



County of Los Alamos

1000 Central Avenue
Los Alamos, NM 87544

Minutes

Board of Public Utilities Work Session

*Robert Gibson, Chair; Eric Stromberg, Vice-chair
Matt Heavner, Charles Nakhleh and Jennifer Hollingsworth, Members
Philo Shelton, Ex Officio Member
Anne Laurent, Ex Officio Member
Suzie Havemann, Council Liaison*

Wednesday, April 2, 2025

5:30 PM

Municipal Building, Council Chambers

Public Participation: in person or <https://us06web.zoom.us/j/84348385574>.

1. CALL TO ORDER

This work session of the Incorporated County of Los Alamos Board of Public Utilities was held on Wednesday, April 2, 2025 at 1000 Central Ave., Council Chambers. Board Chair Robert Gibson called the meeting to order at 5:30 p.m. Members of the public were notified of the ability to attend and provide public comment either in person or over Zoom. The following board members were in attendance:

Present: 5 - Members Gibson, Stromberg, Nakhleh, Heavner, and Shelton

Absent: 1 - Member Hollingsworth

Remote: 1 - Member Laurent

Others present in Chambers:

Suzie Havemann, Council Vice Chair / BPU Liaison

Thomas Wyman, Assistant County Attorney

Stephen Marez, Deputy Utility Manager - Electric Distribution

James Alarid, Deputy Utility Manager - Engineering

Clay Moseley, Deputy Utility Manager - GWS Services

Ben Olbrich, Deputy Utility Manager - Power Supply

Cathy D'Anna Public Relations Manager

Joann Gentry, Business Operations Manager

Dennis Astley, Electrical Engineering Manager

Kathy Casados, Executive Assistant

Zoom participants:

Angelica Gurule, Sustainability Manager

Catherine Vollmer, GreatBlue Research

Sofia Vigeant, GreatBlue Research

Jonathan Ernst

Robert (no last name provided)

2. PUBLIC COMMENT

Chair Gibson provided an opportunity for public comment on any topic; there was none.

No action was taken on this item.

3. APPROVAL OF AGENDA

Chair Gibson called for discussion or a motion on approval of the agenda.

Member Heavner moved and Member Stromberg seconded that the agenda be approved as presented.

The motion passed by the following vote:

Yes: 4 - Members Heavner, Nakhleh, Stromberg and Gibson

No: 0

Absent: 1 - Member Hollingsworth

4. PRESENTATIONS

4.a. 19831-25 Overview of County Council's 2025 Strategic Leadership Plan

Council Vice Chair and Liaison to the BPU, Suzie Havemann presented. A copy of the plan was included in the meeting packet and is available on the County website:

<https://www.losalamosnm.us/files/sharedassets/public/v/1/government/council/documents/2025-strategic-leadership-plan.pdf>

Chair Gibson then provided an opportunity for questions and comments from the board. The following individuals spoke:

1. Member Nakhleh
2. Member Stromberg
3. Member Gibson

No action was taken on this item.

4.b. 19865-25a Presentation of the Los Alamos County Fleet Conversion Plan and Community-Wide EV Charging Plan

Ms. Angelica Gurule, LAC Sustainability Manager presented over Zoom. A copy of her presentation slides were included in the meeting packet.

Chair Gibson then provided an opportunity for questions and comments from the board.

The following individuals spoke:

1. Member Heavner
2. Member Stromberg
3. Member Gibson

No action was taken on this item.

4.c. 19580-25 Annual Update: Results of the Voice of the Customer Survey

Ms. Cathy D'Anna, Public Relations Manager introduced Ms. Catherine Vollmer, and Ms. Sofia Vigeant of GreatBlue Research, Inc. A copy of the Voice of the Customer Report of Findings was included in the meeting packet. However, the numbers on pages 15 - 17 were slightly off, so GreatBlue presented the corrected report, which improved ratings a bit. (A copy is **attached** to the minutes.)

Chair Gibson then provided an opportunity for questions and comments from the board.

The following individuals spoke:

1. Member Heavner
2. Member Stromberg
3. Member Gibson

No action was taken on this item.

5. BUSINESS

5.a. [19937-25](#) Action to Suspend Procedural Rules for Work Session

Chair Gibson called for discussion or a motion.

Member Heavner moved and Member Nakhleh seconded that the Board of Public Utilities suspend their procedural rules for the June 5, 2024 work session so that formal action may be taken.

The motion passed by the following vote:

Yes: 4 - Members Heavner, Nakhleh, Stromberg and Gibson

No: 0

Absent: 1 - Member Hollingsworth

5.b. [19947-25](#) Approval of Modification 24 to the Electric Coordination Agreement (ECA) Between the Incorporated County of Los Alamos and the United States Department of Energy (DOE)

Mr. Philo Shelton, Utilities Manager presented. Chair Gibson provided an opportunity for questions and comments from the board. The following individuals spoke:

1. Member Nakhleh

Chair Gibson provided an opportunity for public comment on this item; there was none.

Chair Gibson then called for discussion or a motion and noted that the motion included in the revised staff report should be used. (A copy of the staff report is **attached** to the minutes.)

Member Stromberg moved and Member Heavner seconded that the Board of Public Utilities consent to Modification 24 to extend the contract term by six months, of the Electric Coordination Agreement (ECA) between the Incorporated County of Los Alamos and the Department of Energy (DOE) and forward to Council for approval.

The motion passed by the following vote:

Yes: 4 - Members Heavner, Nakhleh, Stromberg and Gibson

No: 0

Absent: 1 - Member Hollingsworth

5.c. [AGR1112-25a](#) Approval of Amendment No. 1 to Services Agreement No. AGR22-931a,b,c with ChargePoint in the amount of \$295,774.29, plus Applicable Gross Receipts Tax, for the Purpose of Electric Vehicle Equipment and Operation and Maintenance Services

Mr. Philo Shelton, Utilities Manager presented. Chair Gibson provided an opportunity for questions and comments from the board. The following individuals spoke:

1. Member Stromberg
2. Member Gibson
3. Mr. Shelton
4. Member Heavner

Chair Gibson provided an opportunity for public comment on this item; there was none.

Chair Gibson then called for discussion or a motion.

Member Nakhleh moved and Member Heavner seconded that the Board of Public Utilities approve the amended Agreement No. AGR22-931a,b,c-A1 with ChargePoint Incorporated in the amount not to exceed \$295,774.29, plus applicable gross receipts tax, for the purpose of Electric Vehicle Charging Equipment and Services from ChargePoint Incorporated; and further move that this request be forwarded to Council for final approval.

The motion passed by the following vote:

Yes: 4 - Members Heavner, Nakhleh, Stromberg and Gibson

No: 0

Absent: 1 - Member Hollingsworth

5.d. [19992-25](#)

Approval of Letter of Support to Senator Ben Ray Lujan Regarding the Water Production Project for Engineering and Hydrologist Services for a New Well at Overlook Park

Chair Gibson asked all board members to review the revised letter that was distributed at the meeting. He then gave a summary of his revisions, which were non-substantive. (A copy of the revised letter is **attached** to the minutes.) He then provided an opportunity for questions and comments from the board. The following individuals spoke:

1. Member Heavner

Chair Gibson called for discussion or a motion and noted that the motion should include "as revised" rather than "as approved."

Member Heavner moved and Member Nakhleh seconded that the Board of Public Utilities approve the letter to Senator Ben Ray Lujan as revised.

The motion passed by the following vote:

Yes: 4 - Members Heavner, Nakhleh, Stromberg and Gibson

No: 0

Absent: 1 - Member Hollingsworth

5.e. [19583-25](#)

Annual Update: Electric Reliability Plan (ERP) for FY2026

Mr. Stephen Marez, Deputy Utility Manager - Electric Production presented. A copy of his presentation slides were included in the meeting packet. Chair Gibson provided an opportunity for questions and comments from the board. The following individuals spoke:

1. Member Stromberg

No action was taken on this item.

5.f. [19584-25.1](#)

Biannual Update: Integrated Resource Plan (IRP) Implementation

Mr. Ben Olbrich, Deputy Utility Manager - Power Supply presented. A copy of his slides were included in the meeting packet.

Chair Gibson provided an opportunity for questions and comments from the board. The following individuals spoke:

1. Member Stromberg

2. Council Vice Chair Havemann

3. Member Gibson

No action was taken on this item.

5.g. [19585-25](#) Announcement of BPU Vacancy

Chair Gibson noted that one BPU term expires each June and this year it is Member Stromberg's term. He also announced that a revised BPU Vacancy Brochure was distributed since two members updated their voter registration. (A copy is **attached** to the minutes.) And, because of this, citizens of any party may apply to the BPU. Member Stromberg announced that he has already applied and hopes to serve a second term. Chair Gibson then provided an opportunity for questions and comments from the board; there were none.

No action was taken on this item.

6. PUBLIC COMMENT

Chair Gibson provided an opportunity for public comment on any topic; there was none.

No action was taken on this item.

7. ADJOURNMENT

The meeting adjourned at 8:37 pm

APPROVAL

Robert B. Gibson

Board of Public Utilities Chair

May 21, 2025

Date Approved by the Board

Minutes transcribed by: Kathy Casados, Executive Assistant

ATTACHMENTS

(in agenda order)

4.c. Updated Voice of the Customer Report

5.b. Revised Staff Report ECA Mod-24

5.d. Revised Letter of Support to Senator Ben Ray Lujan

5.g. Revised BPU Vacancy Brochure

Voice of Customer Study 2025



Report of Findings

20 March 2025
Confidential & Proprietary

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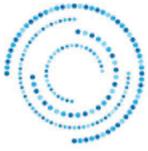
SECTION FOUR

Considerations

SECTION FIVE

Aggregate Data (Provided Separately)





Harnessing the Power of Data

...to help clients achieve organizational goals.

Data supporting strategic decisions to improve products and services. Since 1979, our experience with study and instrument design, data collection, analysis, and formal presentation assists our clients in identifying the “why” and “what’s next.”

Talent with a knowledge base in a wide range of industries and methodologies ensures a 360° view of the challenges faced and the expertise to address them.

Solutions that are customized to provide a personalized approach to understanding organizational, employee, and customer needs, allowing for more informed decisions.

Methodologies:



Digital Surveys



Focus Groups



In-Depth Interviews

Studies:



Awareness and Perception Studies



Customer and Employee Satisfaction Studies



Journey Mapping



Creative and New Concept Testing

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LOS ALAMOS
where discoveries are made

Project Overview

Research Objectives

- GreatBlue Research was commissioned by the Los Alamos County Department of Public Utilities (hereinafter "the DPU") to conduct market research to understand their customers' perceptions of the utility and services provided.
- The primary goals for this research study were to assess overall satisfaction with the DPU, satisfaction with the quality and reliability of the DPU's services, and customers' perceptions of the DPU's communication platforms.
- The outcome of this research will enable the DPU to a) more clearly understand, and ultimately set, customer expectations, b) act on near-term opportunities for improvement, and c) create a strategic roadmap to increase customer satisfaction.



Areas of Investigation

In order to service these objectives, GreatBlue developed a bespoke research study leveraging a digital survey to learn about the following topics:

- Ratings of the DPU's organizational characteristics
- Satisfaction with the quality and reliability of services received
- Satisfaction with customer service and field service personnel
- Satisfaction with the rates paid for the quality of service received
- Current and preferred methods of receiving information about the DPU
- Satisfaction with the quality of communication received from the DPU
- Satisfaction with the DPU's website's ease of navigation and content
- Use and satisfaction with the DPU's self-service portal
- Awareness, use, and satisfaction with the Los Alamos Now application.
- Support for the DPU investing in clean energy and willingness to pay extra for investments
- Demographic and firmographic profiles of respondents



Research Methodology Snapshot

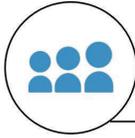
Residential



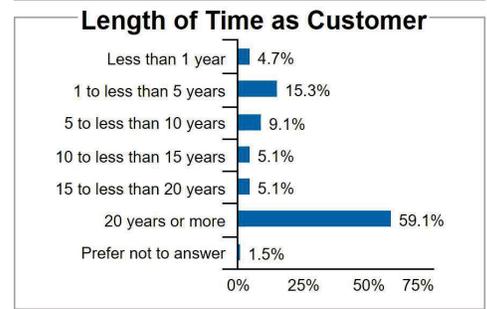
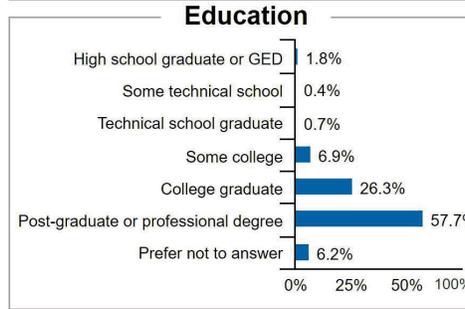
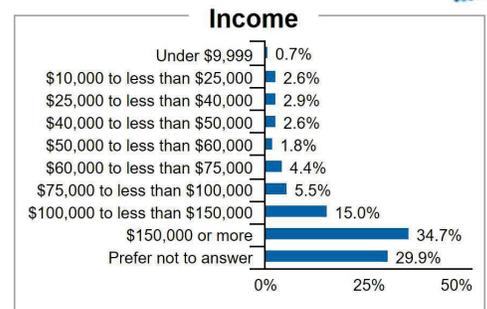
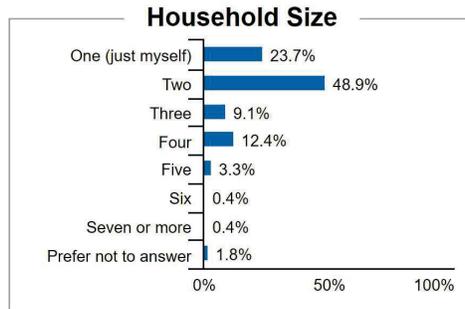
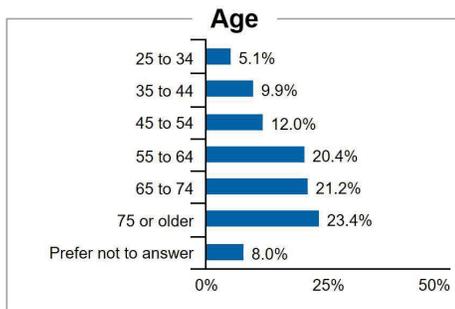
Methodology Digital	No. of Completes 274	No. of Questions 53*	Incentive None	Sample Customer List
Target Residential Customers	Quality Assurance Dual-level**	Margin of Error +/- 5.7%	Confidence Level 95%	Research Dates January 13 - February 24, 2025

* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

** Data Quality personnel, in addition to computer-aided web interviewing platforms, ensure the integrity of the data is accurate.



Respondent Snapshot



Research Methodology Snapshot Commercial



Methodology Digital & Telephone	No. of Completes 21	No. of Questions 47*	Incentive None	Sample Customer List
Target Commercial Customers	Quality Assurance Dual-level**	Margin of Error +/- 20.0%	Confidence Level 95%	Research Dates January 13 - February 24, 2025

* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

** Data Quality personnel, in addition to computer-aided web interviewing platforms, ensure the integrity of the data is accurate.

Guide to Footnotes

General

$n=362$

The lowercase "n" is used to indicate the base size, or the amount of respondents who answered a particular question.

NP+S

The NP+S (net positive score) is a score based on a question asking respondents to describe their relationship with their utility. The score is an aggregation of the following responses: "an advocate of my utility" and "a satisfied customer."

Statistical Significance



Arrows indicate statistical significance at a 95% confidence level, with the color and direction of the arrow denoting whether it is higher or lower than the compared subgroup. They are used in charts.

36.2%/
36.2%

Font color indicates statistical significance at a 95% confidence level compared to the previous year. This is used in tables.

Scale Questions

"Aggregate of ratings 7-10 shown"

This phrase indicates positive ratings from questions that use a 10-point scale. The positive ratings are defined as a rating of 7 through 10.

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where discoveries are made

Key Study Findings



Ratings

- In 2025, when rating the DPU on a series of organizational characteristics, residential customers reported an average positive rating of 72.8%, while commercial customers reported an average rating of 70.8%.
- Nine-out-of-ten residential customers reported being satisfied with the overall quality of services received from the DPU in 2025.
- All surveyed commercial customers (100.0%) reported being satisfied with the quality of natural gas and wastewater services, marking increases from 2024 (+5.4 and +8.8 percentage points, respectively).
- The net positive rating (satisfied customers + advocates) among residential customers increased to 79.9% (from 77.8% in 2024), while the NP+S among commercial customers decreased to 85.7% (from 90.0%).
- Satisfaction with customer service increased for both residential (86.9%, +5.4 percentage points) and commercial customers (80.0%, +6.9 percentage points).
- The percentage of commercial customers whose issues were resolved on the first contact increased to 66.7% (+9.0 percentage points).

Communications

- A majority of residential (88.0%) and commercial customers (95.2%) reported being satisfied with the quality of the DPU's communications.
- Most residential (83.2%) and commercial customers (85.7%) reported that the frequency of communication from the DPU is "about right."
- The most common methods of receiving information among residential customers were bill inserts (65.0%) and email (43.8%), while nearly two-fifths (39.1%) preferred email for receiving information about the DPU.
- Among commercial customers, the most common method of receiving information was mail (42.9%), but nearly one-half (47.6%) preferred email.
- Over one-third of residential customers (36.1%) and three-fifths of commercial customers (61.9%) were aware of the Los Alamos Now app. Among app users, 76.9% of residential and 100.0% of commercial customers reported being satisfied with their experience.

Energy Initiatives

- Two-thirds of residential customers (66.8%) and nine-out-of-ten of commercial customers (90.5%) reported that reducing carbon emissions in the electric portfolio of the DPU is important.
- More residents 55 years of age or older support reducing carbon emissions compared to younger customers (+12.7 percentage points).
- Over three-fifths of residential customers (62.4%) and over three-quarters of commercial customers (76.2%) supported the DPU investing in clean energy even if it raised their electric bill. However, roughly one-third of residential (32.8%) and commercial customers (33.3%) would not be willing to pay more per month.
- Over one-half of residential customers (55.8%) and over three-quarters of commercial customers (76.2%) supported the DPU accelerating its carbon reduction goals, even if it meant increased electric bills.



Satisfaction with Services

Satisfaction | Organizational Characteristics

When rating the DPU on a series of organizational characteristics in 2025, both residential and commercial customers provided consistent average positive ratings compared to 2024. Residential customers gave higher ratings for the DPU "providing good service and value for the cost of service" (+3.7 percentage points). However, residential customers reported lower ratings for "communicating with customers" (-3.7 percentage points). Commercial customers provided higher ratings for their "overall satisfaction with [the] DPU" (+8.8 percentage points), but lower ratings for "helping customers conserve electricity, gas, and water" (-13.6 percentage points).

Aggregate of ratings 7-10 shown without "don't know / unsure" responses

	Commercial		Residential		Public Power Data Source*
	2024	2025	2024	2025	2024
Communicating with customers	75.0%	75.0%	80.4%	76.7%	66.8%
Helpful and knowledgeable staff	72.2%	80.0%	80.3%	82.0%	70.0%
Responding promptly to customer questions and complaints	73.5%	73.7%	79.7%	78.7%	68.4%
Overall satisfaction with DPU	76.9%	85.7%	75.7%	76.8%	72.3%
Community outreach	68.8%	61.1%	71.0%	71.0%	63.9%
Providing good service and value for the cost of the service	69.4%	76.2%	66.5%	70.2%	65.7%
Being transparent about company operations and policies	74.3%	65.0%	66.2%	63.6%	65.4%
Helping customers conserve electricity, gas, and water	63.6%	50.0%	64.8%	63.7%	59.2%
Average	71.7%	70.8%	73.1%	72.8%	66.5%

Q: Please rate the DPU on the following organizational characteristics using a 10-point scale where one is very poor and ten is very good.

*The Public Power Data Source is a residential customer satisfaction benchmarking tool

Satisfaction | Reasons for Dissatisfaction

The top reasons for providing poor ratings for the DPU for any company characteristic among residential customers were the "cost / too expensive" and "poor communication / lack of information / not responsive."

Among commercial customers, top reasons cited were "poor customer service / support" and "billing issues" by over one-quarter of customers.

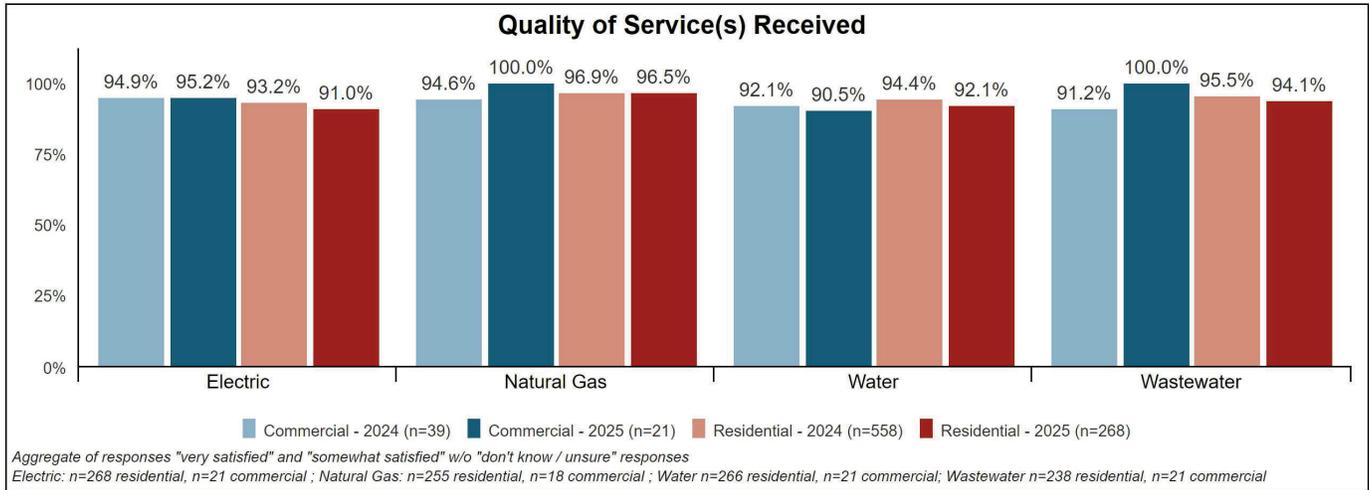
Reasons for Poor Rating	2025	
	Commercial	Residential
Sample size	7	72
Cost / too expensive	0	18
Poor communication / lack of information / not responsive	1	13
Provide more renewable energy options	0	8
Billing issues	2	7
Poor customer service / support	2	6
Need to provide conservation tips	0	3
Technology needs improvement (website, phone app, etc.)	0	2
Grid / infrastructure needs updating	0	2
Water issues (usage, leaks, meters, etc.)	0	1
New customer / too soon to tell	0	1

Top 10 residential responses shown

Q: Please indicate why you provided a poor rating for DPU?

Satisfaction | Quality of Services Received

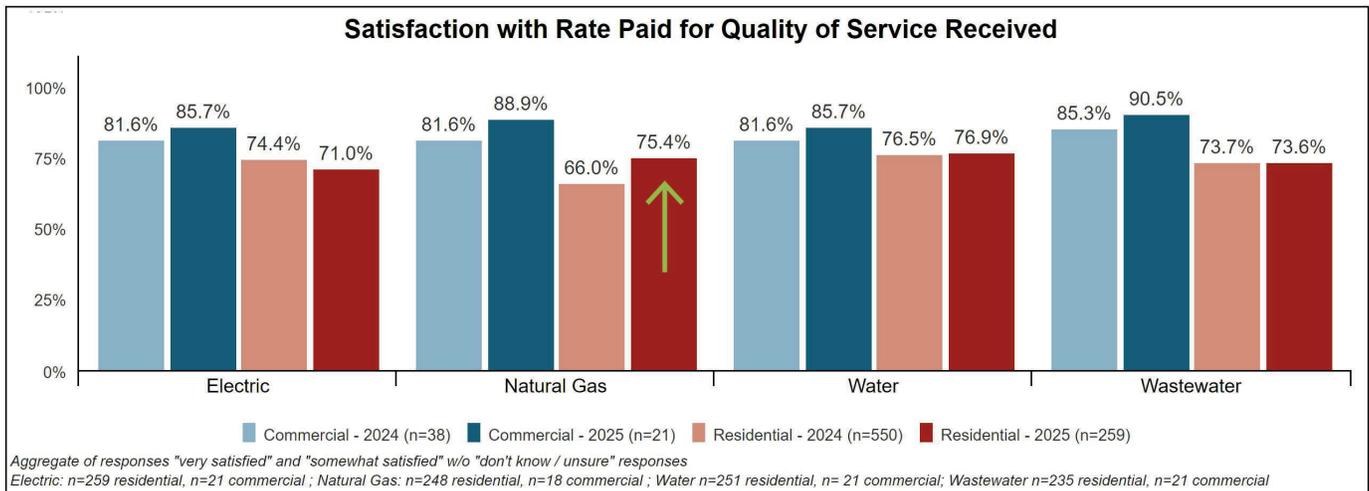
In 2025, more than nine-out-of-ten surveyed residential and commercial customers were satisfied with the **quality** of all services received from the DPU. Residential customers reported slightly lower satisfaction ratings for the quality of water and electric services compared to 2024 (-2.3 and -2.2 percentage points, respectively). Notably, all surveyed commercial customers reported being satisfied with the quality of natural gas and wastewater services they received from the DPU, showing an increase from 2024 (+5.4 and +8.8 percentage points, respectively).



Q: How satisfied are you with the quality of the service(s) you receive from DPU? Quality is a measure of what is involved in receiving a utility service. It includes safety, maintenance, utility system infrastructure and customer service.

Satisfaction | Price Paid for Quality Received

A significantly higher percentage of residential customers reported being satisfied with the **price they paid** for the quality of natural gas service they received from the DPU (+9.4 percentage points). Satisfaction with the price paid for the quality of the DPU's water and wastewater services remained consistent, while satisfaction with the price paid for the electric service quality received was slightly lower among residential customers (-3.4 percentage points). Notably, a slightly higher percentage of commercial customers reported being satisfied with the price paid for the quality of all services received from the DPU.

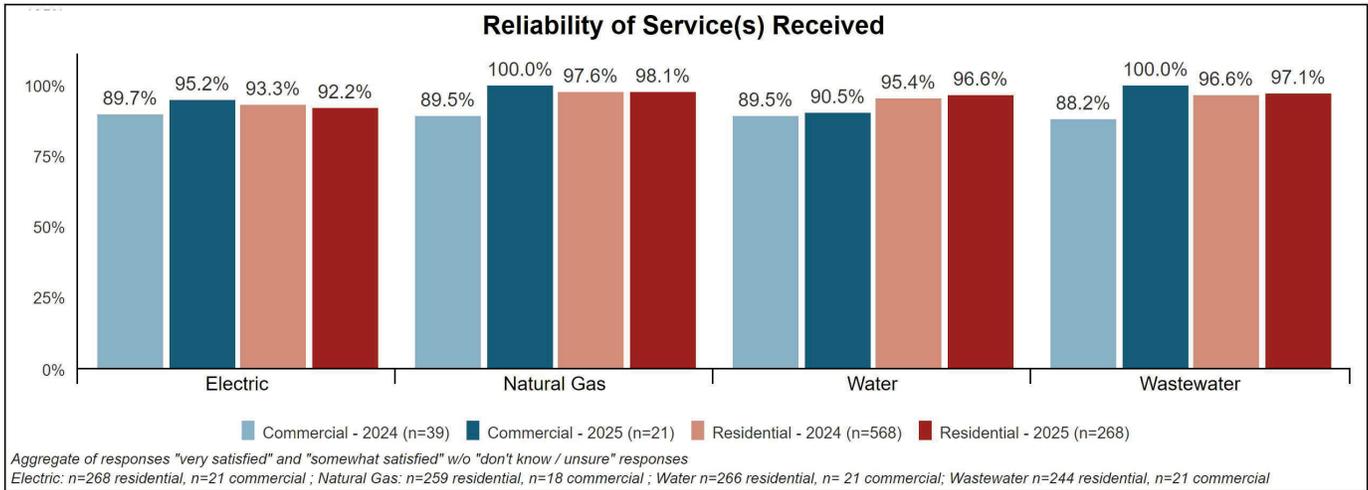


Q: How satisfied are you with the rate you pay for the quality of service you receive for each of the four (4) services DPU provides?

Arrows indicate statistical significance at a 95% confidence level, with the color and direction of the arrow denoting whether it is higher or lower than the compared subgroup.

Satisfaction | Reliability of Services Received

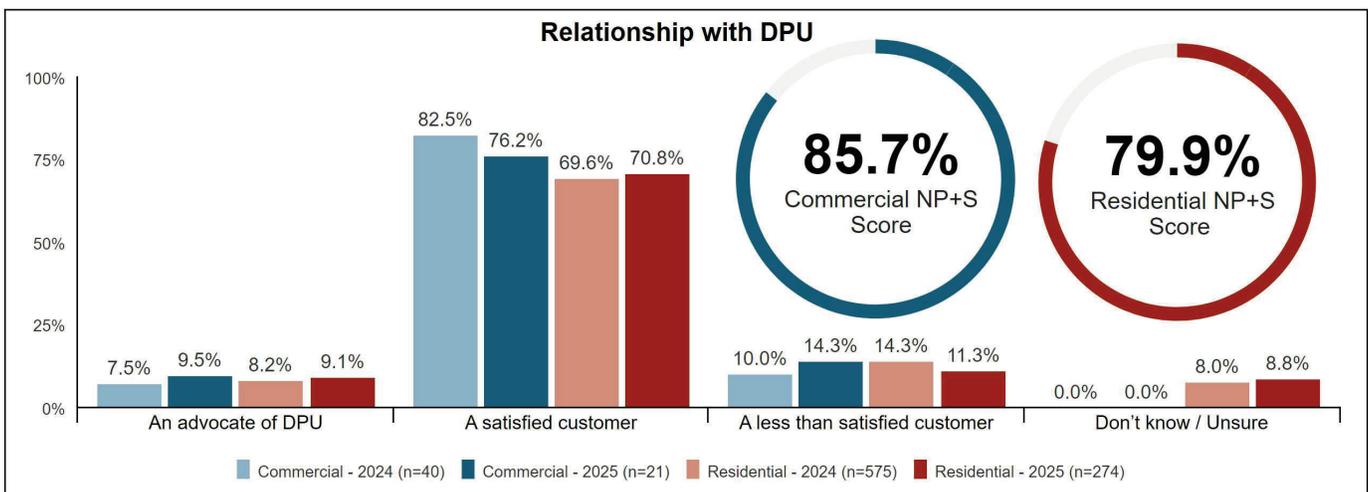
Residential customers reported consistent satisfaction with the **reliability** of each service they received in 2025 compared to the previous year, with more than nine-out-of-ten surveyed residential customers being satisfied with the reliability of each of the DPU's services. Similar to commercial customers' ratings of the quality of natural gas and wastewater services, all commercial customers reported being satisfied with the reliability of these two services, also reflecting an increase from 2024 ratings (+10.5 and +11.8 percentage points, respectively).



Q: Please indicate how satisfied you are with the reliability of the service(s) you receive from DPU.

Satisfaction | NP+S Score

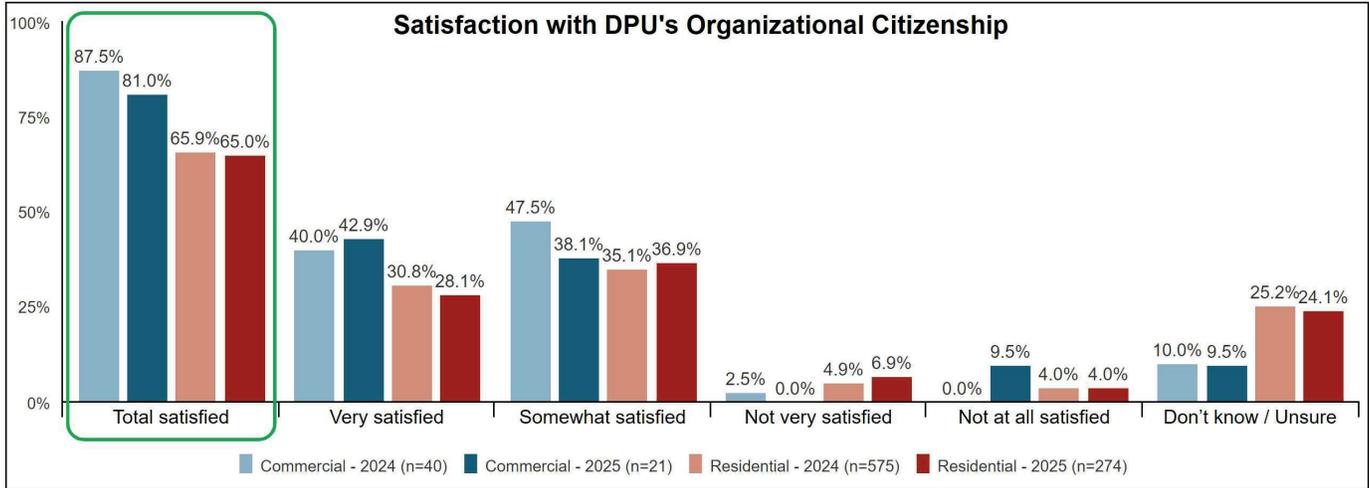
The DPU scored a slightly higher net positive rating (satisfied customers + advocate) among residential customers (79.9% over 77.8% in 2024), while commercial customers provided a slightly lower net positive rating (85.7% from 90.0% in 2024), which was largely due to more commercial customers self-reporting as "a less than satisfied customer" in 2025 compared to 2024 (+4.3 percentage points).



Q: Which of the following best describes your relationship with DPU?

Satisfaction | Organizational Citizenship

Nearly two-thirds of residential customers (65.0%) and eight-out-of-ten commercial customers (81.0%) reported being either "very satisfied" or "somewhat satisfied" with the DPU's organizational citizenship, marking a decrease in satisfaction among commercial customers (-6.5 percentage points). Notably, nearly one-quarter of residential customers were "unsure" how to rate the DPU's organizational citizenship, which was consistent with 2024 and may reflect an opportunity to promote the DPU's efforts in these areas.



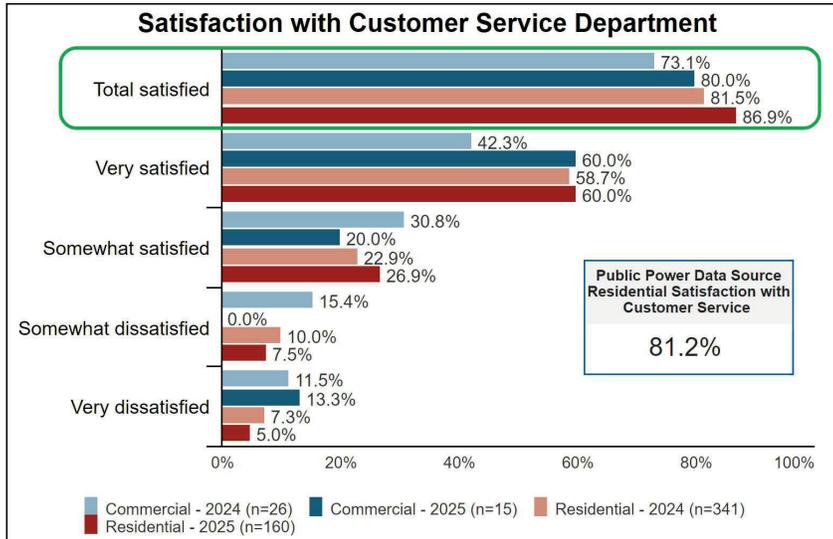
Q: How satisfied are you with DPU's organizational citizenship? In other words, how satisfied are you that DPU is environmentally, socially, and financially responsible?



Customer Service

Customer Service | Satisfaction and Purpose of Contact

Customer service satisfaction ratings increased in 2025, with at least eight-out-of-ten surveyed residential and commercial customers being satisfied with the service provided by the customer service department (+5.4 and +6.9 percentage points, respectively). Among residential customers who have contacted the DPU in the last 12 months, this was primarily for a "billing question," a "trash or recycling concern" or a "water service problem," while over one-quarter of commercial customers reported contacting the DPU for a "billing question."



Q: How satisfied were you with the service provided by the customer service department?
 Q: If you have recently contacted DPU in the last 12 months, what was the purpose of the contact?

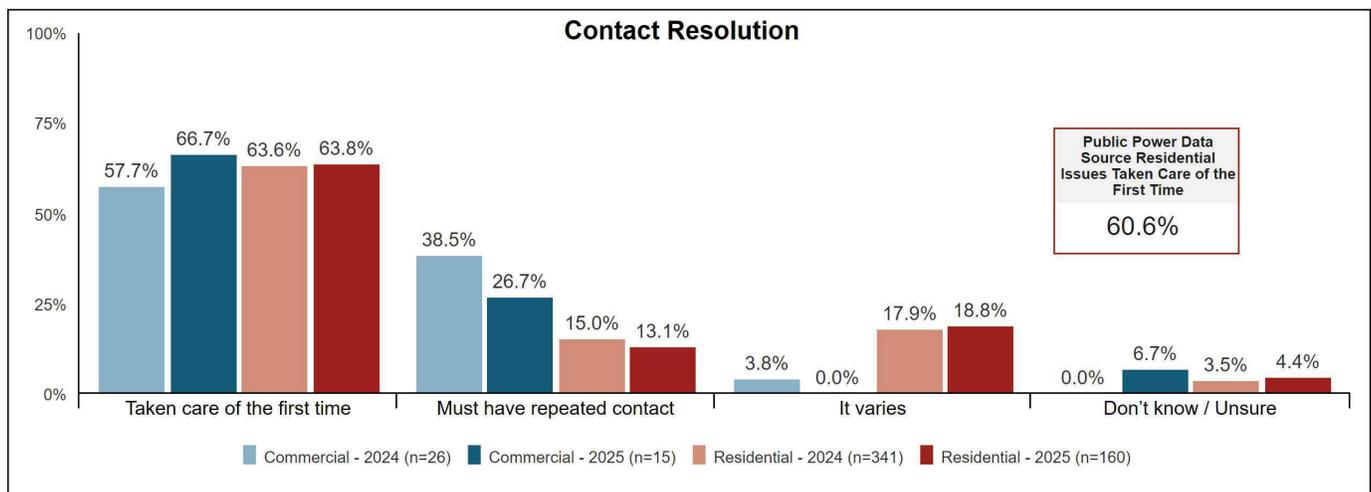
Purpose of Contact

	2025	
	Commercial	Residential
Sample size	21	274
Billing question	28.6%	17.2%
Trash or recycling concern	0.0%	15.3%
Water service problem, question, issue, or concern	19.0%	12.8%
Payment or pay arrangement	4.8%	10.9%
Update account details	4.8%	7.3%
Electric service problem, question, issue, or concern	4.8%	7.3%
Move in / out	0.0%	6.9%
Sewer service problem, question, issue, or concern	0.0%	5.1%

Top 8 responses shown

Customer Service | Issue Resolution

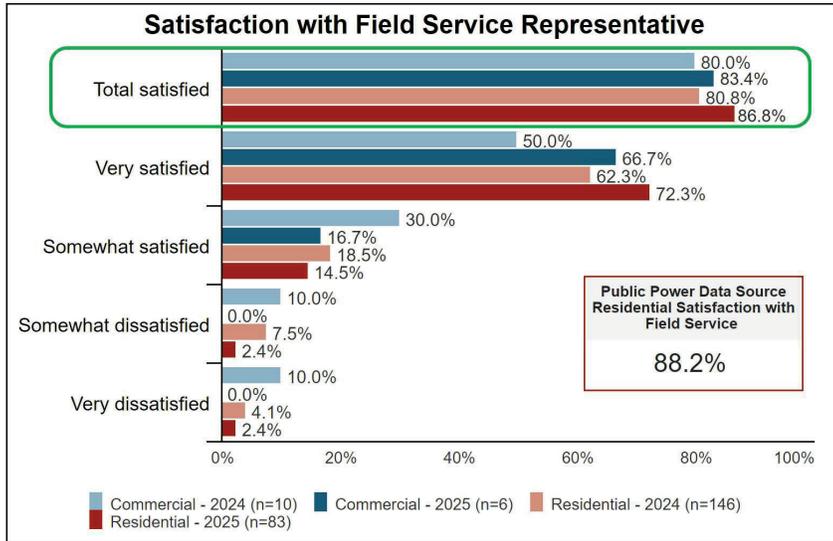
Over three-fifths of residential customers and two-thirds of commercial customers indicated their questions or issues were "taken care of the first time" when they contacted the DPU. Of note, an increased percentage of commercial customers indicated their issue was resolved the first time compared to 2024 (+9.0 percentage points).



Q: Generally, when you contact DPU, are your questions answered or issues resolved the first time, or must you contact them again?

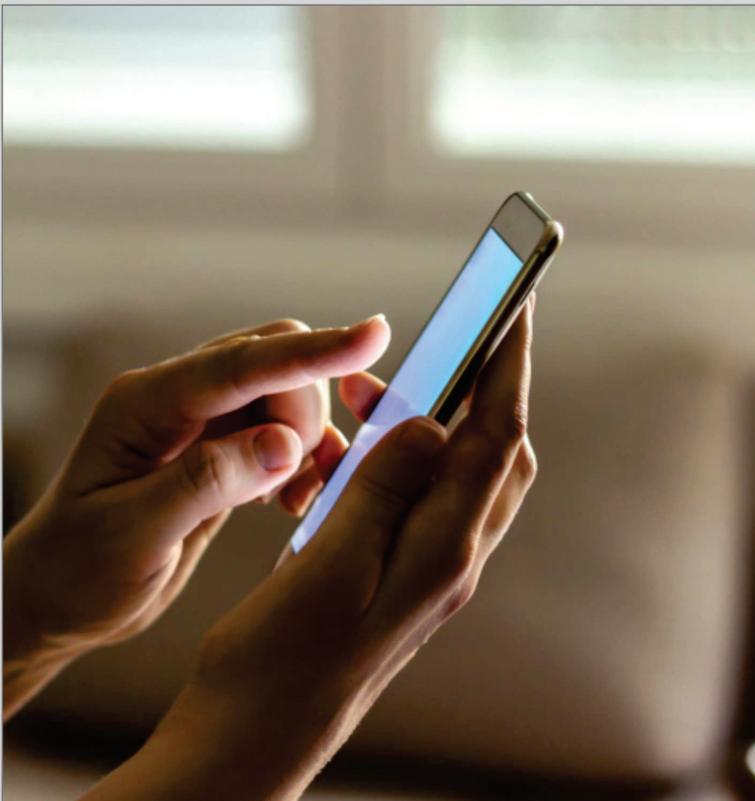
Customer Service | Satisfaction with Field Service

Satisfaction with the DPU's field representatives increased for both residential and commercial customers (+6.0 and +3.4 percentage points, respectively), with approximately four-fifths of both customer bases now reporting satisfaction in 2025. Among those customers who indicated a field representative visited their home or business in the last 12 months, the most common reason among residential and commercial customers was for a "meter reading."



Purpose of Visit	2025	
	Commercial	Residential
Sample size	21	274
Meter reading	14.3%	13.1%
Service problem / repair	9.5%	9.5%
Outage restoration	0.0%	1.5%

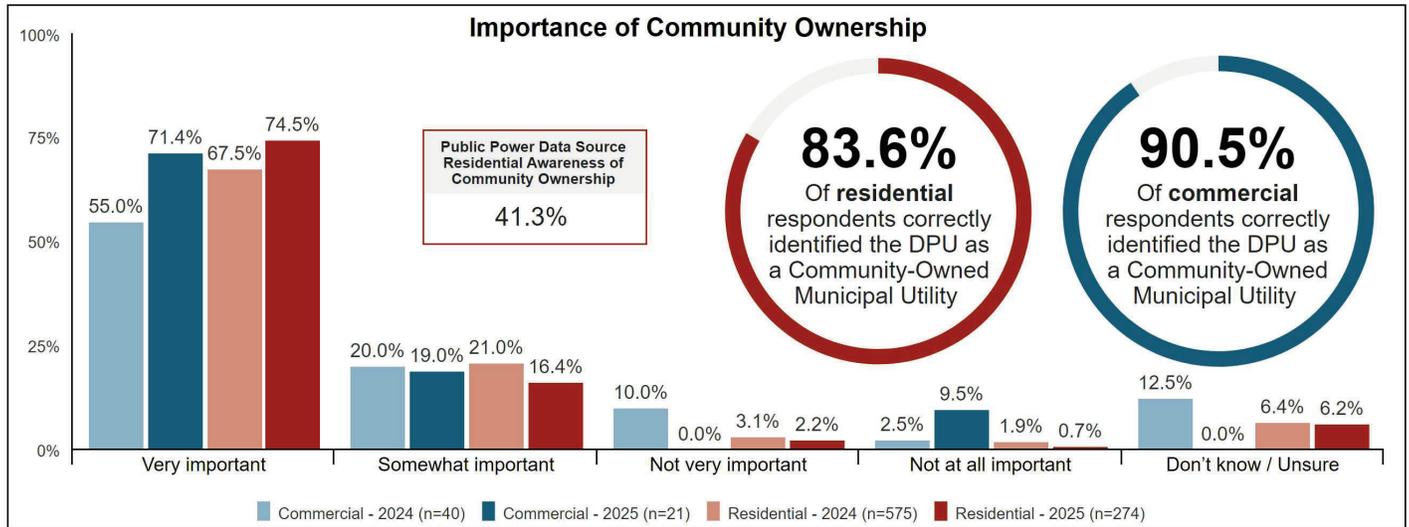
Q: If a field representative visited your home in the last 12 months, what was the purpose of the visit?
Q: How satisfied were you with the service provided by the DPU field representative?



Communication & Awareness

Awareness | Community Ownership

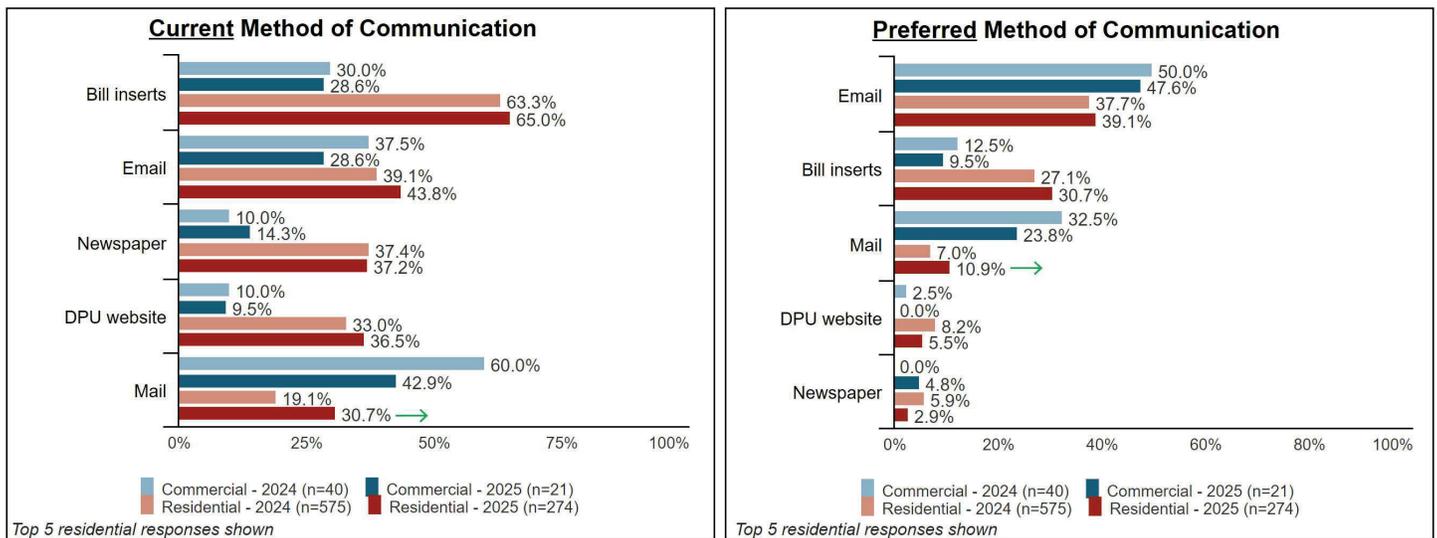
A vast majority of residential customers and commercial customers correctly identified the DPU as a Community-Owned Municipal Utility. Additionally, nine-out-of-ten residential customers (90.9%) and commercial customers (90.4%) indicated it is either "very important" or "somewhat important" to maintain local control of their municipal utility, with a higher percentage of commercial customers finding this important compared to 2024 (+15.4 percentage points).



Q: Are your utility services provided by a "Community-Owned Municipal Utility" or a "Business-Owned or Privately-Owned Investor Company?"
 Q: DPU is a "Community-Owned Municipal Utility." How important to you is it to maintain local control of your municipal utility?

Communication | Current vs. Preferred Methods

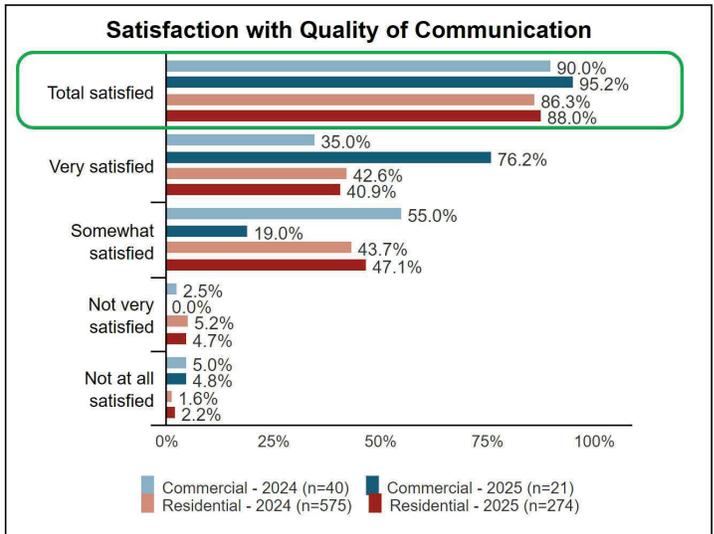
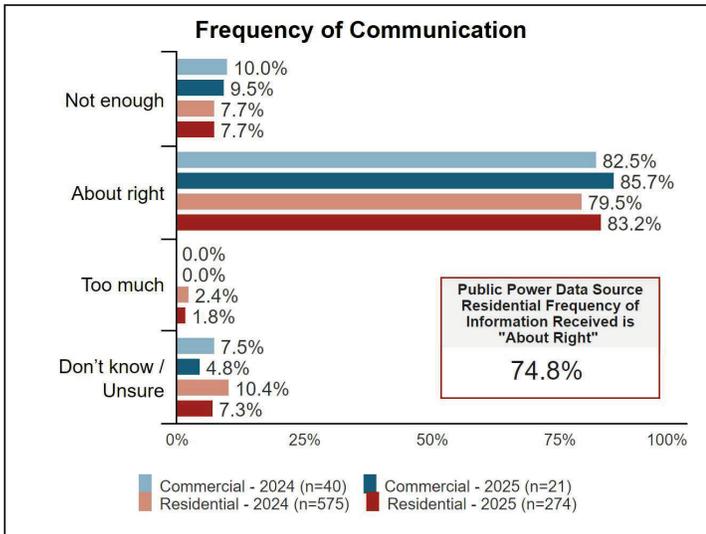
The most common methods of receiving information among residential customers were "bill inserts" and "email," with nearly two-fifths of surveyed residential customers preferring to receive information about the DPU through "email." Among commercial customers, the most common method of receiving information was "mail," while nearly one-half of commercial customers reported a preference for "email" communication.



Q: Please tell me how you **currently** receive information about DPU?
 Q: Please tell me your most **preferred** method of receiving information about DPU.

Communication | Satisfaction with Frequency and Quality

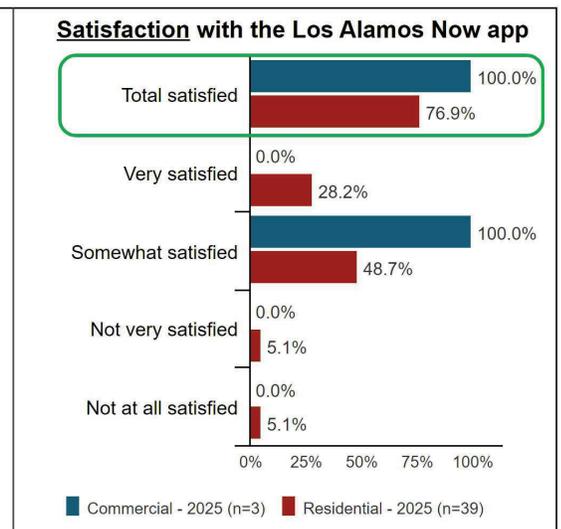
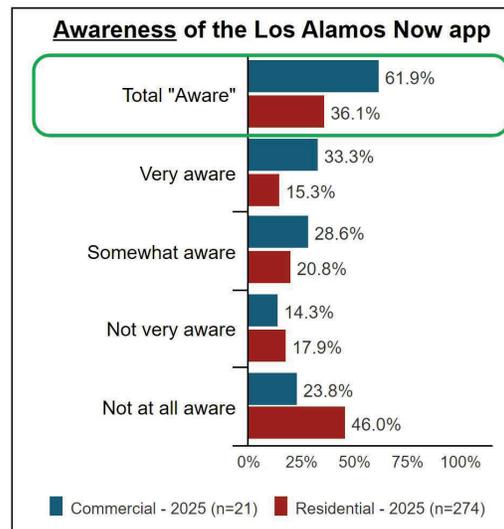
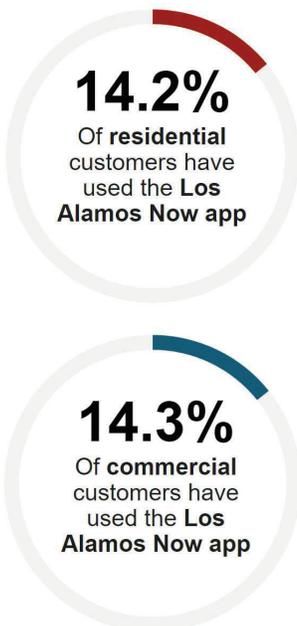
A majority of both customer bases indicated the frequency at which they receive information from the DPU is "about right," reflecting an increase among both residential and commercial customers compared to the previous year (+3.7 and +3.2 percentage points, respectively). Similarly, a majority of residential and commercial customers reported being satisfied with the quality of communication they receive from the DPU, with slightly more surveyed commercial customers being satisfied with the communication they receive from the DPU compared to 2024 (+5.2 percentage points).



Q: How would you describe the frequency at which you receive information from DPU?
 Q: Overall, how satisfied are you with the quality of communication you receive from DPU?

Communication | Satisfaction with Los Alamos Now app

Over one-third of residents and three-fifths of commercial customers were aware of the *Los Alamos Now* app. Among customers who have used the app, over three-quarters of residents and all commercial customers reported being either "very" or "somewhat satisfied" with it.



Q: Prior to this survey, how aware were you of the DPU's app, Los Alamos Now?
 Q: Please indicate if you have used any of DPU's Self-Service tools. (Los Alamos Now app)
 Q: How satisfied are you with each of DPU's Self-Service tools? (Los Alamos Now app)

Portal | Satisfaction with Bill and Payment Portal

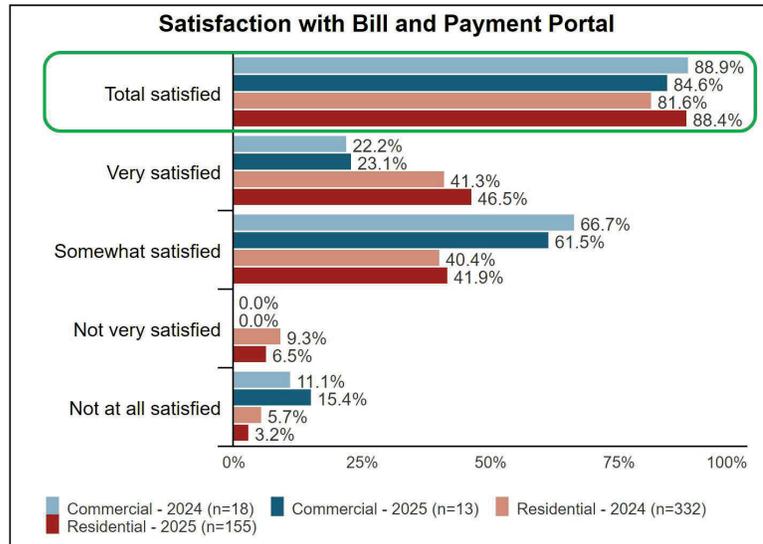
Over one-half of residential customers and three-fifths of commercial customers reported using the Bill and Payment Portal. Among those respondents who have used the Bill and Payment Portal, over four-fifths of both customer bases reported being satisfied with their experience using the portal.

56.6%

Of residential customers have used the Bill and Payment Portal

61.9%

Of commercial customers have used the Bill and Payment Portal



Digging Deeper

Significantly more residents **54 years of age or younger (78.3%)** reported utilizing the DPU's Bill and Payment Portal compared to residents **55 years of age or older (47.8%)** (+30.5 percentage points).

Q: Please indicate if you have used any of DPU's Self-Service tools. (Bill and payment portal)
 Q: How satisfied are you with each of DPU's Self-Service tools? (Bill and payment portal)

Portal | Satisfaction with Automated Metering Portal

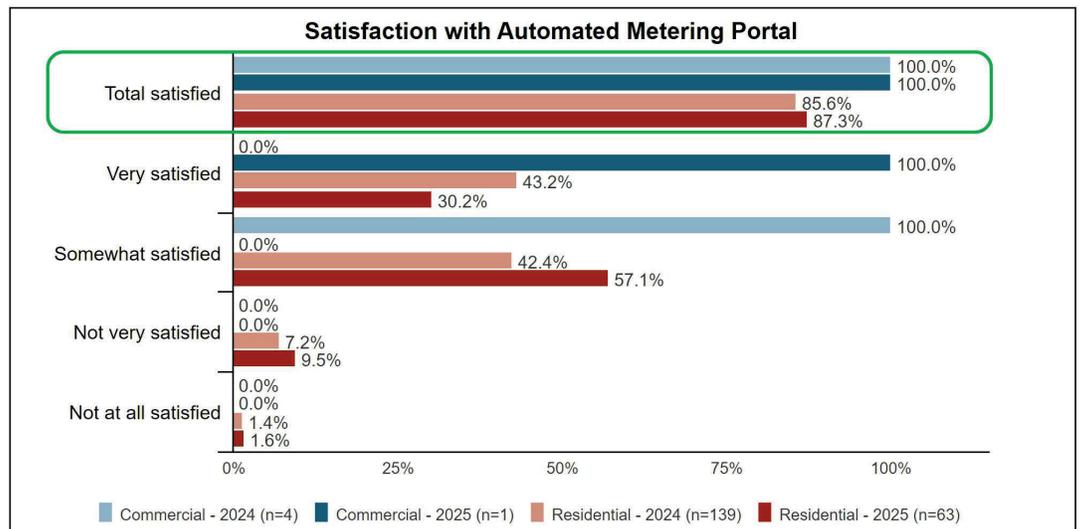
Less than one-quarter of residential and just one (1) commercial customer reported using the Automated Metering Portal. Of those customers, nearly nine-out-of-ten residents and the one (1) business reported being satisfied with their experience using it.

23.0%

Of residential customers have used the Automated Metering Portal

4.8%

Of commercial customers have used the Automated Metering Portal



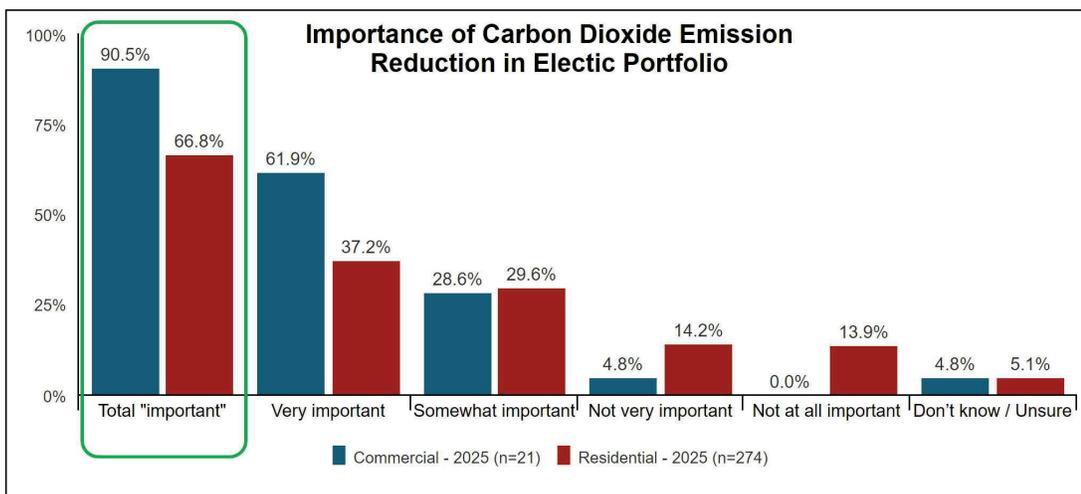
Q: Please indicate if you have used any of DPU's Self-Service tools. (Automated metering portal)
 Q: How satisfied are you with each of DPU's Self-Service tools? (Automated metering portal)



Carbon Neutral

Carbon Neutral | Importance

Two-thirds of residential customers and nine-out-of-ten of commercial customers reported that the reduction of carbon dioxide emissions in the overall electric portfolio was either "very" or "somewhat important" to them. Of note, over one-quarter of residential customers (28.1%) reported that the reduction of carbon dioxide emissions is "not very" or "not at all important" to them.



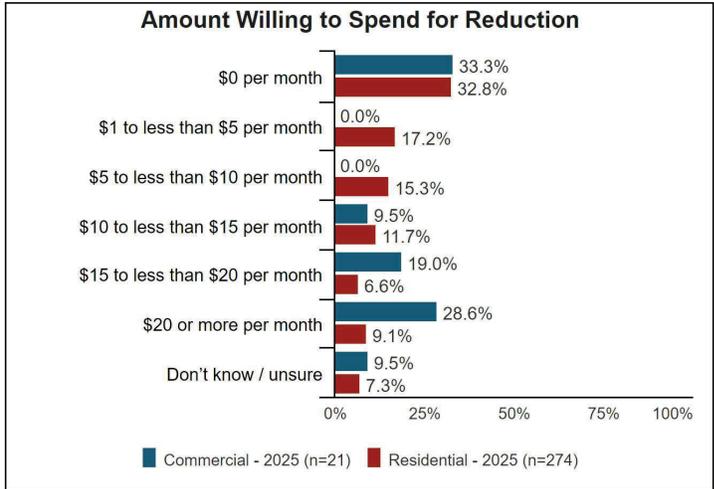
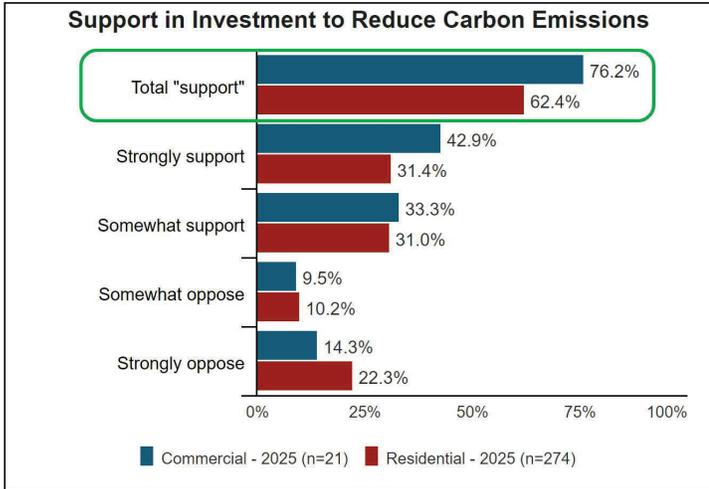
Digging Deeper

More residents **55 years of age or older (70.8%)** reported that the reduction of carbon emissions was important overall to the electric portfolio of the DPU compared to residents **54 years of age or younger (58.1%) (+12.7 percentage points)**.

Q: In your opinion, how important is the reduction of carbon dioxide emissions in the overall electric portfolio of the DPU?

Carbon Neutral | Support for Reduction

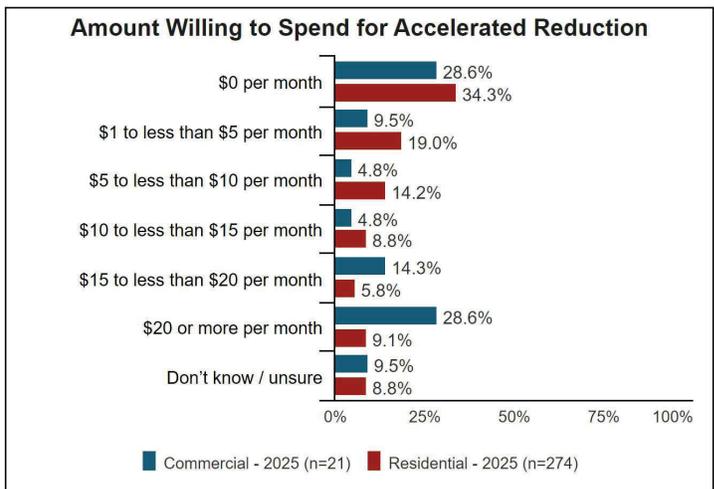
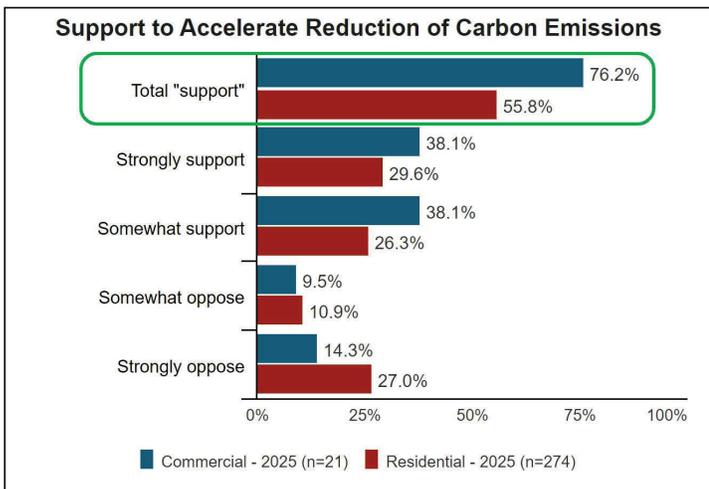
Over three-fifths of residential customers and over three-quarters of commercial customers reported either "strongly" or "somewhat" supporting the DPU investing in clean energy to reduce carbon emissions, even if it caused an increase in their electric bill. However, roughly one-third of both customer bases would not be willing to spend any extra money per month for this. Over one-sixth of residential customers would be willing to pay "\$1 to less than \$5 per month," and a similar frequency would be willing to pay "\$5 to less than \$10 per month." In addition, over one-quarter of commercial customers would be willing to pay "\$20 or more per month."



Q: If investing in clean energy to reduce carbon dioxide emissions increased your electric bill, how strongly do you support or oppose the DPU investing in clean energy in an effort to reduce carbon dioxide emissions?
 Q: How much more money per month would you be willing to spend on your electric bill to allow the DPU to invest in clean energy to reduce carbon dioxide emissions?

Carbon Neutral | Support for Acceleration

Over one-half of residential customers and over three-quarters of commercial customers reported either "strongly" or "somewhat" supporting the DPU accelerating its goals to reduce carbon emissions, even if it caused an increase in their electric bill. Over one-third of residential and over one-quarter of commercial customers would not be willing to spend any extra money per month for this, while nearly one-fifth of residential customers would be willing to pay "\$1 to less than \$5 per month." Of note, over one-quarter of commercial customers would be willing to pay "\$20 or more per month" to allow the DPU to accelerate its goals to reduce carbon dioxide emissions.



Q: How strongly do you support or oppose the DPU accelerating its goals to reduce carbon dioxide emissions, if doing so increased your electric bill?
 Q: How much more money per month would you be willing to spend on your electric bill to allow the DPU to accelerate its goals to reduce carbon dioxide emissions?

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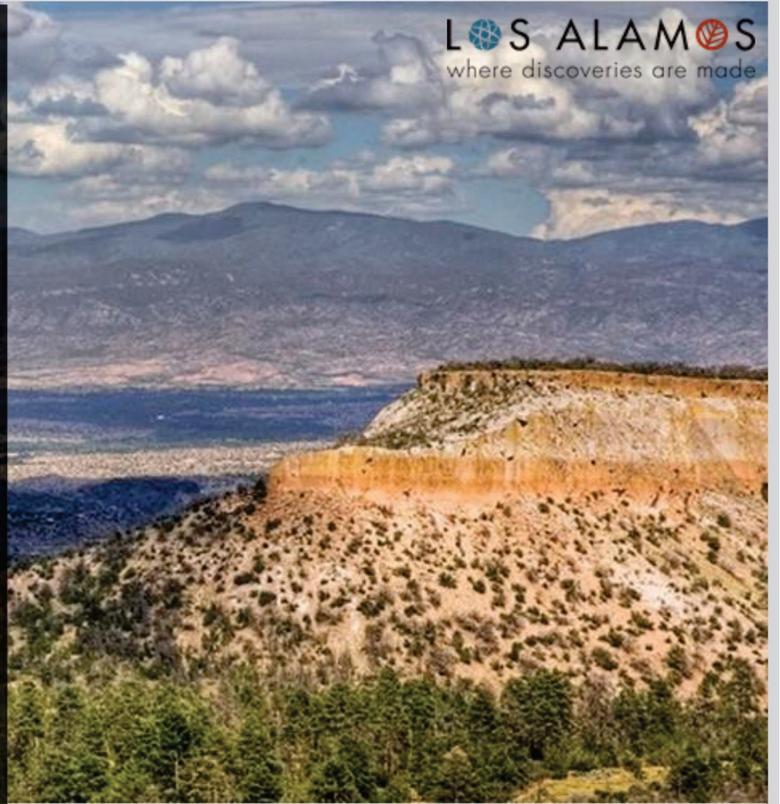
SECTION ONE
About GreatBlue

SECTION TWO
Project Overview

SECTION THREE
Key Study Findings

SECTION FOUR
Considerations

SECTION FIVE
Aggregate Data (Provided Separately)



Considerations



Promote Usage of the Los Alamos Now App

While over one-third of residential customers (36.1%) and three-fifths of commercial customers (61.9%) were aware of the Los Alamos Now app, actual usage remains low. Among those who have used the app, satisfaction is high, with over three-quarters of residential (76.9%) and all commercial (100.0%) customers reporting satisfaction with their experience. This indicates a gap between awareness and adoption that the DPU could explore further to encourage greater usage.

Actionable Insights:

- Increase communication efforts around the app's features and benefits through multiple channels (e.g., email, bill inserts, social media) to highlight its value and drive engagement.
- Streamline the registration process and, if not already being done, provide step-by-step guidance for new users to reduce friction in adoption.
- Engage a sample of residential and commercial customers in a UX (User Experience) test to measure the app's interface and functionality. Gather feedback on usability, navigation, and features to identify areas for improvement.

By addressing barriers to adoption and improving the user experience, the DPU can increase customer engagement with the Los Alamos Now app, which could lead to enhanced satisfaction and stronger communication with customers.



Expand and Promote Clean Energy Initiatives

A significant portion of both residential and commercial customers support the DPU's investment in clean energy to reduce carbon dioxide emissions, even if it results in higher electric bills. However, resistance to higher costs and lower engagement among younger residential customers suggest an opportunity to improve outreach and communication around the benefits of clean energy.

Actionable Insights:

- Highlight the environmental and long-term financial benefits of clean energy investments to increase customer buy-in.
- Develop targeted messaging for younger residential customers, who showed lower engagement with clean energy goals compared to older customers.
- Use preferred communication channels, such as email, to share updates about clean energy progress.

Promoting the benefits and value of clean energy investments could increase customer support and strengthen alignment with the DPU's sustainability goals.



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Seamus@GreatBlueResearch.com

Courtney Moore Insights Manager

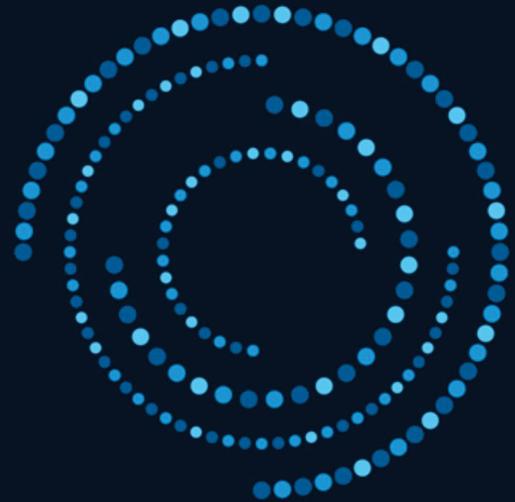
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WHAT'S NEXT.



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GreatBlue Research



BOARD OF PUBLIC UTILITIES

ADDITIONAL MEETING DOCUMENTS

Additional or revised information or documents are often distributed to members at the meetings. Whenever possible, this informational cover page will accompany those documents.

MEETING DATE	April 2, 2025 – Work Session
AGENDA ITEM	5.b. Consent to Modification 24 to Extend the Contract Term by Six-Months, of the Electric Coordination Agreement (ECA) Between the Incorporated County of Los Alamos and the United States Department of Energy (DOE)
ATTACHMENTS	N/A
NEW OR REVISED? Is this a revision that is different from what was in the agenda packet, or is it something entirely new?	REVISED Title & Motion
RECOMMENDED ACTION If you have a new or revised recommended motion for the Board, enter it here.	See updated staff report (attached, provided by Thomas Wyman, Assistant County Attorney)
ADDITIONAL INFORMATION Please VERY BRIEFLY explain the purpose of this information or document.	Attorney revised title and motion to mirror language from original 1985 ECA.



County of Los Alamos

Los Alamos, NM 87544
www.losalamosnm.us

Staff Report

April 02, 2025

Agenda No.: 5.b.
Index (Council Goals):
Presenters: Philo Shelton, Utilities Manager
Legislative File: 19947-25

Title

Consent to Modification 24 to Extend the Contract Term by Six-Months, of the Electric Coordination Agreement (ECA) Between the Incorporated County of Los Alamos and the United States Department of Energy (DOE)

Recommended Action

I move that the Board of Public Utilities consent to Modification 24 to extend the contract term by six-months, of the Electric Coordination Agreement (ECA) between the Incorporated County of Los Alamos and the Department of Energy (DOE) and forward to Council for approval.

Utilities Manager's Recommendation

The Utilities Manager recommends that Board approve the motion as presented.

Body

The Power Pool was established through the Electric Coordination Agreement (ECA) between Los Alamos County and The Department of Energy in 1985. *(Note: In 2002 the National Nuclear Security Administration was established as a branch of the Department of Energy and took over responsibility for the ECA. The acronyms NNSA, DOE, and LANL may be used interchangeably throughout this discussion).* Through the contract, both parties contribute the power from and costs of each of the respective "Pool Approved Resources" into the pool, and those costs are then allocated back to the parties pro rata according to each party's usage. The contract has been renewed continuously since 1985. Historically the County has contributed approximately 75% of the resources, while the Lab has accounted for approximately 80% of the load.

The proposed Modification (MOD) 24 adds six months to the current agreement. If approved, then the new expiration date will be December 31, 2025. This will allow time for DOE to complete their contracting process to present back to the county.

The Los Alamos Power Pool met on March 27th and approved this MOD 24.

Alternatives

The Board could elect not to accept the proposed MOD 24, and the current agreement would expire June 30, 2025.

Fiscal and Staff Impact/Planned Item

There is no immediate staff or fiscal impact.

Attachments

A - ECA Mod-24



BOARD OF PUBLIC UTILITIES

ADDITIONAL MEETING DOCUMENTS

Additional or revised information or documents are often distributed to members at the meetings.
Whenever possible, this informational cover page will accompany those documents.

MEETING DATE	April 2, 2025 – Work Session
AGENDA ITEM	5.d. Approval of Letter of Support to Senator Ben Ray Lujan...
ATTACHMENTS	A – Letter to Sen. Lujan from Chair Gibson
NEW OR REVISED? Is this a revision that is different from what was in the agenda packet, or is it something entirely new?	REVISED
RECOMMENDED ACTION If you have a new or revised recommended motion for the Board, enter it here.	NO CHANGES
ADDITIONAL INFORMATION Please VERY BRIEFLY explain the purpose of this information or document.	Chair Gibson revised the letter initially drafted by Philo Shelton, Utilities Manager.

DRAFT # 2

April 4, 2025

Senator Ben Ray Lujan
498 Russell Senate Office Building
Washington, DC 20510

Dear Senator Lujan:

Los Alamos County requests your support to fund a study of a new water production well to replace our present PM-3 well. PM-3 is threatened by a plume of hexavalent chromium contamination from prior operations at Los Alamos National Laboratory, LANL. The well has been shut down for over 4 years and is likely to remain unusable for the foreseeable future, decades. We applaud the efforts of DOE-EM to clean up this plume, but we must provide adequate potable water to the Los Alamos community while clean-up progresses in addition to meeting LANL's increasing water needs.

To this end, the County's Department of Public Utilities, at the direction of the Board of Public Utilities, is including planning for a replacement well in its capital improvement program. An overview of the planning project scope is attached.

All county residents and institutions, including LANL, rely on our water wells. On their behalf, the Board of Public Utilities would welcome your support of this study so that it may be accomplished swiftly.

Thank you.

Sincerely,

Dr. Robert B. Gibson
Chair, Board of Public Utilities
robert.gibson@lacnm.us

Attachment: Summary of Replacement Water Well Study Project



BOARD OF PUBLIC UTILITIES ADDITIONAL MEETING DOCUMENTS

Additional or revised information or documents are often distributed to members at the meetings. Whenever possible, this informational cover page will accompany those documents.

MEETING DATE	April 2, 2025 – Work Session
AGENDA ITEM	5.g. Announcement of BPU Vacancy
ATTACHMENTS	B – BPU Vacancy Brochure
NEW OR REVISED? Is this a revision that is different from what was in the agenda packet, or is it something entirely new?	REVISED
RECOMMENDED ACTION If you have a new or revised recommended motion for the Board, enter it here.	N/A
ADDITIONAL INFORMATION Please VERY BRIEFLY explain the purpose of this information or document.	<p>Two BPU Members recently updated their voter registration. This is the revised statement under “Who Can Apply?”</p> <p><i>An LAC board cannot have a super majority of any one party. The current makeup of the BPU is one Democrat, two Republicans, and two Independents. All eligible citizens can apply!</i></p>

REPRESENT YOUR COMMUNITY
BE PART OF SOMETHING THAT
MATTERS TO EVERYONE!



APPLY

FOR THE
LOS ALAMOS COUNTY
BOARD OF
PUBLIC UTILITIES

ACCEPTING APPLICATIONS NOW!

DEADLINE TO APPLY
Thurs. May 1, 2025 at 11:59 pm

LOS ALAMOS
Department of Public Utilities
Electric, Gas, Water, and Wastewater Services

APPLICATIONS

COMPLETE THE ONLINE
APPLICATION AT

ladpu.com/BPUApplication

All applications for Los Alamos County Boards & Commissions must be submitted online.
Paper copies are not available.

HOW DO I GET MORE INFORMATION?

If you have any questions, please contact:

Robert Gibson, BPU Chair
505.662.8136, robert.gibson@lacnm.us

Philo Shelton, Utilities Manager
505.662.8148, philo.shelton@lacnm.us

Kathy Casados, Executive Assistant
505.662.8136, kathy.casados@lacnm.us

BPU WEBSITE
ladpu.com/BPU

DPU WEBSITE
ladpu.com/DPU

BOARDS, COMMISSIONS & COMMITTEES
ladpu.com/boardsandcommissions

WATCH PAST BPU MEETING VIDEOS
ladpu.com/BPUMeetings

*In the search field drop-down menu,
select "Board of Public Utilities."*

APPLICATION PROCESS

There is currently one vacancy for a five-year term beginning July 1, 2025 and ending June 30, 2030.

Applicants will be contacted to interview with a Council appointed working group comprised of the Council Liaison to the BPU, a Councilor appointed by the Council Chair, the BPU Chair, and the County Manager.

The Utilities Manager will also participate as a non-voting member of the working group.

TIMELINE

These dates may be subject to change:

- **March 27** - Application window opens.
- **May 1** - All applications due by 11:59 p.m. (no exceptions).
- **May 5** - DPU begins contacting all applicants to schedule interviews.
- **May 8-14** - Council Working Group will interview all applicants. *(Please note that all interviews will be recorded via Zoom and may be viewed by County Councilors.)*
- **May 20** - County Council will select and appoint an applicant during a regular meeting.
- **June 4 & 25** - The selected applicant is encouraged to attend these BPU meetings as a citizen.
- **July 1** - New BPU member term begins.



What is the BPU?

The Board of Public Utilities (BPU) is the governing body of the Department of Public Utilities (DPU). Under the jurisdiction and control of the BPU, the DPU provides the county with electric, water, gas and wastewater services.

The BPU consists of five County Council-appointed voting members, and the Utilities Manager and County Manager as ex-officio members.

Through policy direction, the BPU guides the DPU senior management team to create a "high-performing community-centric utility contributing to its future with innovative and diversified utility solutions."

Members of the BPU work together with the DPU to serve and represent the interests of the whole community, regardless of a member's own personal preferences and beliefs.

Who can apply?

To be eligible for appointment, an applicant must

- be 18 years or older;
- be a resident of the county for a minimum of one year prior to the date of appointment;
- be registered to vote in the county;
- not hold any public office or be an employee of the County government;
- not conduct any business with the DPU except as a consumer.

An LAC board cannot have a super majority of any one party.

The current makeup of the BPU is

one Democrat, two Republicans, and two Independents.

All eligible citizens can apply!

How long are the terms?

BPU members typically serve five-year terms, which begin on July 1st and end on June 30th. Member term expirations are staggered to provide continuity. Each member may reapply to serve an additional five-year term. A partial term does not count as a first term.

Department of Public Utilities MISSION • VISION • VALUES

MISSION

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

VISION

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

VALUES

We value...

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

What are member duties?

Each decision and action of the BPU affects how the DPU operates, which ultimately affects the citizens of Los Alamos County. For the BPU to function effectively, each member must:

- faithfully attend BPU meetings and work sessions;
- review materials and come to meetings prepared;
- prepare reports when necessary;
- participate in discussions;
- adhere to policies and procedures;
- represent the interests of customers, not personal agendas;
- rotate attendance at quarterly Boards and Commissions luncheons & Farmers Market;
- accept and fulfill assignments negotiated by the BPU chair.

Additional duties of the BPU, according to the County Code of Ordinances (Section 40-42), can be found online at: ladpu.com/BPUduties

When does the BPU meet?

Meeting sessions of the BPU are open to the public, held in a hybrid manner, and recorded and posted online for future viewing. BPU members and staff typically meet in Council Chambers and the public may choose to attend in person or participate remotely via Zoom.

- Work sessions are held at 5:30 p.m. on the first Wednesday of each month and typically last three hours.
- Regular sessions are held at 5:30 p.m. on the third Wednesday of each month and typically last two hours.
- Special sessions are scheduled as necessary.

SHOULD I APPLY?

YES!

If you meet the eligibility requirements, have a selfless desire to serve the community and think your knowledge and experience might be an asset to the BPU, then you are encouraged to apply.

STRENGTH THROUGH DIVERSITY

Having in-depth knowledge of the utilities industry is not required.

Having a diverse group of members is extremely important and only strengthens the BPU's ability to serve the interests of *all* customers through sound leadership actions

APPLY BY
May 1, 2025