

EMERALD PEOPLE'S UTILITY DISTRICT

Board of Directors' Meeting

February 9, 2010

Minutes

Convene	President Pilling convened the meeting at 5:33 pm at the Emerald offices, 33733 Seavey Loop Road in Eugene.
Attendance and Introductions	Directors: Patti Chappel, Bruce Pilling, Katherine Schacht, and Bill Tanner. Penny Jordan had an excused absence. Staff: Tiffany Collier, Jaime Cranmer, Ron Dubbs, Pamela Hewitt, Frank Lambe, Jim Theabolt, and Beth Matthews. Guests: None.
Statements From the Public	None.
Agenda Timeline	Chappel asked to add a discussion on OPUDA issues prior to attending a meeting on Friday, February 12.
Deferred Items	None.
2010 Customer Satisfaction Survey	<p>Cranmer said that it has been five years since the last customer satisfaction survey was completed. Staff is anticipating beginning another one in March, bringing results of the survey to the Board in April. Cranmer asked for ideas and comments from the Board on the survey done previously. A copy of the previous survey was included in the agenda packet. Chappel suggested adding a question around customer satisfaction with the phone service, the attitude of the customer service person with whom they worked with, and whether or not their needs were met.</p> <p>Lambe said the plan is to do a random sampling of about 400 customers. Tanner suggested asking the participants in the survey if they read the <i>Powerlines</i> publication. He also suggested asking customers how much they would be willing to pay related to fish issues. Schacht asked if there are any questions predicated by Emerald policies. Pilling asked what staff hopes to gain from the demographic information. Lambe said that the demographic information previously had an affect on certain questions such as internet usage. Lambe said that if any of the questions might be offensive to people, these could be taken out of the survey. He suggested leaving it to the professional contractor to help finalize the survey questions.</p>
Finance / Treasurer Report	Chappel led a brief discussion on the check registers for the period from January 22-February 3, 2010. Staff responded to several questions from the Board.
General Manager's Report	Lambe distributed his General Manager's Report for review and discussion. He said that he had a series of updates for the Board. In regard to the potential change in office hours, Lambe said that staff needs a little more time to put this together. He said that there is an upcoming retirement and there needs to be time allowed for training a new person in the vacant position. He suggested moving the potential change in office hours out to May.

Lambe said that another firm in the service district is interested in putting in a Konyon Digester. He said that Hewitt is negotiating with the firm on the offer.

Lambe said staff is making progress in the selection of a Slice Manager. Lambe will update the Board on the status of this during a March meeting.

Lambe spoke about a billing dispute in relation to White Creek. He said there has been good progress on a resolution and staff is working toward getting the parties aligned.

Lambe has spoken with Don Murray in relation to a Strategic Plan. There are meetings scheduled to be held on February 16 between Murray and individual Board members. Lambe will be sending out more specific details on this to the Board ahead of time. On February 17, Murray will meet with senior staff. They are looking at ways to reduce costs where possible and the 100 Best Survey results may be used rather than the Denison survey.

Lambe included several news articles in his General Manager's report.

Inside/Out mentioned a new mapping intern and talks about infrared testing.

Consent Agenda

Motion

Schacht/Chappel moved to approve the Consent Agenda

Vote

Unanimously approved.

Addition to the Agenda

Chappel indicated she thought that one of the questions that will come up at the OPUDA Committee meeting on Friday, February 12 prior to the February 19 meeting will be around the use of lobbyists. She thinks that some utilities may want to get their own lobbyist and split out the cost separately for those. She asked the Board how they viewed potentially having two sets of funds—one for membership and one for lobbying. Also, she wondered what the Board thought about outsourcing the administrative office work.

Feedback from the Board in regard to lobbying included: Tanner does not support utilities going out to hire their own lobbyist but would ultimately support Emerald going out on their own if necessary. Schacht said she would support utilities splitting out the use of lobbyists but keeping the administrative office work with OPUDA. She said she would support the utilities splitting out if forced to, but would prefer keeping the organization together. Chappel said that she agreed with Schacht.

Pilling said there is a need to be logical and suggested talking to the two utilities wishing to branch out and to find out more details—what are the issues and what they do not like about the current lobbyist's results. He said he doesn't want to go out into the unknown. Schacht said that Emerald has a reputation to protect.

An informal poll showed that Schacht, Tanner, and Chappel were not supportive of outsourcing the OPUDA administrative office work.

Motions and
Resolutions –
Action Item 10-10
Budget
Amendment

Information related to Action Item 10-10 was included for the Board in the agenda packet. Lambe noted that this would be an amendment to the budget. He said there will be additional money needed in future years to tie the two substations together.

Motion

Schacht/Tanner moved approval of Action Item 10-10.

Vote

Unanimously approved.

Review of
Motions

The motions made during the meeting were reviewed for accuracy.

Statements From
the Public

None.

Suggested Items
for Future Board
Meetings

Schacht said there were a variety of issues discussed at the PPC meeting. She asked to have Lambe or Hewitt give the Board an update at a March meeting on some of these issues. Lambe said that he can add this to the General Manager's report which he will present on March 9.

Upcoming
Meetings and
Events

Tanner, Schacht, and Pilling said they will attend the February 19 OPUDA meeting.

A Board workshop is scheduled to be held on Tuesday, February 23 beginning at 3:00 pm.

The following Board meeting is scheduled to be held beginning at 5:30 pm on Tuesday, March 9 in the District offices.

Directors'
Concluding
Comments

Tanner said that the meeting was handled well.

Schacht said she thought it was a good meeting, although it was short. She said there were many opinions in regard to OPUDA and that she is anxious to see the results.

Chappel hopes for good meeting in Washington, DC.

Adjournment

The Board meeting was adjourned at 6:50 pm.

Minutes prepared by Beth Matthews, Board Secretary.

Beth Matthews