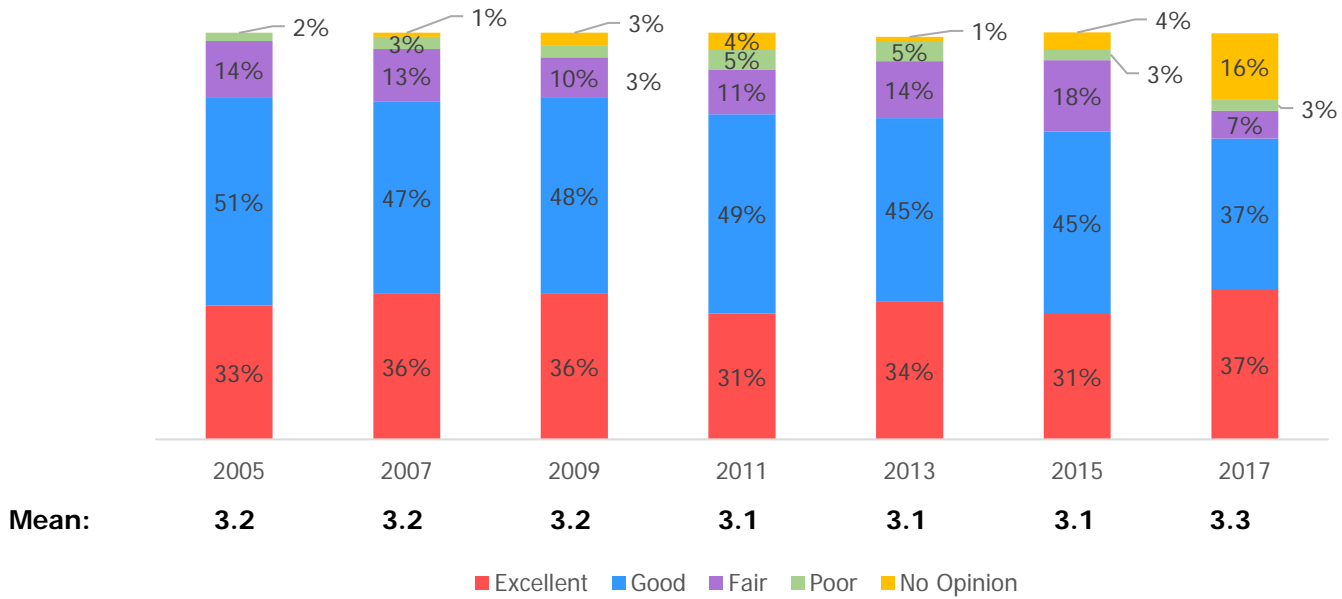
Please rate the quality of the following billing areas.

Communications

- The average ratings with regard to how the DPU performs in communicating improved significantly in 2017 (3.3)
- Approximately three-fourths (74%) of the respondents rated communication as “excellent” or “good”.

TAKEAWAYS: THE RATINGS FOR COMMUNICATIONS IMPROVED IN 2017 OVER 2015 AND AVERAGE RATINGS WERE THE HIGHEST SINCE 2017.

Commercial Overall Communications Ratings



Nuclear Power

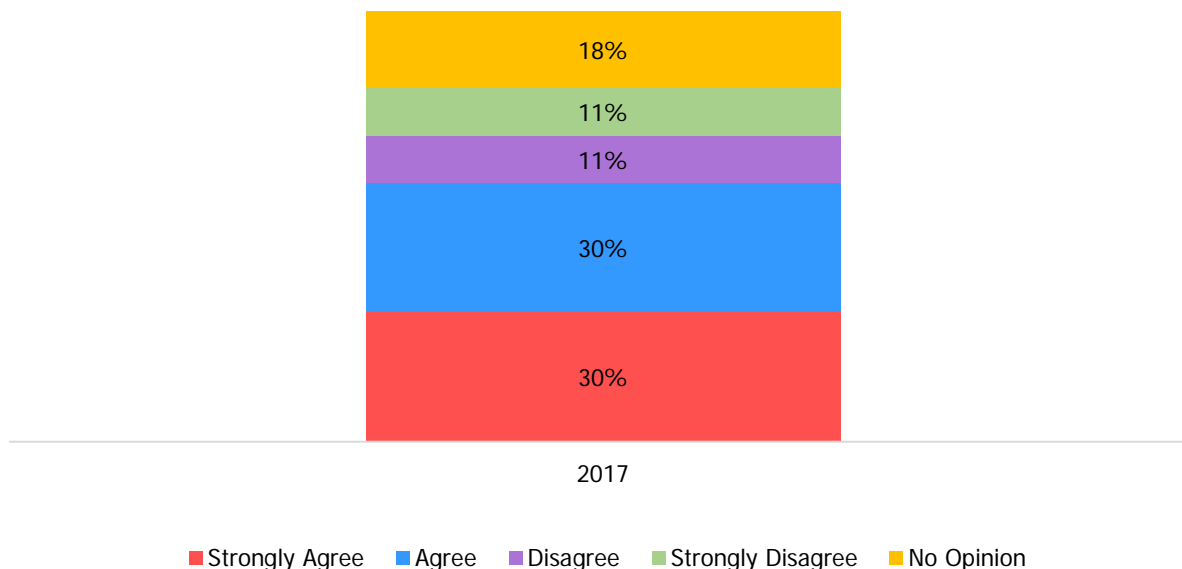
How well does the DPU perform in.

Nuclear Power – Agreement with the Pursuit of Nuclear Power

- Sixty-percent (60%) “Strongly Agree” or “Agree” with the pursuit of nuclear power.
- Nearly twenty percent (18%) had no opinion on the subject.
- Twenty-two percent (22%) “Disagreed” or “Strongly Disagreed” with the pursuit of nuclear power by LADPU.

TAKEAWAYS: COMMERCIAL CUSTOMERS OVERWHELMINGLY SUPPORT PURSUING NUCLEAR POWER, ALTHOUGH SUPPORT WAS GREATER BY RESIDENTS.

Commercial Customers Agreement with the Pursuit of Nuclear Power



Do you disagree or agree with Los Alamos County pursuing nuclear power?

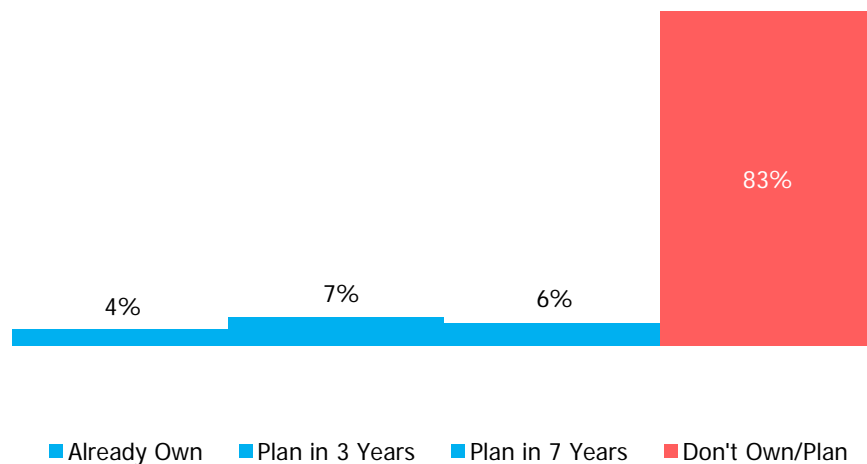
Electric or Hybrid Plug-In Vehicles

Electric/Hybrid Vehicles – Ownership and Intent to Purchase Electric or Plug-In Hybrid

- Over four-fifths (83%) of the commercial customers have no intent on owning or purchasing an electric/hybrid plug-in vehicle.

TAKEAWAYS: BASED ON THE RESPONSES, IT APPEARS THAT ELECTRIC VEHICLES WILL NOT IMPACT THE ELECTRICITY USAGE IN LOS ALAMOS COUNTY IN THE NEXT SEVEN YEARS.

Commercial Customers Ownership/Intent to Purchase Electric/Hybrid Plug-in



To help DPU calculate future electric demand, please tell us if you own or are considering purchasing an electric or plug-in hybrid vehicle?

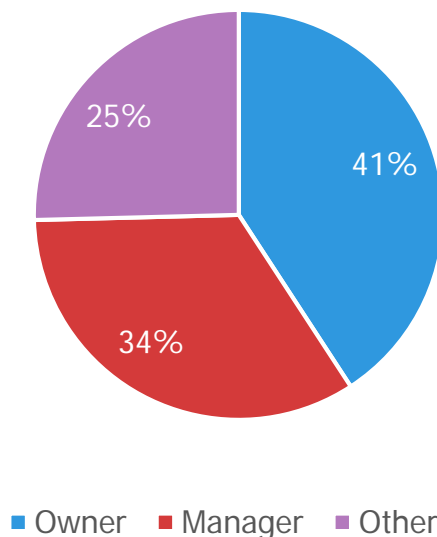
Commercial Characteristics - Role in the Business

Respondent's Role in their Business

- Forty percent (41%) of the respondents were business owners.
- One third (34%) were managers.

TAKEAWAYS: GETTING AN ACCURATE ASSESSMENT OF LADPU BY COMMERCIAL CUSTOMERS REQUIRES IDENTIFYING AND SURVEYING DIFFERENT PEOPLE'S ROLE IN EACH BUSINESS. IT IS LIKELY THAT IN MANY CASES THE PERSON THAT TAKES CARE OF BILLING WOULD NOT BE THE PERSON TO REPORT AN OUTAGE OR BE AWARE OF THE QUALITY OF THE SERVICE.

Commercial Customers
Role in the Business

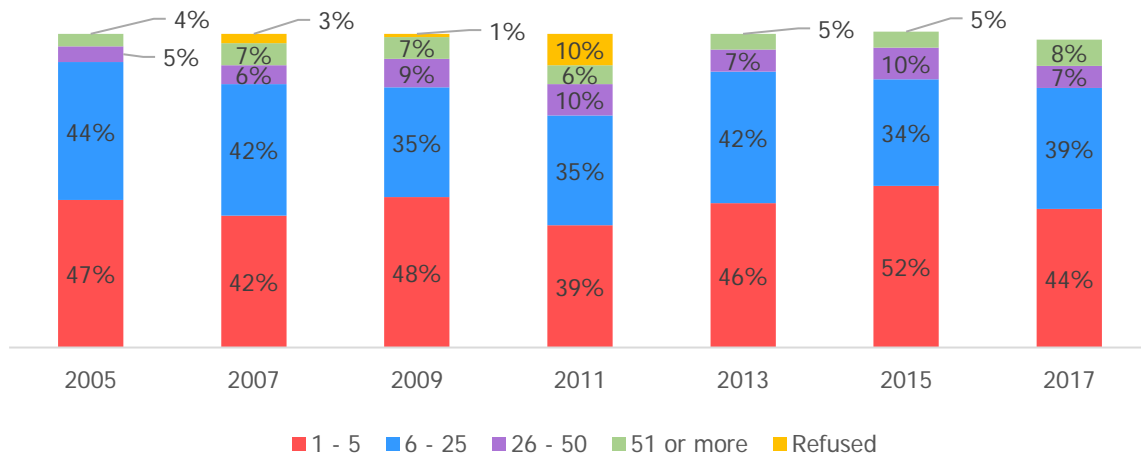


What is your role in the business?

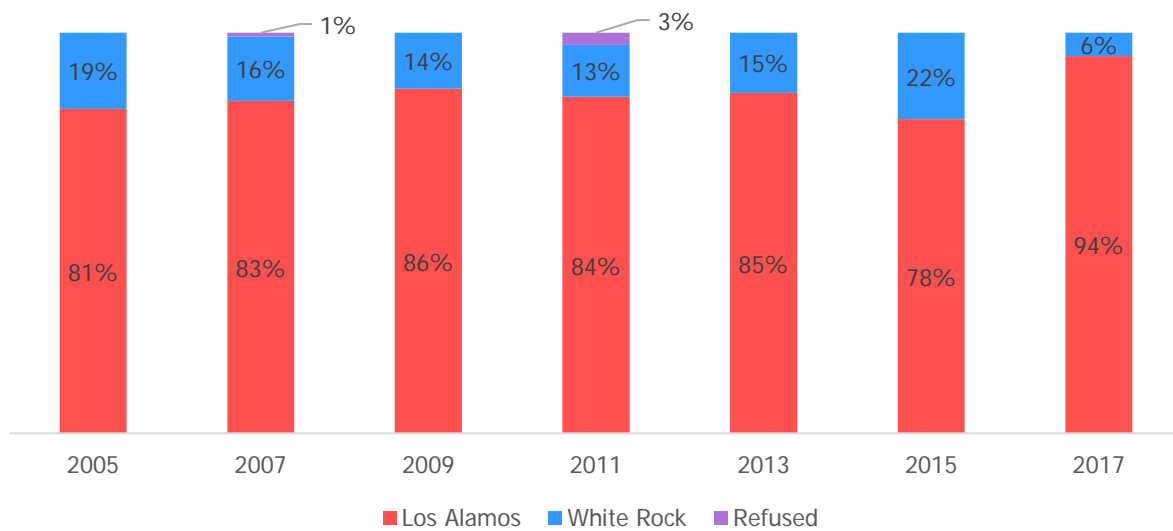
Commercial Customers - Characteristics

- Eighty-three percent (83%) of the respondents in 2017 came from employees with less than 26 employees.
- Eight percent (8%) of the respondents came from companies with 51 or more employees in 2017.
- Response from White Rock respondents was low (6%).

Characteristics of Commercial Customers
Number of Employees



Characteristics of Commercial Customers
Area



Appendix A- Survey Instrument

Los Alamos DPU Customer Satisfaction Survey (Residential)



Department of Public Utilities

Electric, Gas, Water, and Wastewater Services

Q1. On a scale from "Poor" to "Excellent"; and D/K being "Don't know/No opinion" please rate the DPU's PERFORMANCE in the following areas.

A. Overall quality of the:

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. The DPU's OVERALL VALUE for the RATES YOU PAY for the following services (the cost versus the quality).

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C. Within the past 12 months, have you experienced an unplanned interruption of services for the following (check all that apply)?:

☐ Water ☐ Gas ☐ Sewer ☐ Electric

D. Please rate DPU's performance in restoring services when the interruption occurred.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. Please rate DPU's performance in being reachable by telephone or social media, during the unplanned interruption of utility services.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F. Please rate DPU's performance in providing information to customers about planned extended outages.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

G. Please rate DPU's performance in the overall reliability of utility service.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The Department of Public Utilities' field employees typically perform tasks such as maintaining and repairing utility services, reading meters, and inspecting for gas leaks.

Q2. During the past 12 months, have you had any contact with a field employee from whom you requested assistance or asked for information?

☐ Yes ☐ No ☐ Don't Know

Q2A. Thinking about your most recent contact with a field employee, what type of service was this related to?

☐ Meter Reading ☐ Electric ☐ Gas ☐ Water ☐ Sewer ☐ Don't Know

Q3. Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

	Poor	Fair	Good	Excellent	D/K
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Handle the Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Rating of the Employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4. Please rate the quality of the following billing areas.

	Poor	Fair	Good	Excellent	D/K
Ease of Understanding your Bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of your Bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In response to the 2015 Customer Satisfaction Survey, DPU launched the Los Alamos DPU App designed to allow customers to manage their accounts from their computers or mobile devices (view consumption history, past bills and pay online with a credit card or e-check).

Q5. Are you aware of/do you use the new Los Alamos DPU App?

Los Alamos DPU App ☐ Aware ☐ Use

Q5a. Please rate the "ease of use" for the Los Alamos DPU App:

	Poor	Fair	Good	Excellent	D/K
Ease of Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6. During the past 12 months, have you contacted the Los Alamos Customer Care Center for any county information or assistance?

☐ Yes ☐ No ☐ Don't Know

Q7. Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.

	Poor	Fair	Good	Excellent	D/K
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Handle the Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Rating of the Employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. Did the Customer Care Representative provide you with the information you needed?

☐ Yes ☐ No

Q8a. What information did you need? _____

Q9. Overall, how well does the DPU perform in:

	Poor	Fair	Good	Excellent	D/K
Communicating with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall in serving you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The DPU contract with the coal-fired San Juan Generating Station, which provides 40% of Los Alamos' electricity, expires in 2022. To meet the County's power demands, DPU is considering several options to replace this power, one of which is carbon-free nuclear energy in combination with other renewable resources. In this scenario, DPU would invest in an ownership share in a small nuclear facility built and operated in Idaho.

Q10. Do you agree or disagree with Los Alamos County pursuing nuclear power?

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Agree
- ☐ Strongly agree
- ☐ D/K

Q11. To help DPU calculate future electric demand, please tell us if you own or are considering purchasing an electric or plug-in hybrid vehicle?

- ☐ I already own one
- ☐ I am considering purchasing one within 3 years
- ☐ I am considering purchasing one within 7 years
- ☐ I don't plan to purchase one

The next question – the net promoter question – is used by thousands of companies, including utility companies, to gauge customer engagement. DPU will use the results to compare itself to other utility organizations nationally.

Q12. On a scale from 1 to 10, with a 1 being “Not at all likely” and a 10 being “Extremely Likely,” how likely is it that you would recommend the Los Alamos Department of Public Utilities to a friend or colleague?

Not at all likely 2 3 4 5 6 7 8 9 Extremely Likely

Likelihood to Recommend Los Alamos ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Q12a. What are some things DPU can do to improve the likelihood of you recommending its service to a friend or colleague?_____

These last few questions are only for statistical purposes only.

Q12. What Age Category are you:

- ☐ 18-30
- ☐ 31-44
- ☐ 45-54
- ☐ 55-65
- ☐ 66+

Q13. How many adults (including yourself) and children (under 18) live in your home?

Adults _____

Children _____

Q13. Do you currently own or rent your home?

- ☐ Own
- ☐ Rent

Q14. Do you live in Los Alamos or White Rock?

- ☐ Los Alamos (townsite)
- ☐ White Rock

Thank you for your time. The DPU will use this information to improve your utility services!

LOS ALAMOS

Department of Public Utilities

Electric, Gas, Water, and Wastewater Services

Los Alamos DPU Customer Satisfaction Survey (Business)



Department of Public Utilities

Electric, Gas, Water, and Wastewater Services

What is the name of your business? _____

Q1. On a scale from "Poor" to "Excellent"; and D/K being "Don't know/No opinion" please rate the DPU's PERFORMANCE in the following areas.

A. Overall quality of the:

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. The DPU's OVERALL VALUE for the RATES YOU PAY for the following services (the cost versus the quality).

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C. Within the past 12 months, have you experienced an unplanned interruption of services for the following (check all that apply)?:

☐ Water ☐ Gas ☐ Sewer ☐ Electric

D. Please rate DPU's performance in restoring services when the interruption occurred.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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E. Please rate DPU's performance in being reachable by telephone or social media, during the unplanned interruption of utility services.

	Poor	Fair	Good	Excellent	D/K
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Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F. Please rate DPU's performance in providing information to customers about planned extended outages.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

APPENDIX A – SURVEY INSTRUMENT

Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

G. Please rate DPU's performance in the overall reliability of utility service.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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☐ Yes ☐ No ☐ Don't Know

Q2A. Thinking about your most recent contact with a field employee, what type of service was this related to?

☐ Meter Reading ☐ Electric ☐ Gas ☐ Water ☐ Sewer ☐ Don't Know

Q3. Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

	Poor	Fair	Good	Excellent	D/K
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Handle the Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Rating of the Employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4. Please rate the quality of the following billing areas.

	Poor	Fair	Good	Excellent	D/K
Ease of Understanding your Bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of your Bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Los Alamos DPU App ☐ Aware ☐ Use

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☐ Yes ☐ No ☐ Don't Know

Q7. Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.

	Poor	Fair	Good	Excellent	D/K
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Handle the Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Rating of the Employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. Did the Customer Care Representative provide you with the information you needed?

☐ Yes ☐ No

Q8a. What information did you need? _____

Q9. Overall, how well does the DPU perform in:

	Poor	Fair	Good	Excellent	D/K
Communicating with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall in serving you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The DPU contract with the coal-fired San Juan Generating Station, which provides 40% of Los Alamos' electricity, expires in 2022. To meet the County's power demands, DPU is considering several options to replace this power, one of which is carbon-free nuclear energy in combination with other renewable resources. In this scenario, DPU would invest in an ownership share in a small nuclear facility built and operated in Idaho.

Q10. Do you agree or disagree with Los Alamos County pursuing nuclear power?

☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly agree ☐ D/K

Q11. To help DPU calculate future electric demand, please tell us if your business owns or is considering purchasing an electric or plug-in hybrid vehicle?

- ☐ We already own one
- ☐ We are considering purchasing one within 3 years
- ☐ We are considering purchasing one within 7 years
- ☐ We don't plan to purchase one

The next question – the net promoter question – is used by thousands of companies, including utility companies, to gauge customer engagement. DPU will use the results to compare itself to other utility organizations nationally.

Q12. On a scale from 1 to 10, with a 1 being "Not at all likely" and a 10 being "Extremely Likely," how likely is it that you would recommend the Los Alamos Department of Public Utilities to a friend or colleague?

Not at all likely 2 3 4 5 6 7 8 9 Extremely Likely

Likelihood to Recommend Los Alamos ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Q12a. What are some things DPU can do to improve the likelihood of you recommending its service to a friend or colleague? _____

These last few questions are only for statistical purposes only.

Q13. How many employees are there in your business?

Number of Employees _____

Q14. What is your role in the business?

- ☐ Owner
- ☐ Manager
- ☐ Other: Please Specify _____

Q15. Is the business located in:

- ☐ Los Alamos
- ☐ White Rock
- ☐ Other: Please Specify _____

Thank you for your time. The DPU will use this information to improve your utility services!





County of Los Alamos

Staff Report

August 16, 2017

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.: 8.A
Index (Council Goals): BCC - N/A
Presenters: Board of Public Utilities
Legislative File: 9793-17

Title

Status Reports

Body

Each month the Board receives in the agenda packet informational reports on various items. No presentation is given, but the Board may discuss any of the reports provided.

Attachments

A - Electric Reliability Report

B - Accounts Receivables Report

C - Safety Report - *No report was provided by Risk at the time of agenda packet publication.*

STATUS REPORTS

ELECTRIC RELIABILITY

Los Alamos County Utilities



Electric Distribution Reliability

August 16, 2017

Stephen Marez
Senior Engineer

**Electric Distribution Reliability Study
Twelve Month Outage History**

**Prepared by Stephen Marez
Senior Engineer L.A.C.U.**

<u>Date</u>	<u>Call Rcd.</u>	<u>Circuit</u>	<u>Cause</u>	<u>Start Time</u>	<u>End Time</u>	<u>Duration</u>	<u>Customers Affected (Meters)</u>	<u>Combined Customer Outage Durations</u>	<u>Total Outage H:M:S</u>	<u>Running SAIDI</u>
8/3/2016	Utilities	13	Planned	9:00	10:15	1:15	13	16:15:00	16:15:00	0:00:06
8/10/2016	Utilities	17	URD Failure	3:10	3:30	0:20	209	69:40:00	85:55:00	0:00:34
8/10/2016	Utilities	WR1	Planned	9:00	10:20	1:20	8	10:40:00	96:35:00	0:00:38
8/11/2016	Utilities	WR1	Planned	9:00	11:00	2:00	6	12:00:00	108:35:00	0:00:43
8/16/2016	Utilities	WR1	URD Failure	12:30	13:00	0:30	80	40:00:00	148:35:00	0:00:59
9/23/2016	Utilities	18	Planned	9:00	10:25	1:25	3	4:15:00	152:50:00	0:01:01
10/3/2016	Utilities	WR2	HUMAN	11:00	12:05	1:05	16	17:20:00	170:10:00	0:01:08
10/22/2016	Utilities	14	HUMAN	10:53	11:52	0:59	539	530:01:00	700:11:00	0:04:39
10/28/2016	Utilities	WR1	URD Failure	21:20	22:30	1:10	15	17:30:00	717:41:00	0:04:46
11/2/2016	Utilities	14	URD Failure	17:47	18:40	0:53	129	113:57:00	831:38:00	0:05:31
11/10/2016	Utilities	17	URD Failure	8:15	12:30	4:15	6	25:30:00	857:08:00	0:05:41
11/15/2016	Utilities	14	Planned	8:30	9:30	1:00	54	54:00:00	911:08:00	0:06:03
11/28/2016	Utilities	15	Unknown	6:00	6:45	0:45	25	18:45:00	929:53:00	0:06:10
11/28/2016	Utilities	15	Unknown	6:00	8:05	2:05	25	52:05:00	981:58:00	0:06:31
11/28/2016	Utilities	14	URD Failure	10:15	14:15	4:00	6	24:00:00	1005:58:00	0:06:40
12/16/2016	Utilities	13	Tree	9:17	13:00	3:43	13	48:19:00	1054:17:00	0:07:00
12/17/2016	Utilities	13	OH Failure	9:17	10:30	1:13	10	170:00:00	1224:17:00	0:08:07
1/1/2017	Utilities	15	Animal	13:00	13:45	0:45	25	18:45:00	1243:02:00	0:08:15
1/16/2016	Utilities	13	Weather	20:15	23:59	3:44	5	18:40:00	1261:42:00	0:08:22
1/29/2017	Utilities	15	Animal	2:20	3:00	0:40	1145	763:20:00	2025:02:00	0:13:26
1/29/2017	Utilities	15	Animal	2:20	3:15	0:55	131	120:05:00	2145:07:00	0:14:14
1/29/2017	Utilities	15	Animal	2:20	3:40	1:20	72	96:00:00	2241:07:00	0:14:52
1/29/2017	Utilities	15	Animal	2:20	4:30	2:10	527	1141:50:00	3382:57:00	0:22:26
3/6/2017	Utilities	WR1	OH Failure	8:00	9:30	1:30	5	7:30:00	3390:27:00	0:22:29
4/27/2017	Utilities	16	URD Failure	9:00	10:00	1:00	70	70:00:00	3460:27:00	0:22:57
4/29/2017	Utilities	16	URD Failure	0:00	5:00	5:00	7	35:00:00	3495:27:00	0:23:11
5/6/2017	Utilities	WR1	Animal	9:35	10:30	0:55	30	27:30:00	3522:57:00	0:23:22
5/15/2017	Utilities	16	URD Failure	12:15	13:15	1:00	40	40:00:00	3562:57:00	0:23:38
5/6/2017	Utilities	WR1	Planned	9:00	12:00	3:00	10	30:00:00	3592:57:00	0:23:50
6/18/2017	Utilities	14	URD Failure	15:15	15:30	0:15	539	134:45:00	3727:42:00	0:24:44
6/27/2017	Utilities	17	URD Failure	11:30	12:30	1:00	4	4:00:00	3731:42:00	0:24:45
7/26/2017	Utilities	WR1	URD Failure	6:50	10:30	3:40	10	36:40:00	3768:22:00	0:25:00
6/26/2017	Utilities	TRANSMISSION	WEATHER	2:30	6:50	4:20	2547	11037:00:00	14656:47:00	1:37:14

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Twelve Month History	July 2017	
Total # Accounts	9045	
Total # Interruptions	32	
Sum Customer Interruption Durations	3768:22:00	hours:min:sec
# Customers Interrupted	3777	
SAIFI(APPA AVG. = 1.0)	.42	int./cust.
SAIDI (APPA AVG. = 1:00)	:25	hours:min
CAIDI	:59	hours:min/INT
ASAI	99.9998%	% available

- **SAIFI - System Average Interruption Frequency Index**

A measure of interruptions per customer (Per Year)

$$\text{SAIFI} = \frac{(\text{Total number of customer interruptions})}{(\text{Total number of customers served})}$$

- **SAIDI – System Average Interruption Duration Index**

A measure of outage time per customer if all customers were out at the same time (hours per year)

$$\text{SAIDI} = \frac{(\text{Sum of all customer outage durations})}{(\text{Total number of customers served})}$$

- **CAIDI – Customer Average Interruption Duration Index**

A measure of the average outage duration per customer (hours per interruption)

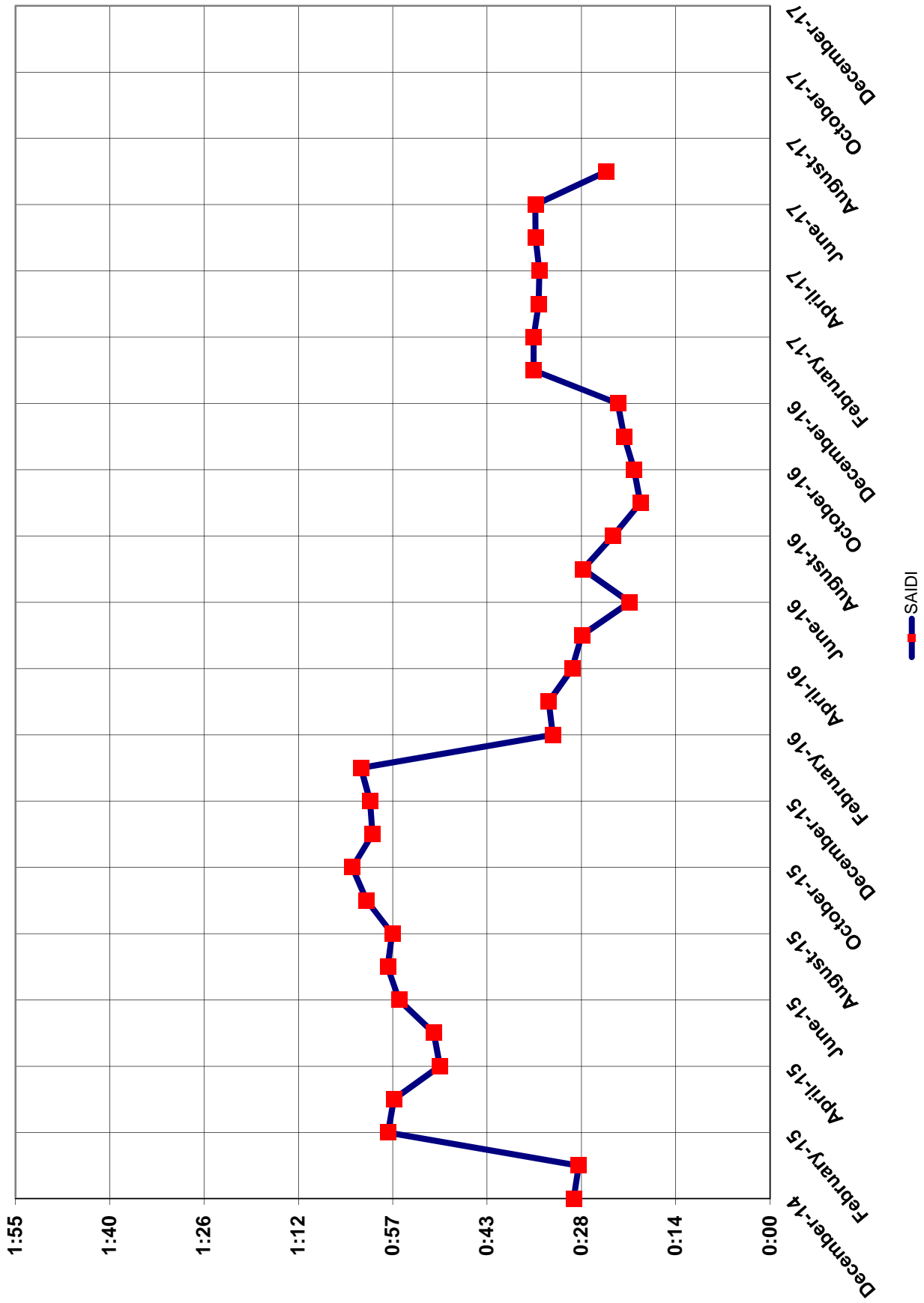
$$\text{CAIDI} = \frac{(\text{Sum of all customer outage durations})}{(\text{Total number of customer interruptions})} = \frac{\text{SAIDI}}{\text{SAIFI}}$$

- **ASAI – Average System Availability Index**

A measure of the average service availability (Per unit)

$$\text{ASAI} = \frac{(\text{Service hours available})}{(\text{Customer demand hours})} = \frac{8760 - \text{SAIDI}}{8760}$$

EACH POINT IS A 12 MONTH SAIDI HISTORY
1:00:00 = APPA BENCHMARK SAIDI



STATUS REPORTS

ACCOUNTS RECEIVABLES

Los Alamos County Utilities Department
Active Receivables Over 90 Days Past Due
August 1, 2017

<i>Account</i>	<i>Acct Type</i>	<i>Comments</i>	<i>90 - 119</i>	<i>120 +</i>
2017639	RES	Deceased, \$100 payment made on 8/2. Property lien.	102.66	-
2118418	RES	Payment made \$455.88 on 8/3.	336.14	-
2016678	RES	Lien placed on property	-	499.27
2053328	COMM	Payment of \$800 made on 8/1. Property lien	1,992.77	4,277.10
			2,431.57	4,776.37
			TOTAL \$	7,207.94

Los Alamos County Utilities Department
 Receivables More than 60 Days Inactive
 August 1, 2017

<i>YEAR</i>	<i>OUTSTANDING 8/1</i>	<i># OF ACCOUNTS</i>	<i>OUTSTANDING 7/3</i>	<i># OF ACCOUNTS</i>
FY13	15,982.04	70	16,690.45	72
FY14	28,068.17	97	28,325.60	95
FY15	27,489.62	99	27,763.89	100
FY16	22,099.40	129	22,099.40	129
FY17	36,626.26	180	40,949.26	158
TOTAL	\$ 130,265.49	575	\$ 135,828.60	554