



Board of Public Utilities

September 7, 2021

Facilitated by Humans
Strategies, LLC



Workshop Ground Rules

- Be an angel's advocate
- Free and open discussion
- There are no bad ideas
- Practice active listening
- Commit to agenda boundaries
- Practice laser messages

What is a laser message?

- Clear, concise, focused
 - Requires thinking before speaking
 - Non-repetitive
 - As told on a three-story elevator ride
 - 60 seconds or less
-



Zoom Instructions



Remain in Mute mode
unless you are speaking



When speaking, you can
unmute OR just press your
space bar while you speak



You can use the Chat
feature to provide
information to one person
privately, or to all



Polling instructions will be
given just before they are
needed

BPU Meeting Objectives

- a. Review Mission, Vision, Values*
- b. Preview current Focus Areas, Goals and Objectives*
- c. Public Comment*
- d. Prioritize existing Objectives*
- e. Determine possible new Focus Areas, Goals and Objectives*

Delayed projects

APWA & Baldrige

State of the Utility

Rate pressure on
Water and Electric

AMI/MUNIS issues

9/1/2021

Setting the Framework:

Mission, Vision, Values

- **Mission**

- Provide safe & reliable utility services in an economically & environmentally sustainable fashion

- **Vision**

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

- **We Value**

- Customers by being service oriented & fiscally responsible
- Employees and partnerships by being safe, ethical & professional organization that encourages continuous learning
- Environment & Natural resources & environment through innovative solutions
- Community by being communicative, organized & transparent

Review current Focus Areas and Goals

- Use the handout provided
- Prior to prioritizing exercise, ask any questions to clarify what you are voting on
- Receive public comment before prioritization

FOCUS AREA - OPERATIONS & PERFORMANCE

GOAL - 1.0 Provide safe and reliable utility services.

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

FOCUS AREA - FINANCIAL PERFORMANCE

GOAL - 2.0 Achieve and maintain excellence in financial performance.

2.1 OBJECTIVE - Utilize revenues to provide a high-level of service while keeping rates competitive with similar utilities.

2.2 OBJECTIVE - Conduct cost of service studies for each utility at least every 5 years.

2.3 OBJECTIVE - Meet financial plan targets by 2025, water by 2028.

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

3.1 OBJECTIVE - Customer service processes and systems are efficient, secure and user-friendly.

3.2 OBJECTIVE - Stakeholders are engaged in and informed about Utilities operations affecting the community.

3.2.1 OBJECTIVE – Conduct a community survey of the new conservative objectives.

FOCUS AREA - WORKFORCE

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

4.1 OBJECTIVE - Leaders invest in employee training and professional development.

4.2 OBJECTIVE - Employees promote a culture of safe ethical and customer focused behavior.

4.3 OBJECTIVE - Employees are engaged, satisfied and fairly compensated.

FOCUS AREA - ENVIRONMENTAL SUSTAINABILITY

GOAL - 5.0 Achieve environmental sustainability.

5.1 OBJECTIVE - ELECTRIC (EP & ED) - Be a carbon neutral electric provider by 2040.
5.2 OBJECTIVE – Electric efficiency is promoted through targeted electric conservation programs. Increase local solar peak production to 6 MW by 2040. (This is 30% of local solar produced based on LAC peak load of 18 MW)
5.3 OBJECTIVE - WATER (DW) - Reduce potable water use by 12% per capita per day by 2030 using a 2020 calendar year-end baseline.
5.4 OBJECTIVE - GAS –Reduce natural gas use by 5% per capita per heating degree day by 2030 using a 2020 calendar year-end baseline and support elimination of natural gas usage by 2070.
5.5 OBJECTIVE - SEWER (WT) – Provide class 1A effluent water in LAC.

FOCUS AREA - PARTNERSHIPS

GOAL - 6.0 Develop and strengthen partnerships with stakeholders.

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

Future Focus Areas and Goals

- Summary of multi-voting
- Opportunity for each Board member to verbalize priorities and clarify
- Along with public comment, refine future Focus Areas and Goals



Public Comment on Current Focus Areas and Goals

9/1/2021

Instructions

- Step 1: Look at the top of your monitor. Select “View Options” next to the green bar.
- Step 2: A dropdown box will open. Select “Annotate”
- Step 3: The Annotate menu bar will open. Select “Stamp”
- Step 4: Select the symbol that you’ve been assigned.

STAMP ASSIGNMENTS:

McLin – Arrow ➡

Stromberg – Check ✓

Tobin – X Mark ✕

Walker – Star ★

Wright - Heart ♥



Step 1

You are viewing Jaime Kephart's screen

View Options ▾

Step 2

You are viewing Jaime Kephart's screen

View Options ▾

- Zoom Ratio Fit to Window >
- Hide Video Panel
- Request Remote Control
- Annotate
- Exit Full Screen
- Side-by-side mode

Step 3

Mouse Text Draw Stamp Arrow Eraser Format Undo Redo Clear Save

Step 4

Mouse Text Draw Stamp Arrow Eraser Format Undo Redo Clear Save

➡ ✓ ✕

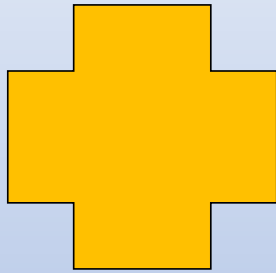
★ ♥ ?

Public Comment

9/1/2021

18

Plus/Delta



Plus:
state what you liked
about today

Delta:
state what you would
change about today

