



PUBLIC UTILITY DISTRICT NO. 1
OF
JEFFERSON COUNTY
December 10, 2018
**Citizen Advisory Board
Meeting**

*Final
Minutes*

A meeting of the Public Utility District No. 1 of Jefferson County (PUD) Citizen Advisory Board (CAB) was held at Jefferson County Conference Room, 63 Four Corners Road, Port Townsend, Washington, on December 10, 2018. The meeting was convened by Chair Doug Huber at 2:00 p.m. Attending:

CABMembers:

Karen Bennett, Dist. 2
Doug Huber, Dist. 3
Larry Dennison, Dist. 1
Tom Engel, Dist. 1
Peter Lauritzen, Dist. 1
Roger Risley, Dist. 2
Tim Tibbals, Dist. 2

PUDRepresentatives:

Commissioner Jeff Randall
Larry Dunbar, General Manager
Will O'Donnell, Communications Manager
Don McDaniel, Consultant
Jean Hall, Customer Service Manager
Debbie Lund, Human Resources Manager
Cammy Brown, Recording Secretary

CALL TO ORDER

Chair Doug Huber called the meeting to order stating there was a quorum. Voluntary introductions were given by the members of the Citizen Advisory Board.

REVIEW OF AGENDA

Karen Bennett wanted to roll the Broadband Sub-Committee Report into the Telecom Strategic Plan and add some comments to Larry Dunbar's report. This item was removed from the agenda. There will be a report next month.

MOTION: Tim Tibbals made a motion to approve the Agenda as amended. Karen Bennett seconded the motion. Motion carried unanimously.

PUBLIC COMMENTS: Chair Doug Huber read the public comment guidelines.

- Statement was read (Handout No. 1) regarding Local 20/20's Energy Action and Climate Action groups.

APPROVAL OF MINUTES FROM LAST MEETING:

October 8, 2018, Minutes:

Change "Citizens" to "Citizen" throughout minutes.

Correction to Minutes of October 8, 2018 and November minutes. Change Citizens' to Citizen throughout minutes.

Bottom on Page 2 – add before last sentence before it starts with General Counsel – add "Agenda with correct location was on the web."

In the last sentence "Joel Paisner it was his opinion that posting the notice was a "technical" compliance.

Bottom of Page 3 – very last bullet – the first sentence should say "sub-committee" instead of just "committee".

Page 7 – very last section – suggest we don't need to list the numbers 1-8 on there. They were listed on an attachment. Strike 1-8.

MOTION: Roger Risley made a motion to approve the minutes of the Citizen Advisory Board meeting of October 8, 2018, as amended. This motion was seconded by Larry Dennison. Motion carried unanimously.

November 19, 2018, Minutes:

Norm Norton was not present. Strike out.

Tim Tibbals is listed as Dist. 1 – change to Dist. 2.

Page 6 – under the discussion for formation of sub-committee for private vehicle charging - Russ Michel did a report on Clallam County on electric vehicles. Take out "a".

Where it says "It is worthwhile" ... – second line at the end it says "because it is probably likely going to happen". Take out "probably".

MOTION: Tim Tibbals made a motion to approve the minutes of the Citizen Advisory Board meeting of November 19, 2018, as amended. This motion was seconded by Karen Bennett. Motion carried unanimously.

Final Minutes of October 8, 2018 and November 19, 2018 will be submitted for signature at the January 2019 meeting.

GM REPORT: General Manager Larry Dunbar gave a report. Highlights:

- Customer Service Policy – Jean Hall, Customer Service Manager, went over the policy. and provided a power point presentation. (copy of policy in packet). Jean requested the policy be approved in January 2019.

Public Comments on Updates to the New Customer Service Policy:

- Procedure for the event when a customer appeals their bill. There is a procedure set up whereby the Board appoints a hearing officer. Decision of that person is final. After the hearing there is no further appeals allowed to a higher authority as it would be in any other quasi-judiciary process. The public member was concerned about the lack of fairness and legalities about that kind of policy.
- If a landlord has not paid the bill then is the PUD requiring a tenant to pay?
- Appreciation given to Jean Hall for looking at the comments from the previous meeting and taking them under consideration.
- Modifying a past bill over six months. The manager has the authority to waive fees in extenuating circumstances. The manager could add “customer should provide a written reason”.
- The PUD needs a good policy that has something in place about retesting meters thought to be faulty.
- Landlord section. Landlord rights and responsibilities. Different contracts that are set up. The PUD needs to make sure that it is not also trampling the landlord’s rights. Is that going to be an issue as well? One example: the landlord may be using that as a way to get a tenant out of the building.
- Any kind of statistical analysis done of the billing system to identify anomalies?
- There is a checks and balances system.

General Manager Larry Dunbar is in full support of policy. The staff is asking for flexibility.

MOTION: Karen Bennett made a motion that the CAB ask the staff to bring the customer service changes to the BOC for their approval as they stand here and separately know that they are going to continue to work on it. Roger Risley seconded the motion. Motion carried unanimously.

Vehicle Use Policy, Update Recommendation: Debbie Lund, Human Resources Manager gave a report on changes to HR policies 1.03, 4.05 and 10.07.

- HR 1.03 would authorize the General Manager to temporarily suspend policies in certain