



LOS ALAMOS  
where discoveries are made

**2025 BOARD OF PUBLIC UTILITIES EVALUATION**  
(Six of twelve responses solicited were received.)

Survey Results  
FINAL

11/13/2025

Operations

Percent of votes per option:

| Question                                                                                                                                                                    | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------|---------|----------|-------------------|------------|
| a. There is a board policy manual addressing meeting procedures, committee roles and structure, election and term of officers, new member orientation, and related matters. | 33%            | 50%   | 17%     | 0%       | 0%                | 0%         |
| b. Board members participate in a formal orientation.                                                                                                                       | 17%            | 17%   | 17%     | 0%       | 0%                | 50%        |
| c. Board procedures are adhered to regarding bylaws, open meeting requirements, compliance with legal regulations, etc.                                                     | 50%            | 50%   | 0%      | 0%       | 0%                | 0%         |
| d. Meeting packets are complete and published 72 hours prior to meetings.                                                                                                   | 67%            | 33%   | 0%      | 0%       | 0%                | 0%         |
| e. The length of board meetings is appropriate.                                                                                                                             | 0%             | 50%   | 17%     | 17%      | 17%               | 0%         |
| f. There is an annual board meeting calendar.                                                                                                                               | 83%            | 17%   | 0%      | 0%       | 0%                | 0%         |
| g. The board receives sufficient information to make good decisions.                                                                                                        | 50%            | 50%   | 0%      | 0%       | 0%                | 0%         |
| h. Decisions are made in a timely manner.                                                                                                                                   | 17%            | 67%   | 0%      | 17%      | 0%                | 0%         |

Expand all / Collapse all

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know

a. There is a board policy manual addressing meeting procedures, committee roles and structure, election and term of officers, new member orientation, and related matters.

33%                      50%                      17%

b. Board members participate in a formal orientation.

17%      17%      17%                      50%

c. Board procedures are adhered to regarding bylaws, open meeting requirements, compliance with legal regulations, etc.

50%                      50%

d. Meeting packets are complete and published 72 hours prior to meetings.

67% 33%

e. The length of board meetings is appropriate.

50% 17% 17% 17%

f. There is an annual board meeting calendar.

83% 17%

g. The board receives sufficient information to make good decisions.

50% 50%

h. Decisions are made in a timely manner.

17% 67% 17%

**Do you have any additional comments regarding GENERAL BOARD FUNCTIONS or operations?**

Text Responses:

Good job overall.

Accountability

Percent of votes per option:

| Question                                                                                                                                      | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|-----------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------|---------|----------|-------------------|------------|
| a. The board understands its obligation to see the organization acts in the best interests of utilities customers and citizens of the county. | 33%            | 67%   | 0%      | 0%       | 0%                | 0%         |
| b. The board acts with diligence and objectivity on behalf of utilities customers and the county.                                             | 17%            | 83%   | 0%      | 0%       | 0%                | 0%         |

Expand all / Collapse all

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know

a. The board understands its obligation to see the organization acts in the best interests of utilities customers and citizens of the county.

33%   67%

b. The board acts with diligence and objectivity on behalf of utilities customers and the county.

17%   83%

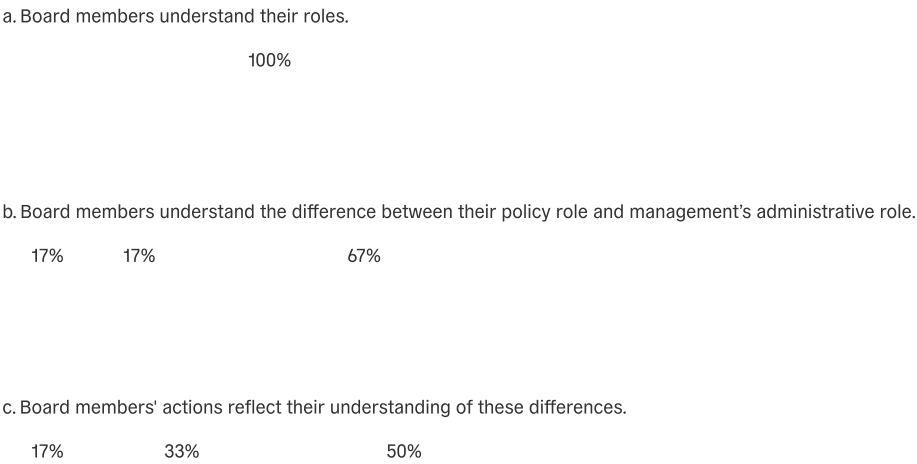
Responsibility

Percent of votes per option:

| Question                                                                                                   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|------------------------------------------------------------------------------------------------------------|----------------|-------|---------|----------|-------------------|------------|
| a. Board members understand their roles.                                                                   | 0%             | 100%  | 0%      | 0%       | 0%                | 0%         |
| b. Board members understand the difference between their policy role and management's administrative role. | 17%            | 17%   | 67%     | 0%       | 0%                | 0%         |
| c. Board members' actions reflect their understanding of these differences.                                | 17%            | 33%   | 50%     | 0%       | 0%                | 0%         |

Expand all / Collapse all

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know



Policy Direction

Percent of votes per option:

| Question                                                                                              | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|-------------------------------------------------------------------------------------------------------|----------------|-------|---------|----------|-------------------|------------|
| a. Board members understand the mission, goals and strategies of the organization.                    | 0%             | 83%   | 0%      | 0%       | 0%                | 17%        |
| b. The board gives clear directions to management on the mission and goals of the organization.       | 17%            | 83%   | 0%      | 0%       | 0%                | 0%         |
| c. The board spends appropriate time on policy consideration and direction versus operational issues. | 17%            | 33%   | 33%     | 17%      | 0%                | 0%         |

Expand all / Collapse all

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know

a. Board members understand the mission, goals and strategies of the organization.

83%17%

b. The board gives clear directions to management on the mission and goals of the organization.

17%83%

c. The board spends appropriate time on policy consideration and direction versus operational issues.

17%33%33%17%

Monitoring

Percent of votes per option:

| Question                                                                                                                                                            | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------|---------|----------|-------------------|------------|
| a. The board has a system for receiving and monitoring information about the department's organizational performance.                                               | 0%             | 83%   | 0%      | 0%       | 0%                | 17%        |
| b. There are systems in place for modifying policy, procedures, processes, and priorities when the department's organizational performance does not meet standards. | 17%            | 50%   | 0%      | 0%       | 0%                | 33%        |
| c. Organizational goal setting and achievements are considered during the Utilities Manager's evaluation.                                                           | 17%            | 50%   | 17%     | 0%       | 0%                | 17%        |

Expand all / Collapse all

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know

|                                                                                                                                                                     |     |     |     |     |  |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|-----|-----|--|--|
| a. The board has a system for receiving and monitoring information about the department's organizational performance.                                               | 83% | 17% |     |     |  |  |
| b. There are systems in place for modifying policy, procedures, processes, and priorities when the department's organizational performance does not meet standards. | 17% | 50% | 33% |     |  |  |
| c. Organizational goal setting and achievements are considered during the Utilities Manager's evaluation.                                                           | 17% | 50% | 17% | 17% |  |  |

Communication and Advocacy

Percent of votes per option:

| Question                                                                                   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|--------------------------------------------------------------------------------------------|----------------|-------|---------|----------|-------------------|------------|
| a. The board strives to represent the interests of the entire community it serves.         | 0%             | 100%  | 0%      | 0%       | 0%                | 0%         |
| b. The board communicates the value of the DPU to its customers and partners.              | 0%             | 67%   | 17%     | 0%       | 0%                | 17%        |
| c. The board seeks input and involves its partners in policy considerations and decisions. | 0%             | 83%   | 17%     | 0%       | 0%                | 0%         |
| d. Board members support the organization publicly.                                        | 0%             | 67%   | 17%     | 0%       | 0%                | 17%        |
| e. The board communicates effectively with the County Council.                             | 17%            | 67%   | 0%      | 0%       | 0%                | 17%        |

Expand all / Collapse all

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know

a. The board strives to represent the interests of the entire community it serves.

100%

b. The board communicates the value of the DPU to its customers and partners.

67%   17%   17%

c. The board seeks input and involves its partners in policy considerations and decisions.

83%   17%

d. Board members support the organization publicly.

67%   17%   17%

e. The board communicates effectively with the County Council.

17%   67%   17%

Do you have additional comments regarding any of the BOARD POLICY AREAS in the section above?

Text Responses:

Its challenging to always separate policy considerations from "operations", but keep resisting to merge functions.

Legal

Percent of votes per option:

| Question                                                                                       | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|------------------------------------------------------------------------------------------------|----------------|-------|---------|----------|-------------------|------------|
| a. The board acts within the guidelines set by the county charter and policies and procedures. | 33%            | 67%   | 0%      | 0%       | 0%                | 0%         |
| b. There are written policies on board ethics and conflicts of interest.                       | 17%            | 50%   | 0%      | 0%       | 0%                | 33%        |

Expand all / Collapse all

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know

a. The board acts within the guidelines set by the county charter and policies and procedures.

33%                      67%

b. There are written policies on board ethics and conflicts of interest.

17%                      50%                      33%

**Financial**

Percent of votes per option:

| Question                                                                                                                                                                    | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------|---------|----------|-------------------|------------|
| a. The board approves the annual operating and capital budgets and receive periodic (at least quarterly) progress reports.                                                  | 50%            | 50%   | 0%      | 0%       | 0%                | 0%         |
| b. The board reviews a financial plan for the organization and receive sufficient information to monitor its financial strength and performance.                            | 33%            | 67%   | 0%      | 0%       | 0%                | 0%         |
| c. Financial goals are established and the board receives tracking information.                                                                                             | 17%            | 67%   | 0%      | 0%       | 0%                | 17%        |
| d. The the requirements for an annual audit are met and the board receives a report on the results.                                                                         | 17%            | 67%   | 17%     | 0%       | 0%                | 0%         |
| e. The DPU and the board are indemnified sufficiently against insurable risk.                                                                                               | 0%             | 33%   | 0%      | 0%       | 0%                | 67%        |
| f. The board effectively recommends and advocates for rate increases with the County Council when these increases are necessary for the financial health of the department. | 50%            | 50%   | 0%      | 0%       | 0%                | 0%         |

**Expand all / Collapse all**Strongly Agree   Agree   Neutral   Disagree   **Strongly Disagree**   Don't Know

a. The board approves the annual operating and capital budgets and receive periodic (at least quarterly) progress reports.

50%

50%

b. The board reviews a financial plan for the organization and receive sufficient information to monitor its financial strength and performance.

33%

67%

c. Financial goals are established and the board receives tracking information.

17%

67%

17%

d. The the requirements for an annual audit are met and the board receives a report on the results.

17% 67% 17%

e. The DPU and the board are indemnified sufficiently against insurable risk.

33% 67%

f. The board effectively recommends and advocates for rate increases with the County Council when these increases are necessary for the financial health of the department.

50% 50%

Planning

Percent of votes per option:

| Question                                                                                             | Strongly Agree | Agree | Neutral | Disagree | Strongly Agree | Don't Know |
|------------------------------------------------------------------------------------------------------|----------------|-------|---------|----------|----------------|------------|
| a. The board is informed about the business environment in which the organization is operating.      | 33%            | 67%   | 0%      | 0%       | 0%             | 0%         |
| b. The board reviews and approves the DPU's mission, vision, goals, and major strategic initiatives. | 33%            | 67%   | 0%      | 0%       | 0%             | 0%         |
| c. Board members participate in annual DPU strategy and planning meetings.                           | 33%            | 67%   | 0%      | 0%       | 0%             | 0%         |

Expand all / Collapse all

Strongly Agree   Agree   Neutral   Disagree   Strongly Agree   Don't Know

a. The board is informed about the business environment in which the organization is operating.

33%   67%

b. The board reviews and approves the DPU's mission, vision, goals, and major strategic initiatives.

33%   67%

c. Board members participate in annual DPU strategy and planning meetings.

33%   67%

**Board/Management Relations**

Percent of votes per option:

| Question                                                                                                                                                                                | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------|---------|----------|-------------------|------------|
| a. There is a written job description and employment contract for the Utilities Manager.                                                                                                | 50%            | 17%   | 0%      | 0%       | 0%                | 33%        |
| b. The board conducts a formal, annual performance review of the Utilities Manager.                                                                                                     |                | 67%   | 0%      | 0%       | 0%                | 0%         |
| c. The Utilities Manager's compensation is linked to the results of this review.                                                                                                        | 17%            | 33%   | 17%     | 0%       | 0%                | 33%        |
| d. The board makes resources available for the Utilities Manager's continued professional development.                                                                                  | 0%             | 33%   | 33%     | 0%       | 0%                | 33%        |
| e. There is a succession plan for the Utilities Manager, with exposure to the board of possible successors.                                                                             | 0%             | 17%   | 17%     | 0%       | 0%                | 67%        |
| f. The board has established an effective working relationship with the Utilities Manager.                                                                                              | 17%            | 67%   | 0%      | 0%       | 0%                | 17%        |
| g. There is board/management cooperation on determining the future direction of the DPU.                                                                                                | 17%            | 67%   | 17%     | 0%       | 0%                | 0%         |
| h. Board members' and Utilities Manager's roles are clearly defined so the board focuses on policy considerations and does not direct DPU staff or become involved in daily operations. | 0%             | 0%    | 83%     | 0%       | 0%                | 17%        |
| i. The board provides overall staffing direction to the Utilities Manager without becoming involved in specific personnel matters.                                                      | 0%             | 33%   | 33%     | 0%       | 0%                | 33%        |
| j. The board is explicit about the information it needs from the Utilities Manager to fulfill its governance function.                                                                  | 0%             | 50%   | 17%     | 0%       | 0%                | 33%        |
| k. Board members participate in educational opportunities recommended and offered by the county, department, or other entities that enhance their effectiveness as a board member.      | 0%             | 50%   | 17%     | 0%       | 0%                | 33%        |

Expand all / Collapse all

Attachment B

Non-Member Responses

Strongly Agree   Agree   Neutral   Disagree   **Strongly Disagree**   Don't Know

a. There is a written job description and employment contract for the Utilities Manager.

50%                      17%                      33%

b. The board conducts a formal, annual performance review of the Utilities Manager.

33%                                      67%

c. The Utilities Manager's compensation is linked to the results of this review.

17%                      33%                      17%                      33%

d. The board makes resources available for the Utilities Manager's continued professional development.

33%                                      33%                                      33%

e. There is a succession plan for the Utilities Manager, with exposure to the board of possible successors.

17%                      17%                                      67%

f. The board has established an effective working relationship with the Utilities Manager.

17%                                      67%                                      17%

g. There is board/management cooperation on determining the future direction of the DPU.

17%                                      67%                                      17%

h. Board members' and Utilities Manager's roles are clearly defined so the board focuses on policy considerations and does not direct DPU staff or become involved in daily operations.

83%                                      17%

i. The board provides overall staffing direction to the Utilities Manager without becoming involved in specific personnel matters.

33%                                      33%                                      33%

j. The board is explicit about the information it needs from the Utilities Manager to fulfill its governance function.

50%

17%

33%

k. Board members participate in educational opportunities recommended and offered by the county, department, or other entities that enhance their effectiveness as a board member.

50%

17%

33%

#### **Do you have additional comments regarding BOARD RESPONSIBILITY AREAS in the section above?**

Text Responses:

Some of these questions are outside of my specific knowledge, but I do have some awareness of the general situation.

I appreciate BPU's support for rate increases today that are needed for prudent utility operations, and to not shift costs to future customers by delaying rate increases.

#### **What did the chair do well to support the board's mission?**

Text Responses:

He is diligent, informed, and prepared for all meetings and interactions with stakeholders ( for lack of better word right now). He encourages input from fellow board members and staff.

The chair does a good job of engaging the entire board and staff, and offers general and personal guidance.

The chair is always willing to participate in public interactions on behalf of the board

Mr. Gibson manages the meetings well and orderly.

#### **What could the chair have done that would have improved the board's effectiveness?**

Text Responses:

Hone in on policy goals ( esp climate action plan targets, reduction of natural gas use age, electrification, etc) and encourage Board discussion about how progress is being made.

Rein in discussion that is in the weeds

The Chair appropriately separates his personal opinions from his public-Board opinion, doing what is best for the community despite any personal reservation he may have. (TOU and Demand Issues)

**What did the board accomplish during the past year?**

Text Responses:

Fiscal responsibility, rate adjustments, time of use rates starting next year, UAMPS departure, Foxtail Flats progress (albeit delayed), electrification study, and I know there is more but can't recall at this time. Note, much of the actual work on these items is done by staff, but board was informed, supportive, and advisory with all of these.

Electrification, rate increases, infrastructure improvements

The board has considered many important issues, especially in the area of electric production and electric distribution. Many operational rules have been updated, a large budget was analyzed and approved, and many capital projects have been approved.

Approve needed rates to DPU's financial positions.

Members work well together, even when they disagree. The respect and courtesy they usually share for other board members, staff, and public is clear.

Continued to look forward and try to plan for expected utility usage. Implemented an overdue electric rate increase.

**What did the board fail to accomplish during the past year?**

Text Responses:

Not sure.

Nothing I can think of

Not quite sure, but the issues surrounding the CAP and "carbon free/neutral" plans are still not in clear focus. It's a complex problem.

Don't know.

Timely conclusions to meetings.

Nothing.

**What did the board do well during the past year?**

Text Responses:

Came to meetings, prepared, listened, and asked, good questions,, and held staff to high standards without being heavy handed.

Electrification, rate increases, infrastructure improvements

Listen to staff and provide very good support and direction.

Sped up the pace of meetings. There are still a lot of agenda items that take a lot of meeting time.

They are generally open-minded and carefully consider issues and options.

Adhered to open meetings rules and represented the broader community fairly.

**What did the board do poorly during the past year?**

Text Responses:

Not sure – though I would like to see more agenda time devoted to policy and to innovative endeavors to achieve our climate action targets.

Frequency of meetings and/or length of the two monthly meetings

N/A

Don't know.

Did they struggle with efficiency of closed sessions? It seemed like there were a lot of closed sessions and I wondered whether the issues being discussed were stretched out or postponed more than necessary.

Nothing.

**What were the key issues of the past year? Did the board address them adequately?**

Text Responses:

See answers above -

DOE contact, Electrification, TOU/Demand, WR substation

Critical projects, raising rates, EP contracts.

Don't know.

Some key issues were electric rate structure changes, multiple rate changes, and reliability challenges. Yes, the board addressed these issues adequately.

Electric rate increases, yes addressed adequately. Appropriately trying to plan for an uncertain solar energy future.

**What changes could be made to make this self-evaluation more effective?**

Text Responses:

Narrow the range of answers from 6 down to 4, eliminating the "strongly" options.

**Do you have any additional comments?**

Text Responses:

Overall, happy and proud to be associated with such a group of intelligent, concerned, thoughtful, voluntary Board Members.