



LOS ALAMOS

County of Los Alamos

Minutes

Board of Public Utilities

1000 Central Avenue
Los Alamos, NM 87544

Carrie Walker, Chair; Jeff Johnson, Vice-chair; Stephen McLin, Kathleen Taylor and Steve Tobin Members
Philo Shelton, Ex Officio Member
Harry Burgess, Ex Officio Member
Pete Sheehey, Council Liaison

Wednesday, October 2, 2019

5:30 PM

1000 Central Avenue
Council Chambers

SPECIAL SESSION

1. CALL TO ORDER

The regular meeting of the Incorporated County of Los Alamos Board of Public Utilities was held on Wednesday, October 2nd at 5:30 p.m. at 1000 Central Ave., Council Chambers. Ms. Walker called the meeting to order at 5:30 p.m.

Present 6 - Board Member Walker, Board Member Johnson, Board Member Tobin, Board Member McLin, Board Member Taylor and Board Member Shelton

Absent 1 - Board Member Burgess

2. PUBLIC COMMENT

Ms. Walker opened the floor for public comment. There were no comments.

3. APPROVAL OF AGENDA

Mr. Johnson moved that the agenda be approved as presented. The motion passed by the following vote:

Yes: 5 - Board Member Walker, Board Member Johnson, Board Member Tobin, Board Member McLin and Board Member Taylor

4. BUSINESS

4.A 12264-19 Strategic Planning for the Department of Public Utilities

Presenters: Philo Shelton

The Utilities Manager is expected to annually develop strategic objectives and long-term goals and present them to the Board for approval. The Utilities Manager has scheduled a meeting on October 10th for staff to begin strategic planning for fiscal year 2021. Staff plans to return to the Board at the October 16th regular meeting to present and request approval of any proposed revisions to the Mission, Vision, Values, strategic objectives, and long-term goals. At this meeting, staff requested Board input to incorporate into planning efforts to ensure alignment of focus areas, strategic objectives and goals with

Board and County priorities.

Mr. Shelton introduced Dawn Reed from Human Strategies, LLC. Ms. Reed was present to facilitate the meeting and gather feedback. A presentation was given on how the Department's community input processes and key systems for continuous improvement, which are based on Baldrige principals for performance excellence, guide strategic planning.

Changes to the Mission, Vision, Values and strategic objectives suggested by the Board are noted in attached documents along with the results of an exercise to prioritize those objectives.

Ms. Walker called for a recess at 7:22 p.m. The meeting reconvened at 7:31 p.m.

The Department's community input processes were discussed by Public Relations Manager Ms. Julie Williams-Hill, and the Board discussed potential topics on which additional citizen input and research might be warranted. An item will be placed on the November regular meeting to continue this discussion to identify topics and determine the best ways to get input. The following three potential topics were identified at the meeting: energy resources, conservation plan update and water distribution infrastructure issues.

The Board conducted a plus/delta exercise to note what they liked and what they would change about the meeting. That is also included in the minutes as an attachment.

5. PUBLIC COMMENT

Ms. Walker opened the floor for public comment. There were no comments.

6. ADJOURNMENT

The meeting adjourned at 8:08 p.m.

APPROVAL

Board of Public Utilities Chair Name

Board of Public Utilities Chair Signature

Date Approved by the Board

**DEPARTMENT OF PUBLIC UTILITIES
STRATEGIC GOALS & OBJECTIVES
BOARD OF PUBLIC UTILITIES SUGGESTED CHANGES & PRIORITIZATION
October 2nd, 2019 Strategic Planning Meeting**

- **Priority indicated by number of votes allotted by each member (nominal voting technique)**
- **1 member allotted 1 vote equally between 5 objectives.**

FOCUS AREA - OPERATIONS & PERFORMANCE

GOAL - 1.0 Provide safe and reliable utility services.

--	.2	1.1 OBJECTIVE - WATER (WP/NP/DW) - Efficiently deliver safe and reliable water utility services.
--	.2	1.2 OBJECTIVE - GAS - Efficiently deliver safe and reliable gas utility services.
--	.2	1.3 OBJECTIVE - SEWER (WC & WT) - Efficiently deliver safe and reliable sewer utility services.
--	.2	1.4 OBJECTIVE - ELECTRIC (EP) - Efficiently deliver safe and reliable electric production utility services.
--	.2	1.5 OBJECTIVE - ELECTRIC (ED) - Efficiently deliver safe and reliable electric distribution utility services.
● ●	2	1.6 OBJECTIVE - BUSINESS SYSTEMS - Efficiently implement and maintain secure and reliable business systems.
●	1	1.7 OBJECTIVE - Utility control and mapping systems and processes are accurate, safe and secure.
● ●	2	1.8 OBJECTIVE - Develop a culture of continuous improvement.

FOCUS AREA - FINANCIAL PERFORMANCE

GOAL - 2.0 Achieve and maintain excellence in financial performance.

● ● ● ●	4	2.1 OBJECTIVE - Utilize revenues to provide a high-level of service while keeping rates competitive with similar utilities.
●	1	2.2 OBJECTIVE - Conduct cost of service studies for each utility at least every 5 years.
●	1	2.3 OBJECTIVE - Meet financial plan targets by 2025 <u>(water by 2028).</u>
●	1	2.4 OBJECTIVE – Achieve workplans while operating within budget.

FOCUS AREA - CUSTOMERS & COMMUNITY

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

● ● ●	3	3.1 OBJECTIVE - Customer service processes and systems are efficient, <u>secure</u> and user-friendly.
●	1	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.

●	1	4.1 OBJECTIVE - Leaders invest in employee training and professional development.
● ●	2	4.2 OBJECTIVE - Employees promote a culture of safe and ethical behavior.
● ● ●	3	4.3 OBJECTIVE - Employees are engaged, satisfied and fairly compensated.

**DEPARTMENT OF PUBLIC UTILITIES
STRATEGIC GOALS & OBJECTIVES
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FOCUS AREA - ENVIRONMENTAL SUSTAINABILITY

GOAL - 5.0 Achieve environmental sustainability.

● ● ● ●	4	5.1 OBJECTIVE - ELECTRIC (EP & ED) Be a carbon neutral electric provider by 2040.
● ● ● ●	4	5.2 OBJECTIVE - ELECTRIC (ED) - Electrical efficiency is promoted through targeted energy conservation programs.
● ●	2	5.3 OBJECTIVE - WATER (DW) – Gallons per capita per day (GPCD) potable water use is reduced by 9% by 2030. Potable water reduction objective to be defined per the 2020 DPU Conservation Plan revision.
● ● ● ●	4	5.4 OBJECTIVE - GAS – Customer heating efficiency is improved to reduce gas usage by 3% by 2030. Gas reduction objective to be defined per the 2020 DPU Conservation Plan revision.
● ●	2	5.5 OBJECTIVE - SEWER (WT) - Class 1A effluent water is provided in White Rock.

FOCUS AREA - PARTNERSHIPS

GOAL - 6.0 Develop and strengthen partnerships with stakeholders.

●	1	6.1 OBJECTIVE - Communicate with stakeholders to strengthen existing partnerships and identify new potential mutually beneficial partnering opportunities.
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DEPARTMENT OF PUBLIC UTILITIES
MISSION/VISION/VALUES STATEMENTS
Proposed Revisions from the Board of Public Utilities
October 2nd, 2019

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~~ ENVIRONMENT through innovative and progressive solutions;
- COMMUNITY by being communicative, organized and transparent.

**Board of Public Utilities
Strategic Planning Meeting
October 2nd, 2019
Plus/Delta**

<p style="text-align: center;">+</p> <p style="text-align: center;">What Did You Like About the Meeting?</p>	<p style="text-align: center;">Δ</p> <p style="text-align: center;">What Would You Change?</p>
<ul style="list-style-type: none">• It was more of a conversation than the regular meetings. Good open discussion• Members did a good job with “laser messaging”• Seeing the goals and objectives all on one page was a good reminder of the scope of the work and issues DPU deals with• Focusing on and doing the walk through of the QNM Zia application• Nominal voting technique prioritization exercise using the strategic objectives poster.	<ul style="list-style-type: none">• Make it shorter• BPU give staff better scope for some of the items when setting the agenda (e.g., didn’t really understand what the Community Input and Process item was about)