

**MINUTES OF THE REGULAR MEETING OF MARCH 26, 2019
OF
PUBLIC UTILITY DISTRICT NO. 1
OF
THURSTON COUNTY, WASHINGTON**

The second regular meeting for March 2019 of the Commissioners of Public Utility District No. 1 of Thurston County was called to order on Tuesday, March 26, 2019 at the PUD administrative office located at 1230 Ruddell Road SE, Lacey, WA 98503, commencing at 5:00 p.m. Commissioners Russell E. Olsen, Linda Oosterman and Chris Stearns were present for the meeting. The following District employees were present: John Weidenfeller, General Manager, (GM), Julie Parker, Assistant General Manager (AGM), Jim Campbell, Director of Field Operations (DFO), Ruth Clemens, Senior Communications Specialist (SCS), TaSeana Tartt, Senior Accountant (SA), and Staci Mozee-Ramos, Clerk to the Board.

Call to Order: Commissioner Olsen called the regular meeting to order at 5:00 p.m.

Pledge of Allegiance: The Pledge of Allegiance was recited.

Approval of Agenda: Commissioner Oosterman made a motion to approve the agenda: Commissioner Stearns seconded the motion; all in favor.

Consent Calendar: Approval of Minutes: March 12, 2019

Prequalification of Contractors: Pacific Testing & Inspection, Inc.

SMA Contracts: None

Correspondence: None

Voucher Approval:

1) Accounts Payables: March 14, 2019, March 21, 2019

2) Payroll: March 20, 2019

Other: None

Commissioner Stearns made a motion to approve the Consent Calendar as presented: Commissioner Oosterman seconded the motion; all in favor.

Public Comments: None

Information or Discussion of Operations/Policy Issues: Discussion: 2019 Customer Satisfaction Survey:

SCS Clemens asked for parameters the Board would like to see in the customer satisfaction survey. SCS Clemens proposed a \$5.00 credit on the water bill as an incentive for the customers who take the survey in order to receive a higher percentage of the survey taken and completed by the customers.

Commissioner Oosterman would like to see topics about awareness on water conservation in the customer satisfaction survey. She would like to see if the customers are aware of the newsletter and the customer's feedback on what they would like to see in the newsletter. Commissioner Oosterman stated she would prefer closed-ended questions in the survey, but we should provide an area for other comments on the survey.

Commissioner Olsen said the concept could be a \$5.00 incentive for customers who, in return, take the 5 minute customer satisfaction survey; \$5 for 5. Commissioner Olsen stated that customers should be able to communicate their needs and feel that we are accessible to them. Commissioner Olsen would like to examine the amount of adequacy and quality customers expect Thurston PUD to provide. Commissioner Olsen stated that 30% of the customers would need to complete a survey to provide an adequate statistical sample.

Commissioner Stearns suggested selecting a method where we can reach customers via social media and that the survey should be able to be completed on a cellular telephone. He would also like to know if services have improved throughout the time frame of being a customer with Thurston PUD, and would like to distinguish if the consumers are newer customers or customers before the recent acquisitions.

Action/Approval Items:

Resolution 19-09, Meter Collection and Route Management System

AGM Parker recapped on the information from the last meeting in regards to the Meter and Route Management Software Solution. She disclosed that the resolution was updated to add a purchasing contract. AGM Parker estimated there would be a time frame of four months to get everything implemented.

GM Weidenfeller stated he asked DFO Campbell and Kim Gubbe, Director of Planning and Compliance (DPC), to prepare a five year metering plan. When it is completed and he has reviewed it, staff will brief the Board on metering recommendations.

Commissioner Stearns made a motion to approve Resolution 19-09. Commissioner Oosterman second. All in favor.

Resolution 19-10, Policy and Procedure Update

AGM Parker discussed the update for Policy 200-010, Public Records Disclosure, which was updated to comply with current laws. She stated that the Policy 400-006, Vacation and Sick Leave, was updated to clarify current practices and legal requirements.

Commissioner Oosterman made a motion to approve Resolution 19-10. Commissioner Stearns second. All in favor.

Commissioner Signatures/Break: The Commissioners took a break and signed documents at 5:20 p.m. The Commission meeting resumed at 5:41 p.m.

Presentations:

General Manager, DFO & DPC Reports:

GM Weidenfeller announced that at the next URAC Meeting, legal counsel and staff will provide a Water 101 presentation. It will be held on Saturday, April 13. The meeting has been

advertised and all Commissioners are invited to attend the meeting. GM Weidenfeller will be sending out reminders once the date approaches.

GM Weidenfeller explained that he received a request from the Nisqually Tribe asking if we would be willing to contract on their behalf with a hydrogeological firm to look into drilling deep wells in the WRIA 11 Prairie Area.

GM Weidenfeller discussed letters that will be sent out to 170 high water usage consumers that will address how their high water usage affects the water system and can impact water rights and will request customers conserve water in the future. GM Weidenfeller stated the Management Team recommended preparing a list of consultants customers could select from and that if the consultants visited them for a consultation on conservation and landscaping, the District could provide the customer with a \$100.00 water credit. Up to 50 customers could use the consultants and the budget is recommended at \$5,000, with the Board determining if more funding is needed if demand for the service is high.

Commissioner Olsen requested the PUD hire one consultant and provide the consultation to PUD customers instead. Commissioner Oosterman was not in favor of hiring a consultant at all; she was not sure it was a good use of ratepayer monies. GM Weidenfeller said he thought it was important to follow through on this since we have already advised and discussed this with the public and stated during several public meetings that a consultant would be hired to look at conservation and landscaping. Commissioner Stearns stated he is in favor of hiring a consultant. Commissioner Oosterman, along with Commissioner Olsen, suggested scheduling a meeting that will engage the public and include various resources to provide conservation help. The Commissioners do not necessarily need to be at this meeting. The GM stated he will hire a consultant to work with our customers and will schedule a public meeting to which the District's highest users will be invited. The meeting will address conservation options.

DFO Campbell provided information on fifty Gutermann permalogger leak detectors that are deployed to identify leaks on our water systems so they can be repaired; eight of the permaloggers are owned by the PUD and forty two are on loan from the Regional Water Cooperative of Pierce County. He described the leak detectors and stated we have located leaks in several areas. He also discussed the driver training for the Vactor truck. Commissioner Olsen requested to plan a specific day that each Commissioner can tour and receive an orientation on the Vactor truck and equipment. DFO Campbell will schedule the dates and follow up with Commissioners Olsen, Oosterman and Stearns. Commissioner Oosterman should be scheduled first.

AGM Parker discussed the Variance Report. She informed the Board of new efficiencies that are being implemented. She stated that the new automated telephone response system, IVR, has been activated and will allow customers to make payments through the IVR system instead of speaking to a customer service representative (CSR). AGM Parker also discussed a Check 21 Technology that will process check payments received by CRSs through an imaging system that will directly be transmitted to the bank. This process will be more secure and lower staff

time on processing payments. AGM Parker explained that leasing the equipment is less expensive than purchasing the equipment over a 3 year time frame. The contracts will be signed and implementation will begin, which will take 45 days to be complete.

CSC Clemens updated the Board on the implementation of an emergency radio system. She is working with Whistler Communications. The District budgeted \$25,000 into the 2019 Capital Improvement Program budget for the Emergency Radio Program. Whisler Communications initial quote includes mobile radios, hardware, transmission equipment, and installation and labor. Retransmission facilities will be available on several high mountain tops to provide line of sight for the radios. The GM stated that before the radios are purchased we need to make sure there is robust generator back-up on the mountain tops. SCS Clemens was asked by the Board to stay within budget. An owner of Whistler Communications, Shane Whisler, will provide a presentation to the Board on Tuesday, April 9th, at the first Board meeting in April.

Commissioner Topics, Discussion, and Reports:

Commissioner Oosterman stated there was a PDC complaint that she recently received about the photos on the website stating the Commissioner's photos are not updated.

Commissioner Stearns stated that he and Commissioner Oosterman were present at the WPUDA Water Committee meeting and he was elected as Vice Chair of the Water Committee.

Commissioner Stearns announced that the WPUDA Water Workshop will be held in Leavenworth in September. He discussed information that was provided at the meeting such as the broadband feasibility study which has impacts on internet services that are provided to schools and rural areas.

Commissioner Olsen called for break at 6:33p.m. The Commissioners resumed at 6:45 p.m.


Executive Session: In accordance with the provisions of RCW 42.30.110 (1) (c) to consider the minimum price at which real estate will be offered for sale or lease when offered for sale or lease when public knowledge of such consideration would cause a likelihood of decreased price, and in accordance with the provisions of RCW 42.30.110 (1)(g) to evaluate the qualifications of an applicant for public employment or to review the performance of a public employee. He stated the Executive Session would begin at 6:45 p.m. and was expected to last for 20 minutes ending at 7:05 p.m. At 7:05 p.m., Commissioner Olsen announced that the Commission was leaving the Executive Session and returning to the Regular Meeting.

Adjournment: Commissioner Oosterman made a motion to adjourn the meeting. Commissioner Stearns seconded the motion; all in favor. The meeting adjourned at 7:05 p.m.

Assignments:

1. DFO Campbell will schedule dates and times with each Commissioner for an orientation of the Vactor truck, beginning with Commissioner Oosterman.

2. The GM will schedule a public meeting for the largest water consumption users to discuss conservation and professional consultation services.



Russell E. Olsen, Commissioner and President

Attest:



Chris Stearns, Commissioner and Secretary