Board of Commissioners Meeting
21 March 2017
5:00 PM
230 Chimacum Road - Port Hadlock, WA
PUD REGULAR BOARD MEETING

1. CALL TO ORDER
2. AGENDA APPROVAL
3. APPROVAL OF MINUTES
   - 3.1 Minutes Regular Meeting of 21 March 2017
   - 3.2 Minutes of Special Meeting of 21 March 2017

4. CFO REPORT & APPROVAL OF VOUCHERS
   - 4.1 Financial Director's Report
   - 4.2 Voucher Certification Form with Supporting Warrant Register and Payroll Disbursements
   - 4.3 Voucher Approval Form

5. ITEMS FROM THE FLOOR that are not listed on the Agenda.

6. COMMISSIONER REPORTS

7. ACTION ITEMS:
   - 7.1 Resolution 2017-007 appointing Auditor and adjusting manager approval level
   - 7.2 Resolution admending Resolution 2016-003 Non-Represented Staff
   - 7.3 CAB Member appointment - Tom Engel

8. DISCUSSION ITEMS:
   - 8.1 PERS Resolution for BOC
   - 8.2 Transfer of business from NoaNet to Jefferson PUD – Telecom
   - 8.3 Next Five Issues meeting

9. CAB REPORT:
10. MANAGER REPORT
11. COMMISSIONER CALENDAR
12. CORRESPONDENCE
13. FUTURE PLANNING
14. EXECUTIVE SESSION- RCW 42.30.110 - To evaluate the qualifications of an applicant for public employment or to review the performance of a public employee. However, subject to RCW 42.30.140(4), discussion by a governing body of salaries, wages, and other conditions of employment to be generally applied within the agency shall occur in a meeting open to the public, and when a governing body elects to take final action hiring, setting the salary of an individual employee or class of employees, or discharging or disciplining an employee, that action shall be taken in a meeting open to the public manager evaluation
15. ADJOURNMENT

PUBLIC UTILITY DISTRICT NO. 1
of Jefferson County

March 7, 2017

Board of Commissioners
Regular Meeting

Draft Minutes

The Regular Meeting of the Public Utility District No. 1 of Jefferson County (PUD) was called to order by the President of the Board of Commissioners (Board) at 5:00 p.m. at the PUD Administration office at 230 Chimacum Road, Port Hadlock, Washington, 98339. Present:

Commissioner Kenneth Collins, President
Commissioner Jeff Randall, Vice President
Commissioner Wayne King, Secretary (by call-in)

Jim Parker, Manager
Kevin Streett, Assistant Manager
Bill Graham, Resource and Conservation Manager
Debbie Lund, Human Resources and Communications Manager
Kim Younger, Controller
Richard Hughes, General Counsel
Don McDaniel, Consultant
Pete Lauritzen, Citizen's Advisory Board
Roger Risley, Citizen's Advisory Board
Stan Nealey, Citizen's Advisory Board

Cammy Brown, Recorder

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1. CALL TO ORDER:

Meeting called to order Commissioner Kenneth Collins at 5:00 p.m.

Self Introductions by Commissioner Kenneth Collins, Commissioner Wayne King, Commissioner Jeff Randall, Richard Hughes, General Counsel and Jim Parker, Manager for the PUD and attendees.

2. AGENDA APPROVAL:

MOTION made by Commissioner Jeff Randall and seconded by Commissioner Wayne King to strike Item 15 Executive Session on the agenda. Motion unanimously carried.

APPROVAL OF MINUTES:

Corrections were cited.

MOTION was made by Commissioner Jeff Randall and seconded by Commissioner Kenneth Collins to approve the minutes of the Regular Meeting of the Jefferson County PUD of February 21, 2017, **with changes mentioned.** Motion unanimously carried.

MOTION was made by Commissioner Jeff Randall and seconded by Commissioner Kenneth

Collins to approve the minutes of the Special Meeting of the PUD of February 21, 2017. Motion unanimously carried.

4. CFO REPORT AND APPROVAL OF VOUCHERS

4.1 – Financial Director Report: Kim Younger gave a presentation and handed out:

- Narrative to Accompany Monthly Financial Statements for the Period Ending January 31, 2017 with General ledger Financial and Operating Report, and
- Financial Analysis and Ratios – Revised January 31, 2017.

MOTION: Commissioner Jeff Randall made a motion to approve the payment of Voucher Approval Form dated March 7, 2017 – payments to be made from the General Fund in the amount of $822,351.33. Commissioner Wayne King seconded. Motion unanimously carried.

5. ITEMS FROM THE FLOOR : None.

6. COMMISSIONERS' REPORTS: Commissioners gave their reports.

7. ACTION ITEMS:

7.1 **LOW INCOME PROGRAM – RESOLUTION 2017-002**: Richard Hughes, General Counsel stated that the changes that were made in the Resolution were fine. There was some discussion. Commissioner Kenneth Collins wanted to defer the vote to approve the resolution.

MOTION was made by Commissioner Jeff Randall to move the resolution item to Item No. 13. Seconded by Commissioner Wayne King to amend the agenda to move the consideration of the low income resolution further down just before Executive Session.

7.2 APPROVAL **OF PUD – LABOUR UNION CONTRACT**
Commissioner Jeff Randall summarized the contract. There was some discussion.

MOTION by Commissioner Jeff Randall and seconded by Commissioner Kenneth Collins to approve the LABOUR UNION CONTRACT for the Jefferson County PUD #1. Motion unanimously carried.

7.3 APPOINTMENT **OF NEW CAB MEMBERS:** All three commissioners listed their recommendations.

MOTION was made by Commissioner Jeff Randall and seconded by Commissioner Wayne King to approve the four individuals that were recommended. Motion unanimously carried. New Jefferson County PUD Citizen Advisory Board members are:

- Norm Norton
- Karen Bennett
- Tim Tibbles
- ??_____

8. DISCUSSION ITEMS:

8.1 Manager Jim Parker spoke on Bonneville Power Administration (BPA). A date was set to meet with the Bonneville administrators for **April 25, 2017 at 1:00 p.m**. Commissioner Jeff Randall said he would attend. General Counsel Richard Hughes suggested publishing the meeting in the paper. Manager Jim Parker will post notice.

8.2 Resolution 2017-007 Appointing Auditor and adjusting manager approval level. This item was discussed. Hope was expressed by Manager Jim Parker to present this resolution for approval at the next regularly scheduled PUD meeting.

8.3 Resolution amending Resolution 2017-008 Non-Represented Staff. This resolution will be presented at next regularly scheduled PUD meeting. There was a request from Commissioner Kenneth Collins for Manager Jim Parker to send to each commissioner some information on how merit pay increases are determined. **Manager Jim Parker stated he would send information to each commissioner.**

8.4 **CAB Letter**: Manager Jim Parker had a draft of a letter of appreciation for CAB members to be signed by all three commissioners. There were some suggested changes. **Manager Jim Parker will revise letter and present at next meeting for signatures of all three commissioners.**

9. **CAB REPORT**: Don McDaniel, Consultant, gave CAB report.

10. **MANAGER'S REPORT:** Manager Jim Parker gave his report. He will add an agenda item to next regular meeting of PUD: Agreement with COS – Inter local Agreement.

11. **COMMISSIONERS' CALENDARS:** Commissioners gave their upcoming calendars.

12. **CORRESPONDENCE:** Manager Jim Parker gave a report on the correspondence he had received.

13. **FUTURE PLANNING:** Some discussion but no report.

13A. LOW INCOME RESOLUTION: MOTION was made by Commissioner Jeff Randall and seconded by Commissioner Wayne King to approve Resolution 2017-002.Unanimously carried.

MOTION: Commissioner Jeff Randall moved to amend the agenda to add second agenda item, Executive Session under the provisions of RCW 42.30.110. Agency improvement matters. Commissioner Kenneth Collins seconded. Motion unanimously carried.

14. EXECUTIVE SESSION: Commissioner Kenneth Collins adjourned the meeting at 6:47 p.m. to go into Executive Session to consider the selection of a site or the acquisition of real estate by lease or purchase when public knowledge regarding such consideration would cause a likelihood of increased price.

The regular meeting of the Board of Commissioners of the Jefferson County PUD was reconvened from the Executive Session at 7:10 p.m.

The meeting adjourned at 7:12 p.m. to go into Executive Session.

15. EXECUTIVE SESSION: Commissioner Kenneth Collins read RCW 42.30.110: To evaluate the qualifications of an applicant for public employment or to review the performance of a public employee. However, subject to RCW 42.30.140(4), discussion by a governing body of salaries, wages, and other conditions of employment to be generally applied within the agency shall occur in a meeting open to the public, and when a governing body elects to take final action hiring, setting the salary of an individual employee or class of employees, or discharging or disciplining an employee, that action shall be taken in a meeting open to the public.

The regular meeting of the Board of Commissioners of the Jefferson County PUD was reconvened at 7:20 p.m.

16. ADJOURNMENT:

MOTION: Commissioner Jeff Randall made a motion to adjourn the March 7, 2017 Regular Meeting of the Jefferson County PUD. Commissioner Kenneth Collins seconded the motion. Motion unanimously carried. Meeting adjourned at 7:21 p.m.

Minutes prepared by
Cammy Brown, PUD Recorder

Approved:

_____ _____
Commissioner Wayne King, Secretary Date

Attest:

_____ _____
Commissioner Kenneth Collins Date

_____ _____
Commissioner Jeff Randall, Vice President Date

Please note PUD Citizen Advisory Board meetings are audio recorded and posted to the PUD website at www.jeffpud.org, usually within 1-2 business days of each meeting. If you experience any difficulty accessing a particular recording, you may call 360.385.5800 for assistance. Jefferson PUD provides reasonable accommodations to persons with disabilities. We invite any person with special needs to contact our staff at 360.385.8351 at least 24 hours before the meeting to discuss any special accommodations.

PUBLIC UTILITY DISTRICT NO. 1
of Jefferson County

March 7, 2017

Special Board Meeting
Budget and RUS Loan Compliance
Draft Minutes

The Special Meeting of Public Utility District No.1 of Jefferson County (PUD) was called to order by the President of the Board of Commissioners at 3:00 p.m. at the PUD Administration office at 230 Chimacum Road, Port Hadlock, WA 98339. Present:

Commissioner Kenneth Collins, President
Commissioner Jeff Randall, Vice President
Commissioner Wayne King, Secretary (by call-in)

Jim Parker, Manager
Kevin Streett, Assistant Manager
Bill Graham, Resource and Conservation Manager
Kim Younger, Controller
Annette Johnson, Records Administrator

Richard Hughes, General Counsel
Don McDaniel, Consultant
Cammy Brown, Recorder

Meeting Purpose:

- To review the PUD financial obligations to USDA – for our RUS Loan;
- To review current PUD Current and past situation; and
- To review PUD BOC guidance for meeting RUS borrowing requirements and planning for future compliance.

Commissioner Kenneth Collins called the meeting to order at 3:00 p.m.

Manager Jim Parker gave power point presentation of on RUS Compliance and also handed out paper version. Other handouts included WPUDA 2016 Sourcebook, General Ledger Electric Division Income Statement for January 2017, Exhibit A 2017 General Fund Budget and Exhibit B 2017 PUD Electric and Water Utility Budgets.

Manager Jim Parker briefly went over what Tammy Lehman, former Interim Financial Director had presented at last PUD meeting.

Manager Parker mentioned that the financial documents are being worked on for year end.

The power point presentation consisted of PUD's history and some background, RUS loan requirements, meeting RUS loan requirements, PUD's current status, and how to affect ratios. Manager Parker went over what the requirements were for the RUS process and how difficult it was. He stated that the PUD needs to plan out and move forward. The PUD is running out of conservation dollars.

There was some mention of getting a communications person and a question of whether it should be a full time employee or consultant part time.

There was some talk about rate increases (haven't had a rate increase in four years).

There was a suggestion made to think about how we want to proceed and what plans do we have in place to accomplish this?

The new Chief Financial Officer Susan Clarke will be here soon. A (workshop) was set for Friday, June 2, 2017, to go over the budget.

Adjournment:

MOTION: By Commissioner Jeff Randall moves to adjourn the meeting. Seconded by Commissioner Wayne King. Motion carried unanimously. Meeting adjourned at 4:34 p.m.

Minutes prepared by Cammy Brown, District Recorder

Approved:

_____ _____

Commissioner Wayne King, Secretary Date

Attest:

_____ _____
Commissioner Jeff Randall, Vice President Date

_____ _____
Commissioner Kenneth Collins, President Date

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VOUCHER CERTIFICATION FORM

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein, that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim is a just, due and unpaid obligation against Public Utility District No. 1 of Jefferson County, and that I am authorized to authenticate and certify to said claims, and I, the undersigned, do hereby certify under penalty of perjury that claims for employee and commissioner expenses are just, due, and unpaid obligations against Public Utility District No. 1 of Jefferson County.

Signed: Kim Younger _____ 3/15/17

Kim Younger, Controller / Auditor — Date

VOUCHER CLAIM FORMS FOR INVOICES PAID:

	WARRANTS				AMOUNT	DATE
Accounts Payable:	# 113539	to	# 113569	$	68,182.56	3/3/2017
Accounts Payable:	# 113570	to	# 113591	$	204,416.12	3/9/2017
Accounts Payable:	# 113592	to	# 113604	$	78,063.58	3/13/2017
Payroll Checks:	# 70278	to	# 70281	$	7,656.21	3/10/2017
Payroll Direct Deposit:				$	81,166.78	3/10/2017
TOTAL INVOICES PAID					**$439,485.25**	

WIRE TRANSFERS PAID		**AMOUNT**	**DATE**
BPA	$	2,038,931.00	3/13/2017
GRAND TOTAL		**$2,478,416.25**	

VOIDED WARRANTS	# 113477	to	# 113538	$	136,365.12	

Accounts Payable
Check Register

03/02/2017 To 03/14/2017

Bank Account: 1 - 1ST SECURITY - AP

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference		Amount
113539	03/03/2017	CHK	10295	DYLAN BRACKNEY	TRAVEL REIMBURSE JAN 2017 CAMP RILE		246.10
113540	03/03/2017	CHK	10045	CENTURY LINK-S	CIRCUIT INFO 101A T1ZF 2/16-3/15/17		357.90
					CIRCUIT INFO 101A T1ZF 2/16-3/15/17		73.31
						Total for Check/Tran - 113540:	431.21
113541	03/03/2017	CHK	10053	COMPUNET, INC	WIRELESS ROUTER		2,711.90
113542	03/03/2017	CHK	10055	CONSOLIDATED ELECTRICAL DISTRIB	SRD13.5 4" GRAY & 3" SCH 40		21,958.05
					HDPE DUCT 2", 2" POLY-PVC & 4" POLY-PV		4,005.75
					COUPLERS		990.27
						Total for Check/Tran - 113542:	26,954.07
113543	03/03/2017	CHK	10056	CORE TELECOM SYSTEMS	FIBER MATERIAL		991.53
					SPLICE TRAY,DOME O-RING,CASE,PORT P		-81.87
						Total for Check/Tran - 113543:	909.66
113544	03/03/2017	CHK	10068	DISCOVERY BAY GROUP, LLC	FEBUARY 2017 SERVICE/CONSULTING		2,000.00
113545	03/03/2017	CHK	10084	EXPRESS SERVICES, INC	AP TEMP WEEKEND 2/12/17		558.97
					AP TEMP WEEKEND 2/12/17		114.49
						Total for Check/Tran - 113545:	673.46
113546	03/03/2017	CHK	10085	FASTENAL	APWA RED IND. MC1800 MARKNG PAINT		93.79
113547	03/03/2017	CHK	10412	FLYING WRENCH SERVICE	INSPECT LIGHT PLANT		130.32
					REPLACE FUEL FILLER# 111		622.30
						Total for Check/Tran - 113547:	752.62
113548	03/03/2017	CHK	10094	GENERAL PACIFIC, INC	SINGLE HOLE SOLDERLESS LUG TRNSFR		116.85
					FR HEAVYWEIGHT HI-VIS HOODIE LRG		194.64
					HOUSE SIDE SHIELD		245.25
						Total for Check/Tran - 113548:	556.74
113549	03/03/2017	CHK	10454	GLOBAL RENTAL COMPANY INC	RNTL DOUBLE MANBCKT VEH#403 2/09-3/		4,905.00
					RENTAL TSE UP70B PULLER 02/06-03/05/17		3,597.00
						Total for Check/Tran - 113549:	8,502.00
113550	03/03/2017	CHK	9998	GREGORY 1328 TRUST	Cred Bal Refund		200.00
113551	03/03/2017	CHK	10104	HADLOCK BUILDING SUPPLY, INC.	OLYMPIC RDG - FLANGE, FLASHING		6.63
					PIPE CLAMP - OLYMPIC RIDGE		10.86
					OLYMPIC RIDGE BOOSTER PUMP - PIPE FT		12.80
					OLYMPIC RIDGE-HARDWARE		37.21

Accounts Payable
Check Register

03/02/2017 To 03/14/2017

Bank Account: 1 - 1ST SECURITY - AP

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference		Amount
					COUPLING, FLOOR FLANGE, PIPE STRAPS		9.77
					1/2" OFFSET CONNECTOR - QUILCENE		20.66
					2X4 1/2 GLAV NIPPLE 26-0914S OLYMPIC R		11.10
					EXTENSION CORD: IRONDALE SUB TRANS		43.59
					8PK BOUNTY TOWEL		10.34
					GE 10W BR30 LED BULB - 4 CORNERS		34.84
					BLK LG MAGNET KEYHOLDER VEH #210		8.71
					25PK 1/2X5 - 1/2 WDG ANCHOR-QUILCENE		89.36
					AIRPORT WELL-MOUSETRPS, SCREW COU		19.99
						Total for Check/Tran - 113551:	315.86
113552	03/03/2017	CHK	10111	HIGHWAY SPECIALTIES LLC	TRK RENT/FLAGGING DISCOVERY, MARR		73.77
					TRK RENT/FLAGGING F ST #593 ERIC		73.78
					TRK RENT/FLAGGING SHERIDAN&HAST#5		65.00
						Total for Check/Tran - 113552:	212.55
113553	03/03/2017	CHK	10126	JEFFERSON COUNTY PUBLIC WORKS	SOLID WASTE DISPOSAL CRS RECEIPT PRI		4.15
					SOLID WASTE DISPOSAL WATER EQUIP		5.85
						Total for Check/Tran - 113553:	10.00
113554	03/03/2017	CHK	9998	LISA KANE	Cred Bal Refund		141.57
113555	03/03/2017	CHK	10543	LANDMARK EXCAVATING AND DOZER	REPAIR: EXPOSED TRANSFORMER WILDP		741.20
113556	03/03/2017	CHK	10139	MADRONA HILL URGENT CARE	CDL PHYSICAL/BILL COOPER ON 1/27/17		220.00
113557	03/03/2017	CHK	10418	N&L LINE EQUIPMENT	CHANCE 24" LINK STICK		38.15
					CHANCE 6' UNI/RUBBER CAP		45.79
					HOT TELEPOLE TESTING		223.46
						Total for Check/Tran - 113557:	307.40
113558	03/03/2017	CHK	10166	NWPPA	AD SUBSTATION&METER TECH 2/17-3/17/1		115.00
113559	03/03/2017	CHK	10167	OFFICE DEPOT	MISC OFFICE SUPPLIES		36.18
					MISC OFFICE SUPPLIES		7.41
					PORTABLE FILE BOX FOR THE FAIR		17.54
					PORTABLE FILE BOX FOR THE FAIR		3.60
					FOLDING TABLE FOR USE AT FAIRS		113.15
					FOLDING TABLE FOR USE AT FAIRS		23.17
					MISC OFFICE SUPPLIES		227.56
					MISC OFFICE SUPPLIES		50.39
						Total for Check/Tran - 113559:	479.00

Accounts Payable
Check Register

03/02/2017 To 03/14/2017

Bank Account: 1 - 1ST SECURITY - AP

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference		Amount
113560	03/03/2017	CHK	10534	ONEPATH SYSTEMS, LLC	WEB HOSTING/SUPPORT		273.90
					WEB HOSTING/SUPPORT		56.10
						Total for Check/Tran - 113560:	330.00
113561	03/03/2017	CHK	9998	PENINSULA HOMECARE COOPERATIVE	Cred Bal Refund		78.45
113562	03/03/2017	CHK	10188	PLATT ELECTRIC SUPPLY	WIRE 1/0 BARE, WIRE #6STRANDED&PHO		1,454.39
					PHOTOCELLS		641.73
						Total for Check/Tran - 113562:	2,096.12
113563	03/03/2017	CHK	9998	LORI S RAMIREZ	Cred Bal Refund		156.09
113564	03/03/2017	CHK	10219	SHOLD EXCAVATING INC	CONCRETE-QUILCENE SUBSTATION		219.09
					REPLACE CHECK VALVE - 121 BLUFFS		190.16
					EMERGENCY TREE REMOVAL -VERNER A		430.55
					DIG UP WATER MAIN - KIVELY		1,453.95
						Total for Check/Tran - 113564:	2,293.75
113565	03/03/2017	CHK	10226	SOS PRINTING	RED AND YELLOW DISCONNECT TAGS		194.02
					BUSINESS CARDS JEFF G & ADAM Y		106.75
					BUSINESS CARDS JEFF G & ADAM Y		21.87
						Total for Check/Tran - 113565:	322.64
113566	03/03/2017	CHK	10249	SPECTRA LABORATORIES-KITSAP LLC	TESTING: MONTHLYS COLI/ECOLI		212.52
113567	03/03/2017	CHK	10258	VERIZON WIRELESS, BELLEVUE	CELL PHONE SERVICE QB 1/16-2/15/17		1,949.64
					CELL PHONE SERVICE QB 1/16-2/15/17		477.77
						Total for Check/Tran - 113567:	2,427.41
113568	03/03/2017	CHK	10269	WAVE BROADBAND	154173 PARADISE BAY RD FEB 2017 SCAD		66.45
113569	03/03/2017	CHK	10271	WESCO RECEIVABLES CORP	WIRE 600V UD-350 WESLEYAN; 4/0 SWEET		13,625.00
113570	03/09/2017	CHK	10495	AUDIT & ADJUSTMENT COMPANY, INC.	PL GARNISHMENT		436.34
113571	03/09/2017	CHK	10024	BANKCARD CENTER	ACT*MRSC WEBINAR FOR JEFF RANDALL		29.05
					ACT*MRSC WEBINAR FOR JEFF RANDALL		5.95
					NWPPA FOREMAN LEADERSHIP CLASS 1/2		416.18
					2017 PROMOTIONAL ITEMS FOR FAIRS		3,493.70
					2017 PROMOTIONAL ITEMS FOR FAIRS		715.58
						Total for Check/Tran - 113571:	4,660.46
113572	03/09/2017	CHK	10460	PAMELA J BROWNING	TRANSCRIPTION SVC FEB 2017		760.00
113573	03/09/2017	CHK	9998	W A BRYSON	Cred Bal Refund		0.71

Accounts Payable
Check Register

03/02/2017 To 03/14/2017

Bank Account: 1 - 1ST SECURITY - AP

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference		Amount
113574	03/09/2017	CHK	10084	EXPRESS SERVICES, INC	AP TEMP WEEKEND 2/19/17		421.68
					AP TEMP WEEKEND 2/19/17		86.37
						Total for Check/Tran - 113574:	508.05
113575	03/09/2017	CHK	10094	GENERAL PACIFIC, INC	HEAVY DUTY TRANSFORMER CONNECTO		109.00
113576	03/09/2017	CHK	10454	GLOBAL RENTAL COMPANY INC	RENTAL OF DIGGER DERRICK		4,687.00
113577	03/09/2017	CHK	9998	CLINT GORDON	Cred Bal Refund		22.71
113578	03/09/2017	CHK	10281	JEFFCO EFTPS	941 PAYROLL TAX FOR PR 031017 MEDICA		3,730.60
					941 PAYROLL TAX FOR PR 031017 FICA		15,951.76
					941 PAYROLL TAX FOR PR 031017 FEDERA		15,508.24
						Total for Check/Tran - 113578:	35,190.60
113579	03/09/2017	CHK	10532	JEFFERSON COUNTY PUD PAYROLL AC	PAYROLL DEPOSIT 3/10/2017 CHECKS		7,656.21
					PAYROLL DEPOSIT 3/10/2017 DIRECT DEP		81,166.78
						Total for Check/Tran - 113579:	88,822.99
113580	03/09/2017	CHK	9998	JOEY JOHNSON	Cred Bal Refund		51.89
113581	03/09/2017	CHK	10439	LAW OFFICE OF RICHARD L HUGHES P	NON HR FEBUARY 2017 PROF SVC		8,125.63
					HR FEBUARY 2017 PROF SVC		581.00
					NON HR FEBUARY 2017 PROF SVC		1,664.28
					HR FEBUARY 2017 PROF SVC		119.00
						Total for Check/Tran - 113581:	10,489.91
113582	03/09/2017	CHK	10165	NW LABORERS-EMPLOYERS TRUST FU	APRIL 2017 MEDICAL PREMIUM EXEMPT		11,583.00
					APRIL 2017 MEDICAL PREMIUM LABORER		11,840.00
						Total for Check/Tran - 113582:	23,423.00
113583	03/09/2017	CHK	10166	NWPPA	AD: TELECOM MANGAGER 3/03-3/27/17		115.00
113584	03/09/2017	CHK	10167	OFFICE DEPOT	MISC OFFICE SUPPLIES		11.92
					MISC OFFICE SUPPLIES		2.44
						Total for Check/Tran - 113584:	14.36
113585	03/09/2017	CHK	10188	PLATT ELECTRIC SUPPLY	SHRINKS		21.19
					SHRINKS		21.19
						Total for Check/Tran - 113585:	42.38
113586	03/09/2017	CHK	10203	PURMS JOINT SELF INSURANCE FUND	HEALTH & WELFARE FEB 2017		29,323.84
113587	03/09/2017	CHK	10471	RICOH USA , INC.- DALLAS	4 CORNERS (MODULAR) RENT 3/18-4/17/17		72.28

Accounts Payable
Check Register

03/02/2017 To 03/14/2017

Bank Account: 1 - 1ST SECURITY - AP

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference		Amount
					4 CORNERS (MODULAR) RENT 3/18-4/17/17		14.80
					ANNEX-COPIER RENT 3/19-4/18/17		84.46
					ANNEX-COPIER RENT 3/19-4/18/17		17.30
						Total for Check/Tran - 113587:	188.84
113588	03/09/2017	CHK	10545	TOWNSEND BAY PROPERTY MGT., INC	MARKET ANALYSIS: 742 PETERSON LAKE		100.00
113589	03/09/2017	CHK	10260	WA STATE DEFERRED COMPENSATION	PL DEFERRED COMP EE FOR PR 3/10/17		4,565.22
					PL DEFERRED COMP EE FOR PR 3/10/17		686.82
						Total for Check/Tran - 113589:	5,252.04
113590	03/09/2017	CHK	10267	WA STATE SUPPORT REGISTRY	PL CHILD SUPPORT EE		162.00
113591	03/09/2017	CHK	10278	WPUDA	MAR-17 ASSOCIATION MTG - JEFF RANDA		12.45
					MAR-17 ASSOCIATION MTG - JEFF RANDA		2.55
					2017 SPRING RECORDS ROUNDTABLE		40.00
						Total for Check/Tran - 113591:	55.00
113592	03/13/2017	CHK	10012	ALTEC INDUSTRIES, INC	TOOLS		366.28
					SCREW ANCHOR KIT		2,261.39
					HOTSTICK		215.73
						Total for Check/Tran - 113592:	2,843.40
113593	03/13/2017	CHK	10409	CLEARESULT CONSULTING INC	JAN 2017/REF S4-0217-067 LIGHTING		11,543.39
113594	03/13/2017	CHK	10056	CORE TELECOM SYSTEMS	FIBER MATERIAL		1,556.86
					12 PORT, WALL MOUNT FDP WITH S, CENT		-128.55
						Total for Check/Tran - 113594:	1,428.31
113595	03/13/2017	CHK	10113	HRA VEBA TRUST CONTRIBUTIONS	FEB 2017/DEDUCTION		300.00
					FEB 2017/VEBA BENEFIT		1,100.00
						Total for Check/Tran - 113595:	1,400.00
113596	03/13/2017	CHK	10114	IBEW LOCAL UNION NO 77	MARCH 2017 UNION DUES		1,344.36
113597	03/13/2017	CHK	10142	MASON COUNTY PUD #1	ELECTRIC - 10510600 FEB 2017		150.18
					BPA RD - PUMP - 2487700 FEB 2017		95.68
					WILLIAMS CT - 2493500 FEB 2017		38.39
						Total for Check/Tran - 113597:	284.25
113598	03/13/2017	CHK	10164	NW LABORERS 252 (DUES)	MARCH 2017 UNION DUES		624.00
113599	03/13/2017	CHK	10167	OFFICE DEPOT	MISC OFFICE SUPPLIES		110.46
					MISC OFFICE SUPPLIES		191.38

Accounts Payable
Check Register

03/02/2017 To 03/14/2017

Bank Account: 1 - 1ST SECURITY - AP

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference		Amount
					MISC OFFICE SUPPLIES		23.47
					MISC OFFICE SUPPLIES		7.15
						Total for Check/Tran - 113599:	332.46
113600	03/13/2017	CHK	10171	ON LINE INFORMATION SERVICES	FEB 2017 ONLINE UTILITY EXG REPORT		212.10
113601	03/13/2017	CHK	10187	PITNEY BOWES-RESERVE ACCT	PRE-PAID POSTAGE ACDT #33897265		332.00
					PRE-PAID POSTAGE ACDT #33897265		68.00
						Total for Check/Tran - 113601:	400.00
113602	03/13/2017	CHK	10287	PUD-UTILITY PAYMENTS	17648011 FEB 2017 - 1606 AIRPORT RD 11A		433.30
					17648016 FEB 2017 - NO ADDR KALA SEWE		20.80
					17648017 FEB 2017 - 234 KALA PT DR		18.33
					17648018 FEB 2017 - 112 SAILVIEW DR		34.00
					17648019 FEB 2017 - 150 KALA HGHTS DR		17.86
					17648020 FEB 2017 - 83 PINECREST DR		548.34
					17648021 FEB 2017 - NO ADDR		34.95
					18296011 FEB 2017 - 92 N WILLISON AVE		472.68
					27201000 FEB 2017 - 2322 AIRPORT CUTOFF		44.95
					10493001 FEB 2017 - 73 KENNEDY RD		2,248.86
					10493002 FEB 2017 - 310 FOUR CRNERS RD		255.16
					12737000 FEB 2017 - 230 CHIMACUM RD		75.90
					12737000 FEB 2017 - 230 CHIMACUM RD		15.55
					17648001 FEB 2017 - 429 SKYWATER DR		72.14
					17648004 FEB 2017 - 230 CHIMACUM RD		301.34
					17648004 FEB 2017 - 230 CHIMACUM RD		61.72
					17648005 FEB 2017 - OAK BAY RD & MATS		37.44
					17648006 FEB 2017 - 482 SOMERVILLE RD		19.95
					17648007 FEB 2017 - 265 CHIMACUM RD		891.55
					17648008 FEB 2017 - 21 KENNEDY RD		1,872.40
					17648010 FEB 2017 - 40 CLEVELAND ST		17.86
					17648012 FEB 2017 - 61 KEVIN LN		85.83
					18296008 FEB 2017 - 2411 TEAL LAKE RD		328.74
					18296012 FEB 2017-OAK BAY RD & MATS V		38.20
					18296013 FEB 2017 - OAK BAY & MATS VW		66.72
					24562001 FEB 2017 - 6062 HWY 20		755.60
					25789001 FEB 2017 - 310 FOUR CORNERS L		1,950.65
					30119000 FEB 2017 - 310 4 CRNERS RD		71.10
					31990000 FEB 2017-EAGLE RIDGE BOOST P		84.31
					35586000 FEB 2017 - 581 FAIRMOUNT RD		39.44

03/02/2017 To 03/14/2017

Bank Account: 1 - 1ST SECURITY - AP

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference		Amount
					46543000 FEB 2017 - 211 CHIMACUM RD #B		109.83
					46543000 FEB 2017 - 211 CHIMACUM RD #B		22.49
					46543001 FEB 2017 - 211 CHIMACUM RD #C		83.39
					46543001 FEB 2017 - 211 CHIMACUM RD #C		17.08
					17648003 FEB 2017 - 253 STARK RD		17.00
					17648022 FEB 2017 - 60 WILLOW ST		160.45
					18296006 FEB 2017 - 881 SHINE RD		18.14
					18296007 FEB 2017 - 41 MAXVIEW DR		19.57
					18296009 FEB 2017 - 10 OLYMPIC RIDGE DR		89.83
					18296010 FEB 2017 - S END ALPINE CT		95.15
					18296014 FEB 2017 - 3 E SNOW CREEK WAY		57.41
					18296015 FEB 2017 - 125 DICKEY ST		19.19
					18296016 FEB 2017 - QUILCENE RNGR STN		100.55
					22562000 FEB 2017 - 1300 SHINE RD		17.19
					Total for Check/Tran - 113602:		11,742.94
113603	03/13/2017	CHK	10546	SHANE STEWART	REIMBURSE TEMP SERVICE DID NOT USE		70.00
113604	03/13/2017	CHK	10265	WA STATE DEPT OF RETIREMENT SYST	FEBURARY 2017 RETIREMENT/REPORT #8		45,838.37
					Total for Bank Account - 1 :	(66)	350,662.26
					Grand Total :	(66)	350,662.26

JEFFERSON COUNTY PUD NO 1

DIRECT DEPOSIT PAYROLL
PAY DATE: 03/10/2017

Empl	Name	Pay Date	Net Pay
1016	KURT W ANDERSON	03/10/2017	4,055.50
3024	ASHLEY M BIRDSALL	03/10/2017	986.66
3029	MELISSA J BLAIR	03/10/2017	1,498.31
1000	DYLAN C BRACKNEY	03/10/2017	2,425.11
4004	KENNETH R COLLINS	03/10/2017	2,521.67
1019	BILL C COOPER	03/10/2017	4,031.36
3000	KIMBERLY A COTTIER-HOLT	03/10/2017	1,512.66
1017	ALYSON J DEAN	03/10/2017	2,177.39
1003	DAVID E ELIAS	03/10/2017	2,011.93
1004	CASEY L FINEDELL	03/10/2017	2,912.04
3002	JEFFREY T GORDON	03/10/2017	1,072.34
3003	JANEL D GRABNER	03/10/2017	1,223.55
3004	WILLIAM A GRAHAM	03/10/2017	2,147.33
3020	JEAN M HALL	03/10/2017	1,576.86
3028	RITA J HOAK	03/10/2017	1,732.51
3005	ANNETTE JOHNSON	03/10/2017	1,664.98
1020	JEREMIAH J JONES	03/10/2017	3,063.91
4002	WAYNE G KING	03/10/2017	900.52
1018	MARIANNE E KLINE	03/10/2017	1,463.40
1008	BO D LEE	03/10/2017	3,992.29
3008	KRISTOFFER M LOTT	03/10/2017	2,719.27
3026	DEBRA R LUND	03/10/2017	2,325.40
3027	JILL M PADDOCK	03/10/2017	1,104.57
3011	JAMES G PARKER	03/10/2017	2,559.67
1009	ROBERT W PHILLIPS	03/10/2017	2,183.79
1026	LORALEI S RAE	03/10/2017	1,435.53
4006	JEFFREY W RANDALL	03/10/2017	947.49
2002	DOUGLAS M REEDER	03/10/2017	1,800.80
1027	JIMMY R SCARBOROUGH	03/10/2017	2,711.21
1011	DONALD K STREETT	03/10/2017	3,184.62
3013	NATHALIA TANTUM	03/10/2017	1,595.78
1012	ERIC A THARALDSEN	03/10/2017	3,128.82
1013	BRIAN W VAN NESS	03/10/2017	2,712.66
1014	GERRIT J VAN OTTEN	03/10/2017	1,309.03
3022	PAMELA A VREEKEN	03/10/2017	1,220.45
3014	MAUREEN A WHIPPY	03/10/2017	1,110.64
1015	COLTON L WORLEY	03/10/2017	2,230.88
3016	ADAM F YORK	03/10/2017	1,460.82
3025	KIM M YOUNGER	03/10/2017	2,455.03
	TOTAL		**81,166.78**

JEFFERSON COUNTY PUD NO 1

ISSUED PAYROLL CHECKS
PAY DATE: 03/10/2017

Empl	Name	Check #	Date	Amount
2000	RANDALL L CALKINS	70278	03/10/2017	1,637.87
2001	JOSE M ESCALERA-ESTRADA	70279	03/10/2017	1,397.94
2003	JERRY L RUBERT	70280	03/10/2017	1,960.93
2004	ERIC R STOREY	70281	03/10/2017	2,659.47
	TOTAL			**7,656.21**

VOUCHER APPROVAL FORM

We, the undersigned Board of Commissioners of Public Utility District No. 1 of Jefferson County hereby approve for payment the following transactions greater than $100,000 dollars and payments made from the General Fund in the amount of **$2,478,416.25** on this **21st** day of **March** **2017** ;

Kenneth Collins	Jeff Randall	Wayne G. King
President	Vice President	Secretary

PENDING INVOICES OVER $100,000 TO BE APPROVED:

Invoice #

PAYMENTS TO BE APPROVED:

	WARRANTS				AMOUNT	DATE
Accounts Payable:	# 113539	to	# 113569	$	68,182.56	3/3/2017
Accounts Payable:	# 113570	to	# 113591	$	204,416.12	3/9/2017
Accounts Payable:	# 113592	to	# 113604	$	78,063.58	3/13/2017
Payroll Checks:	# 70278	to	# 70281	$	7,656.21	3/10/2017
Payroll Direct Deposit:				$	81,166.78	3/10/2017
TOTAL INVOICES PAID					**$439,485.25**	

WIRE TRANSFERS PAID	**AMOUNT**	**DATE**
BPA	$ 2,038,931.00	3/13/2017

GRAND TOTAL	**$2,478,416.25**

VOIDED WARRANTS	# 113477	to	# 113538	$ 136,365.12

RESOLUTION NO. 2017-007

A Resolution of the Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington ("the PUD"), appointing a District Auditor in accordance with RCW 54.24.010 and Providing the District Manager authority to pay vendors, employees and contractors.

WHEREAS, by Resolution 2016-005, Tammy Esslinger-Lehman, was appointed by the PUD Commissioners as the PUD District Interim Financial Director and District Auditor; and

WHEREAS, by Resolution 2016-021, Kim Younger was appointed as the District Auditor; and

WHEREAS, the PUD must appoint an Auditor in accordance with RCW 54.24.010 (2) and PUD Governance Policy 13 to issue warrants upon orders or vouchers approved by the PUD Board and to perform other duties required by law, and

WHEREAS, the PUD has hired Susan Carter as the permanent PUD Financial Director and District Auditor, with a starting date of 3 April 2017, and

WHEREAS, the PUD has a legal responsibility to provide timely payments to its employees, consultant, and vendors; and

WHEREAS, the PUD Governance Policy states “As soon as practical after issuance of such warrants, the Auditor shall provide a list of warrants issued, and shall certify to the Commission that such disbursements satisfy just, due and unpaid obligations of the District, in a manner specified by the State Auditor.”; and

WHEREAS, The PUD Commissioners have directed the General Manager to prepare and send Board of Commissioner regular meeting agendas and supporting materials no later than preceding Thursday before the following Tuesday Board meeting, when the prior practice was to send such materials 24 hours before the meeting, and

WHEREAS, providing said Board meeting materials earlier will enable the Board and public to have more time to review these materials but will require the District Manager, through the Auditor, be authorized to make the payments described to meet legal and operation requirements.

NOW, THEREFORE, the Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington hereby:

1. Appoints Susan Carter as the District Auditor effective 3 April 2017.

2. Authorizes the District Manager to direct the County Treasurer to issue wire transfers to BPA, RUS, payments to taxing authorities, and transfer funds to the PUD's payroll bank account and Jefferson County Treasurer as required and to issue PUD warrants to other PUD venders, employees, and for other PUD transactions less than $100,000 dollar in individual value.

3. Requests that certification of all disbursements and supporting documentation be provided to the Commissioners at each regular meeting for review and approval.

ADOPTED by the Commission of Public Utility District No. 1of Jefferson County, Washington, at a regular open meeting held this 21st day of March 2017

Kenneth Collins President	Jeff Randall Vice President	Wayne G. King Secretary

RESOLUTION NO. 2017-008

A Resolution of the Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington ("the PUD"), establishing Titles and Biweekly Salary Ranges for Staff Employees and Incorporating Benefits for Non-represented Employees

WHEREAS, RCW 54.16.100 requires that the General Manager recommend to the Commission compensation for employees; and

WHEREAS, RCW 54.12.090 authorizes the Commission to create positions and fix salaries; and

WHEREAS, RESOLUTION NO. 2016-003 was approved on the 15th of March 2016 to update titles and biweekly salary ranges and benefits for non-represented employees; and

WHEREAS, the PUD has adopted a Human Resources Policy Manual which includes benefits extended to non-represented PUD employees; and

WHEREAS, the PUD desires to extend additional benefits to non-represented employees through this resolution; and

WHEREAS, the PUD will be increasing staffing levels and compensation to better to support the PUD BOC Strategic Plan approved in 2015; and

WHEREAS, the General Manager has reviewed the organization of the PUD, the positions and salary ranges required to efficiently manage and achieve the goals of the PUD, and recommends they be approved by the PUD; and

WHEREAS, the salaries reflected on Exhibit "A" represent updated mid-points, updated titles, minor adjustments for internal equity purposes, and a narrowing of some wage ranges; and

WHEREAS, the PUD desires to attract and retain qualified employees to fill authorized positions of the PUD; and

WHEREAS, the Commission approves the annual budget, which includes staff allocation and funding to meet the operational requirements of the PUD; and

WHEREAS, the Commission authorizes the General Manager to administer merit pay increases, employee promotions, demotions, transfers, equity and market adjustments, and other administrative actions that conform to the limitations set within the Titles and Biweekly Salary Ranges for Staff Employees limitations; now, therefore, be it

RESOLVED, RESOLUTION 2016-003 be rescinded and that this resolution becomes entirely effective on **3 April 2017:**

1. That the General Manager is hereby authorized, on behalf of the PUD to administer merit pay increases, based on performance for employees of the PUD, not represented under the Collective Bargaining Agreements and excluding the General Manager and District Auditor.

2. That the Commission authorizes the General Manager to administer merit pay increases, employee promotions, hiring, demotions, transfers, equity and market adjustments, and other administrative actions that conform to the limitations set within and in accordance with the Titles and Biweekly Salary Ranges for Staff Employees (attached) as hereby approved by the Commission, and subject to the General Manager's contract with the PUD.

3. That the General Manager shall include within the annual budget sufficient funds to support merit pay requirements for the year.

4. That the General Manager shall receive Commission approval for all modifications to the Titles, Bi-weekly Salary Ranges for Staff Employees, and new Full Time Equivalent positions.

5. That the General Manager shall be authorized to amend the current non-represented employee benefits as outlined in the Titles and Bi-weekly Salary Ranges for Staff Employees, Exhibit "A" this Resolution.

6. That the titles listed in Exhibit "A" be included in the Titles and Biweekly Salary Ranges for Staff Employees.

ADOPTED by the Commission of Public Utility District No. 1of Jefferson County, Washington, at a regular open meeting held this 21st day of March 2017.

Kenneth Collins	Jeff Randall	Wayne King
President	Vice President	Secretary

IN WITNESS WHEREOF I have hereunto set my hand and affixed the seal of the Corporation this 21st day of March 2017.

_____
Wayne King, Secretary

(Corporate Seal)

EXHIBIT "A"

Titles and Biweekly Salary Ranges for Staff Employees

As of 3 April 2017 in Dollars

	Low	Mid	High
Finance Director/CFO	4,300	5,150	6,000
Electrical Operations Superintendent/ Assistant General Manager	4,000	4,750	5,500
Water Operations Superintendent	4,000	4,750	5,500
Senior Electrical Engineer	3,500	4,250	5,000
Information Technology Manager	3,500	4,250	5,000
GIS Specialist	3,500	4,250	5,000
Controller	3,200	3,850	4,500
Human Resource and Communications Manager	3,200	3,850	4,500
Telecom Manager	2,000	3,000	4,000
Information Technology Support Technician	2,500	3,050	3,600
Special Projects Coordinator	2,500	3,050	3,600
Resource Manager	2,500	3,050	3,600
Accounting Specialist	2,500	3,050	3,600
Customer Service Manager	2,250	2,725	3,200
Electrical Engineer in Training	2,250	2,725	3,200
Staking Engineer	2,300	2,690	3,080
Executive Assistant/Public Records Officer	2,000	2,400	2,800
Energy Efficiency Specialist	1,900	2,250	2,600
Operations Assistant	1,750	2,125	2,500
Communications Specialist	1,750	2,125	2,500

Amendments to Non-represented Employee Benefits

The following amendments, effective 3 April 2017 are made to non-represented employees as listed in the Titles and Biweekly Salary Ranges for Staff Employees.

I. In addition to the 11 holidays outlined in Human Resources Policy HR5.05, each non-represented employee is entitled to one additional floating holiday. Thereby creating a total of two floating holidays for non-represented employees. New employees, however, must complete six (6) months of service before they are entitled to the second floating holiday. Employees who fail to use their floating holiday(s) during the year it is applicable shall forfeit their floating holiday(s).

II. Effective with paydays occurring after April 8, 2017, non-represented employees will be entitled to a matching contribution to the PUD's 457 deferred compensation program through the State Department of Retirement Systems (DRS) under the following conditions:
    a. Employee contributions of up to 6% of his/her gross wages (with the exception of reimbursements, moving allowance and cashouts) are eligible for a PUD match. The PUD will match at a rate of $.50 for each dollar the employee contributes up to a maximum of 3%. Any amount contributed by the employee beyond the maximum of 6% will not be matched. The total annual contribution under the 457 deferred compensation program, including PUD match, will be limited by the IRS and DRS regulations.

PUBLIC UTILITY DISTRICT NO. 1
OF MASON COUNTY
N. 21971 Hwy. 101
Shelton, Washington 98584

BOARD OF COMMISSIONERS
KARL DENISON, Commissioner
JACK JANDA, Commissioner
RON GOLD, Commissioner

RESOLUTION NO. 1074

A RESOLUTION DEFINING COMMISSIONER'S IMPUTED HOURS FOR PENSION REPORTING PURPOSES AND PROVIDING FOR ADMINISTRATIVE OVERSIGHT

WHEREAS, The Commissioners of Public Utility District No. 1 of Mason County is eligible to elect to participate in the State of Washington's pension plan administered by the Department of Retirement Systems (DRS); AND

WHEREAS, The pension plan for which the Commissioners currently participate in is Public Employee Retirement System Plan 2 (PERS 2); AND

WHEREAS, It is in the best interests of the residents of Mason County PUD 1 territory that the Commissioners be appropriately compensated for their time spent in service of the public as a Mason PUD No. 1 Commissioner; AND

WHEREAS, Commissioners routinely spend time outside of meeting reviewing materials and engaging in other prepatory activities on days which are not per diem compensable; AND

WHEREAS, Mason PUD No. 1 has historically reported 90 hours per month pursuant to Resolution NO. 950 but had no process for reporting if a Commissioner earned less than 90 hours per month service credit; AND

WHEREAS, The Commission desires a consistent methodology for reporting of PERS hours worked to the DRS which ensures Commissioners earn one full service credit per month worked when such hours are worked and ensure that Commissioners reported hours are adjusted for any month that a Commissioner does not work the requisite 90 hours.

NOW THEREFORE BE IT HEREBY RESOLVED That the Commission of Public Utility District No. 1 of Mason County approves for Commissioners electing participation in the PERS Plan 2, the reporting of the requisite 90 hours worked per month sufficient to accumulate and earn one (1) service credit per month, and each Commissioner shall report to District management if his or her hours worked in any month fall below the 90 imputed hours so that a reporting adjustment can be made with the Department of Retirement Systems.

BE IT FURTHER RESOLVED By the Commission of Public Utility District No. 1 of Mason County that the Commission directs Mason PUD staff to report 90 service credit hours for each month a Commissioner has elected participation in PERS while holding public office in their current or prior terms, to provide the administrative oversight to ensure that there is no over reporting of PERS reportable hours worked by a Commissioner.

PUBLIC UTILITY DISTRICT NO. 1
OF MASON COUNTY
N. 21971 Hwy. 101
Shelton, Washington 98584

BOARD OF COMMISSIONERS
KARL DENISON, Commissioner
JACK JANDA, Commissioner
RON GOLD, Commissioner

APPROVED AND ADOPTED by the Commission of Public Utility District No. 1 of Mason County, Washington, at an open public meeting as required by law this 28th day of June 2016.

_____
Karl Denison, President

_____
Ron Gold, Secretary

_____
Jack Janda, Vice President

Regular Meeting – District Office/Potlatch
A Resolution For Computing Commissioner Pension Reporting Hours
Date: June 28, 2016
No. 1074

RESOLUTION NO. 2017-009

A Resolution of the Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington ("the PUD"), defining commissioner's imputed hours for pension reporting purposes.

WHEREAS, The Commissioners of Public Utility District No. 1 of Jefferson County are eligible to elect to participate in the State of Washington's pension plan administered by the Department of Retirement Systems (DRS); and

WHEREAS, the Commissioners may currently elect to participate in Public Employee Retirement System Plan 2 (PERS 2) or Public Employee Retirement System Plan 3 (PERS 3); and

WHEREAS, it is in the best interests of the residents of Jefferson County PUD territory that the Commissioners be appropriately compensated for their time spent in service of the public as a Jefferson County PUD No. 1 Commissioner; and

WHEREAS, Commissioners routinely spend time outside of meetings reviewing materials and engaging in other preparatory activities on days which are not per diem compensable; and

WHEREAS, the Commission desires a consistent methodology for reporting of PERS hours worked to the DRS which ensures Commissioners earn one full service credit per month worked when such hours are worked and ensure that Commissioners reported hours are adjusted for any month that a Commissioner does not work the requisite 90 hours, now, therefore, be it

RESOLVED, that the Commission of Public Utility District No. 1 of Jefferson County approves for Commissioners electing participation in PERS Plan 2 or PERS Plan 3, the reporting of the requisite 90 hours worked per month sufficient to accumulate and earn one (1) service credit per month, and each Commissioner shall report to District management if his or her hours worked in any month fall below the 90 imputed hours so that a reporting adjustment can be made with the Department of Retirement Systems.

BE IT FURTHER RESOLVED by the Commission of Public Utility District No. 1 of Jefferson County that the Commission directs Jefferson PUD staff to report 90 service credit hours, or the number of hours reported to District management by the Commissioner if other than 90, for each month a Commissioner has elected participation in PERS while holding public office in their current or prior terms.

ADOPTED by the Commission of Public Utility District No. 1of Jefferson County, Washington, at a regular open meeting held this 4th day of April 2017.

Kenneth Collins	Jeff Randall	Wayne King
President	Vice President	Secretary

IN WITNESS WHEREOF I have hereunto set my hand and affixed the seal of the Corporation this 4th day of April 2017.

_____
Wayne King, Secretary

(Corporate Seal)

ASCENT
LAW PARTNERS LLP

MEMORANDUM

TO: James Parker, General Manager, Jefferson County PUD
Kevin Streett, Assistant General Manager

FROM: Joel Paisner, Ascent Law Partners, LLP

DATE: March 6, 2017

RE: Transition of NoaNet Operations – Major Steps and Consideration

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Jefferson County Public Utility District ("JPUD") has a long term Interlocal Agreement ("ILA") with NoaNet Washington ("NoaNet") where NoaNet operates and maintains JPUD's telecom network in Jefferson County.

The term of the ILA is for five years. The agreement was approved by the Board of Commissioners on January 7, 2014. Although there is no provision for early termination, should both JPUD and NoaNet agree, reasonable terms of separation can be established. Below is a summary list of major items to complete, issues to resolve and information to obtain by JPUD to complete a successful transition and takeover of the telecommunications network. This is not a complete list, but covers major areas for consideration.

- **Termination**
  - Five Year Term – Parties must agree to terminate in advance (Expires January 2019).
  - Proposed six-nine-month transition period – for training and to turn over information. To be negotiated.

- **Due Diligence**
  - Provide JPUD a complete list of all customer contracts, billing information, operations and maintenance record history and information, operational procedure description.
  - Disclose revenues, costs, profit /loss, overall financial position of the network. Provide statements of account, accounting records, bank statements, list of payables and receivables, and any other records and documents reflecting the financial position of the network.
  - Disclose BTOP fiber locations and "federal interest" obligations.

- Disclose any other limitations on use of network based on financing, regulation or otherwise.
- Disclose all equipment warranties and insurance policies.
- Provide all permits, franchises, licenses and any other federal, state and local authorizations related to the network in Jefferson County.
- Disclose all owned, leased real property (if any), all personal property, and any underlying agreements such as easement rights, rights of way,
- Review all agreements for assignable rights, and assumption obligations and determine process and timing.
- Provide all plans for network expansion, all ongoing repairs, and maintenance of the network.

- **Open Questions**

  - Network monitoring – who will handle? Internal, NoaNet, or third party contract.
  - Maintenance – who will handle? Internal, NoaNet, or third party contract.
  - Closing – determine process to close the transition and transfer all obligations and revenues to JPUD
  - Timing of transition to operations.
  - Connections to Westin.
  - Contracts with CenturyLink

- **General Questions regarding BTOP Compliance**

  - Identify BTOP physical network
  - Any Impact of moving off radio towers?
  - Regulatory Compliance issues?

- **Definitive Agreements**

  - Prepare a form Letter of Intent that provides for transition to JPUD operation of network.
  - Provide final agreements accounting for transitions above, and all standard terms and conditions including indemnities, hold harmless items. Also include transition payments and accounting for lag in receivables.

- **New JPUD Network Policies**

  - Service Levels – response times
  - Dark Fiber
  - Staffing levels
  - Working with and attracting Retail Service Providers

Bill Graham

From: Brian Kuh [EDC Team Jefferson] <director@edcteamjefferson.org>
Sent: Friday, March 10, 2017 5:15 PM
To: 'Philip Morley'; 'David Timmons'; 'Sam Gibboney'; 'Mari Mullen'; 'Teresa Verraes'; Jim Parker
Cc: 'EDC Team Jefferson'
Subject: Next 5 Things Meeting
Attachments: Top 5 Things Summary - October 2016.docx

Good afternoon all -

This is a friendly reminder that our next **5 Things Meeting is scheduled for Wednesday, April 5th**. Attached is the summary from the October meeting, for your reference.

Next 5 Things Discussion
Wednesday, April 5th
10am - 3pm
Port Commission Building (333 Benedict Street)

Please RSVP at your earliest convenience, and let us know who / how many will attend to represent your organization. Lunch will be provided.

Thank you, and I'm looking forward to renewing the focus of our meeting to reflect your feedback earlier.

Cheers,

Brian Kuh
Executive Director
2409 Jefferson St Ste. A, Port Townsend WA 98368
Office: 360-379-4693
Cell: 360-406-1123
www.edcteamjefferson.org

"Like" EDC Team Jefferson on Facebook, and stay up to date on how we can work together to grow our local economy.

Top 5 Things Summary
October 2016

Collective Priorities & Assigned Lead Organizations

1. EDC Funding Plan (10): *EDC, Port*
2. Point Hudson Plan (6): *Port*
3. Housing (5): *City, County*
4. Total Fitness Comp Plan(4): *County*
5. Chimacum / 4 Corners (4): *County*

EDC

1. Funding
2. focusThrive Outreach
3. Ombudsman Development
4. Staffing Transition
5. Op. Agreement w/ Chamber
    a. Advocacy
    b. Outreach
    c. Econ Dev

City

1. Housing – regional initiative with OlyCap taking the lead.
2. EDC – future, sustainable plan. Port will take the lead.
3. Howard Street Corridor
4. Water Street – finalize the design, advance strategy.
5. Marketing – community, not for tourism, but as a business relocation magnet.

Chamber

1. Advocacy – partnership with EDC.
2. BRC Management – create a map of partners and services available at the BRC.
3. Launch Strategic Biz Segments (i.e. Wedding and Events)
4. VIC Continued Improvement (Welcome Plaza)
5. Relocation Marketing

County

1. Comp Plan
2. Sustainable Ag

3. Ongoing support for EDC Funding
4. Supporting the Chimacum and 4-Corners Development

Port

1. Annual Update of Strategic Plan
2. Build Linkages Boat Haven / Pt. Hudson and Business – trail, etc.
3. Point Hudson Plan – capital investment plan.
4. Industrial Development District – define and market.
5. Hygiene Center

Main Street

1. Merchant Education – breakfasts, disaster prep info, loan programs, parking, construction, project prep, etc.
2. Holiday Promotions
3. Design and Beautification (walkable, livable, assets, etc.)
4. Creative District Research
5. Community Building Events

PUD

1. Improve emergency communication with Fire Department, EOC, JeffCom and other emergency response agents.
2. Hire part-time coordinator to work on low-income weatherization programs and other conservation programs.
3. Implement program to assist low-income families, seniors and disabled customers in managing their utility bills, especially during winter months.
4. Study availability of and map high speed broadband in Jefferson County.
5. Meet with Kitsap PUD staff to learn from their experience in promoting community-wide funding of fiber optic cable to the home.

Next 5 Things Meeting: April 5th, 2017

21 March 2017

UPCOMING EVENTS

21 March	Special meeting on Governance policy Regular PUD BOC Meeting
22 March	NO COST RESILIENCE PLANNING AND ADAPTATION WORKSHOP FOR DRINKING WATER, WASTEWATER, STORM WATER UTILITIES
23 March	PUD Special meeting on Finance
3 April	New CFO arrives
4 April	Regular PUD BOC Meeting Barney Resolution
17 April	Regular PUD BOC Meeting
18 April	RFP for Meters
25 April	Cowlitz PUD will host this meeting in our auditorium located at our main business office in Longview: 961 12th Avenue, Longview, WA 98632.
September 27, to Friday, September 29.	WPUDA Water Workshop - Leavenworth

AGENDA

Washington Water Utilities Council

March 24, 2017 – 9:30 a.m.–12:30 p.m.

Tacoma Public Works

Conference Room LT1*

3628 S. 35th Street, Tacoma, WA 98409

General Business

Welcome – Introductions	Doug Quinn
February 27, 2016 Minutes	

Other Business

Department of Health	Mike Means
• Staffing Changes	Brian Walsh
• Lead Services/Goosenecks Discussion	
• EPA Updates	
• Muni Water Conservation for Trust Water/Mitigation	Mike Dexel
Department of Ecology	Dave Christensen
• Staffing Changes	Carrie Sessions
• Legislative Updates	
• Legal Cases Update	
• MWL Implementation	
• Miscellaneous Updates	

Members Only Session

• Administrative	Doug Quinn
• Water Rights Committee	Jim Miller
o Legal Cases – latest updates	Adam Gravley
• Issues and Priorities Committee	Bob Pancoast
o Water System Consolidations	Adam Gravley
o MWL Policy Update	
• Legislative Committee	
o Legislative Updates	Noah Reandeau

Phone-in access: dial the conference line at 425/257-7799

(phone participants—please place phones on "mute" when not speaking…thank you!)
(Also, please don't place phones on "hold" if your system plays "muzak"…thanks again!)

***ROOM CHANGE**: Due to construction, we will be meeting in Conference Room LT1 on the 3rd floor at the usual Tacoma Public Utilities building. To get to the conference room, take the elevator to the 3rd floor where you will see an open door straight off the elevator that will take you to the conference room. You will not need a security badge, but if there are any questions, have the security staff contact Heather Dewey.

Upcoming WWUC Meetings

April 28, 2017 – Tacoma Public Works, Conference Room LT1 – 3628 S. 35th St., Tacoma, Washington 98409
May 5, 2017 – Tri-State WUC – PNWS-AWWA Conference, Kennewick – Three Rivers Convention Center, Room B (lunch)
June 23, 2017 – Everett Public Works – SPADA Conference Room – 3200 Cedar Street, Everett, WA 98201

An Invitation to Tomorrow

Local 20/20 is sponsoring, with others, a showing of the French-made movie **Tomorrow** on Saturday afternoon, April 15th, from 1 PM - 5:30 PM out at the Chimacum School auditorium. For a taste of this inspiring movie, check out the trailer at https://www.youtube.com/watch?v=NUN0QxRB7e0 .

The main intention of the movie is to motivate and engage communities to take responsibility for their own shifts toward more sustainable and resilient practices. Projects from 10 different countries are highlighted, demonstrating options for localizing the food supply and the economy, installing renewable energy systems, and reducing the waste stream reduction. It also describes progressive educational programs, enhanced participation in democratic engagement, and much, much more. The movie has been drawing standing ovations throughout Europe since its premiere at the Paris climate talks in 2015, and only a month ago established a connection with an international distributor allowing the movie to come to the United States. It is opening across the US on April 21st, just in time for Earth Day. The Rose Theatre is one of those premiere screening locations, along with NYC and LA!

Here in Jefferson County we have the good fortune to host a community screening of Tomorrow one week earlier on Saturday, April 15th, at the Chimacum School auditorium. Following the movie, attendees will move into the High School Commons where delicious local food creations will be available to nibble on while wending their way through a roomful of informational tables and conversations. Tickets will not be required, though donations will be welcomed.

This is an invitation for YOU to participate in this very important networking event.

Here's the deal. Rather than the usual format of organizations each having their own table or booth, we are structuring this event to facilitate opportunities for the public to connect via the ***topics*** highlighted in the movie. Each table in "Collaboration Central" will represent an aspect of resilience and be manned by more than one participant able to address the topic. For a higher fee, commercial businesses can have their own table near their general topic area.

The main emphasis of this networking event will be to encourage conversational exchange for all in attendance, with people free to choose where they want to place their attention *and possible future efforts.* Participant organizations are encouraged to come with actionable projects that people can embrace, coming with contact sign-up lists and a willingness to follow through after April 15th.

For the first part of this post-movie event, attendees will be encouraged to browse the informational tables in the room. For the second part, the format changes to one of convened small-group conversations on specific subjects. Please consider convening a conversation on a subject of your choice, ideally about an ongoing or potential project that attendees may want to participate in or brainstorm about. There will be an opportunity, before the event, to learn skills for the effective facilitation of the conversations that ensue.

People will be coming from all over the county to this event, and high school students will be strongly represented. All will be hungry to know what is happening locally in the area of sustainability and resilience. Do not miss this one-time opportunity to engage with the larger community about what your organization is doing, and possibly to enlist their help.

Attached is the Participant Form to register for this event. If you have any questions, please email me at: tomorrow@L2020.org. We'd love to see you there!

Judith Alexander, on behalf of Local 20/20

Local 20/20, Chimacum School District, PTHS Students for Sustainability & the Port Townsend Film Festival Present

TOMORROW

A movie of hope for our sustainable future, followed by a networking event of local possibilities and opportunities

April 15th 2017 1:00pm–5:30pm

Chimacum School District Auditorium & High School Commons

Setup time 11:30am-1:00pm

Participant Form

Name of Organization or Project _____

Name of Contact _____

Contact Email _____ Phone _____

Approximately how many square feet of table space will you need? _____

Please describe your content: _____

_____

_____

_____

_____

Tabling space is $20 for shared space in “Collaboration Central” or $50 for a dedicated commercial table. Checks may be made out to “Local 20/20” and mailed, with this completed form, to:

Local 20/20
1240 W. Sims Way #12
Port Townsend WA 98368

For more information, contact Judy at 385-5794 or lightenup@olympus.net

WPUDA 3-2-1 Weekly Bill Report
March 10, 2017

SB 5711 Title: Concerning telecommunications services

- The legislation addresses deployment of 5G wireless service. WPUDA has a high level of concern with the legislation as written. The concerns include imposition of unrealistic timelines, dispute resolution through required binding arbitration, and the replacement of existing pole attachment statutory language with entirely new language that would reduce rates and the ability of PUDs to recover costs.

- The bill moved out of the Rules Committee in the Senate but never came up for a vote on the Senate floor.

WPUDA opposes the bill. While the bill was not brought up for a vote prior to Wednesday's deadline for bills to pass out of their house of origin, it remains unclear what additional efforts may be made this session to find another pathway to move the legislation forward.

SB 5232 Title: Allowing incremental electricity produced as a result of efficiency improvements to hydroelectric generation projects whose energy output is marketed by the Bonneville Power Administration to qualify as an eligible renewable under the Energy Independence Act.

- The bill would allow qualifying I-937 utilities to use incremental electricity produced as a result of efficiency improvements to federal hydro projects toward compliance as an "eligible renewable resource." The legislation has broad support among utilities and has met with resistance from the renewables/environmental community who have advocated for comprehensive legislation addressing EIA changes.

- The bill was passed by the Senate on a vote of 32-17. The bill now moves to the House for consideration.

WPUDA supports the legislation.

E2SSB 5239—Ensuring that water is available to support development

- Engrossed Second Substitute Senate Bill 5239, as passed by the Senate, reverses the impact of the state Supreme Court's 2016 *Hirst* ruling by authorizing new exempt wells (that withdraw less than 5,000 gallons of water per day and don't need a state-issued water right) if water for the well is physically available and if its use won't violate the terms of an instream-flow rule adopted by the Department of Ecology. The bill also addresses the court's 2015 *Foster* court ruling by allowing Ecology to approve water-right mitigation measures that benefit fish and aquatic habitat but don't fully replace the water in a stream or lake that might be reduced by the water right.

- The bill's "Foster fix" language is its most useful provision for PUD water utilities.

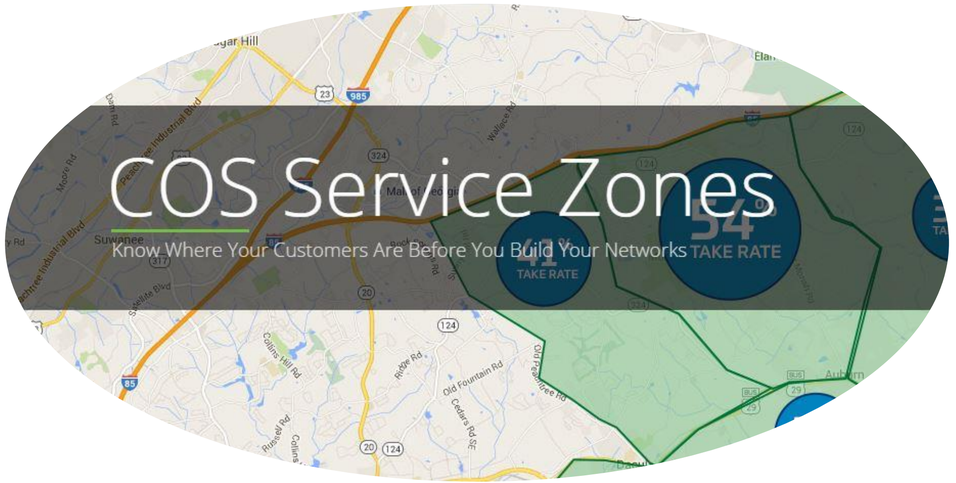
WPUDA supports the bill.

Support - support@cossystems.com

COS Service Zones

How to speed up sales and cut marketing costs

“Work Smarter Not Harder”



How to
Run a Successful COS Service Zones Campaign

COS Service Zones was developed to be a platform to run efficient pre-deployment Demand Aggregation campaigns. The key is to create a feeling among the futures subscribers that it's up to them if they want to get better broadband. It's designed to find and empower local Champions willing to help spread the word in their neighborhood.

When you achieve this, COS Service Zones will help you sell faster, while spending less on marketing

Two Keys to Service Zones Campaign Success

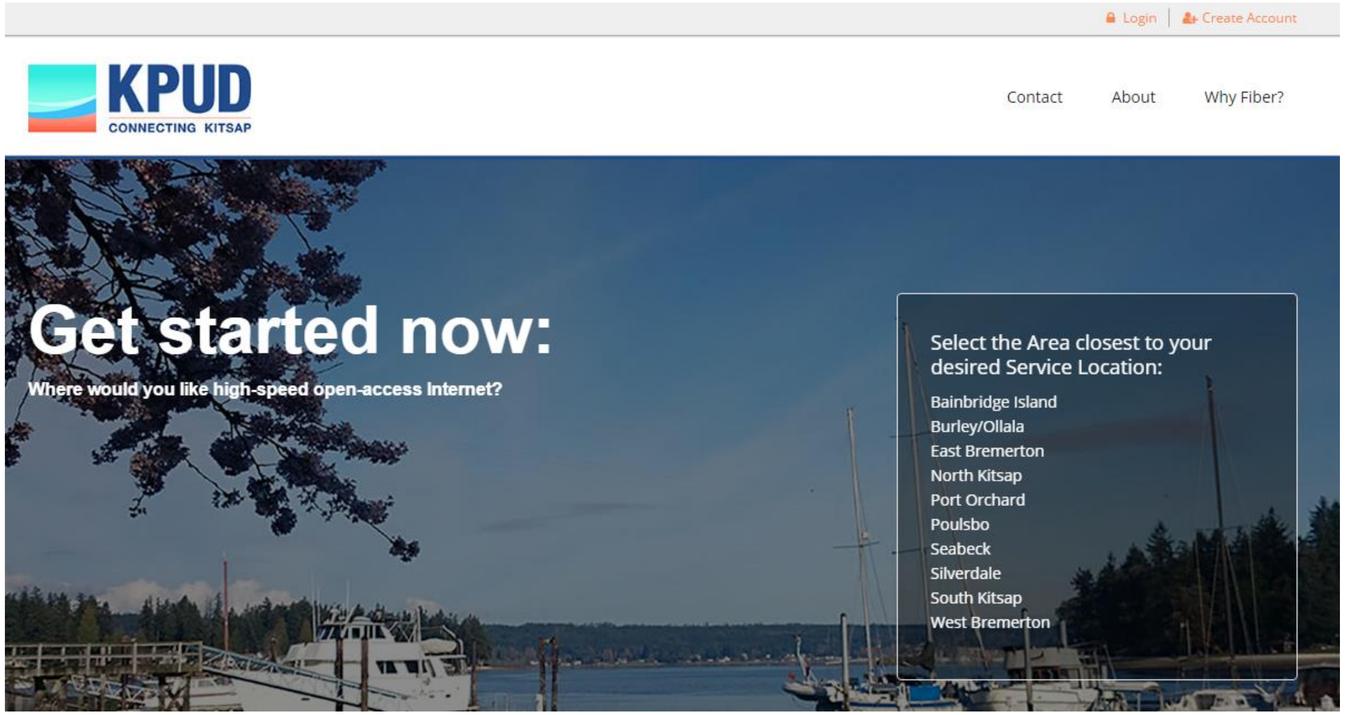
- **One responsible person.** COS Service Zones is built to automate as much of the demand aggregation process as possible and one person can be very efficient in managing wide spread pre-sales campaigns. But it is crucial that there is a person dedicated to manage the system and monitor the progress on a daily basis

- **Catch people when they are interested.** When people show their interest on the website, especially Champions you need to act fast on that interest. Make sure to give them attention immediately to make them feel important and create a feeling that you are close to them. If not, their initial enthusiasm risks to cool off over time.

Service Zones and Areas

What to consider when splitting your targeted area into Service Areas and competing zones

Service Areas



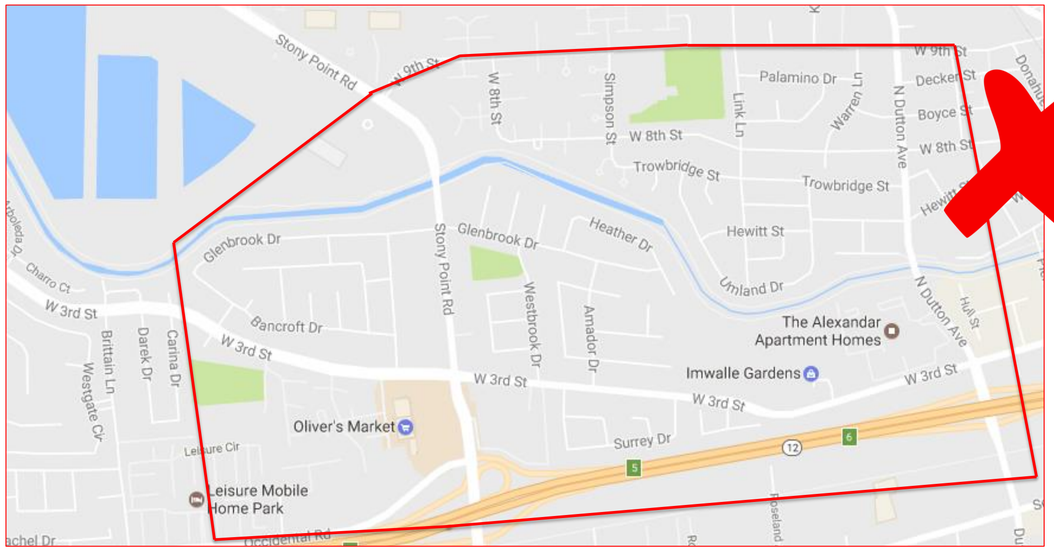
Your Service Areas will be listed on your top page.

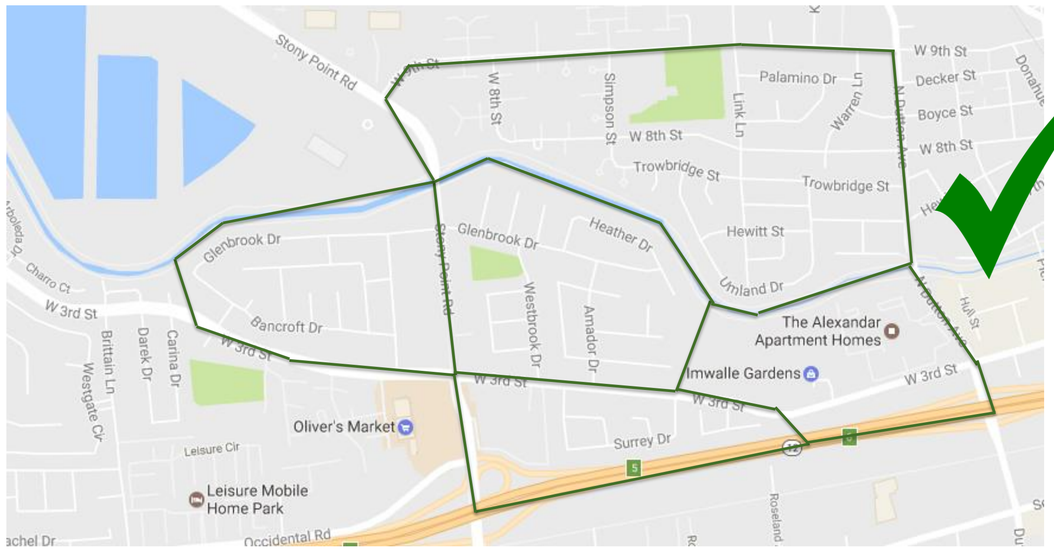
View a Service Area as an “arena” for competing zones (neighborhoods). Consider this; Will we connect one town before the other, regardless if we have a good zone in the other one – then we should have them as separate Service Areas

You can optionally take surveys in the Service Area even outside the defined zones to find demand clusters that could later be turned into a zone.

Give the Service Area a name people recognize and choose a local background image for the Area page.

Service Zones

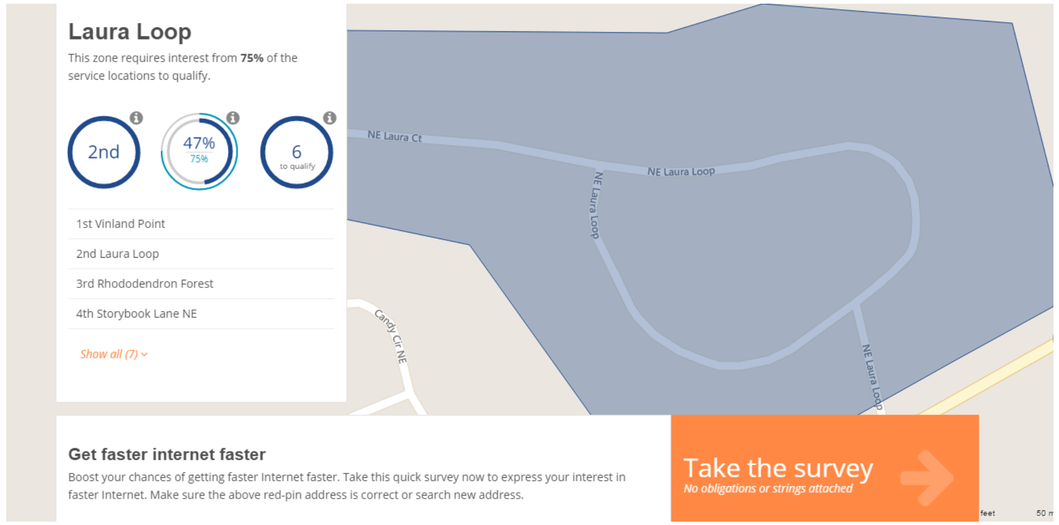


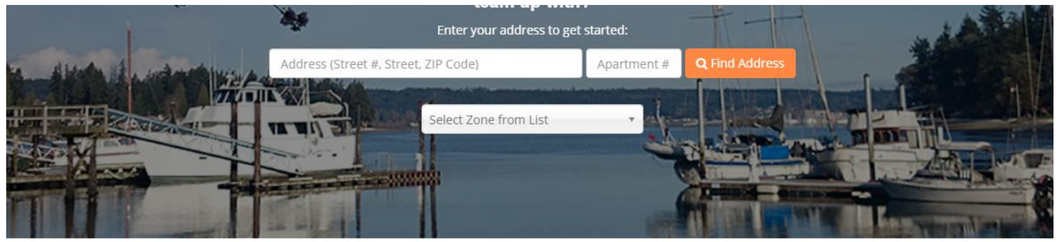


Your Service Zones or “Fiberhoods” should be smaller areas in which people living there would consider their neighborhoods.

- ✓ 30-100 households – Should be a smaller number, so that talking a neighbor into signing up actually makes a difference
- ✓ Follow logical geographical boundaries, such as major roads, rivers, etc.- people rarely feel like neighbors with someone on the other side of the highway
- ✓ Mixing residential and commercial buildings works fine, but it’s recommended to try to create comprehensive zones around business communities
- ✓ Consider how you would technically design and deploy the zones if the take-rate targets are met, but don’t forget the points above

Service Zones – phases and take-rate targets





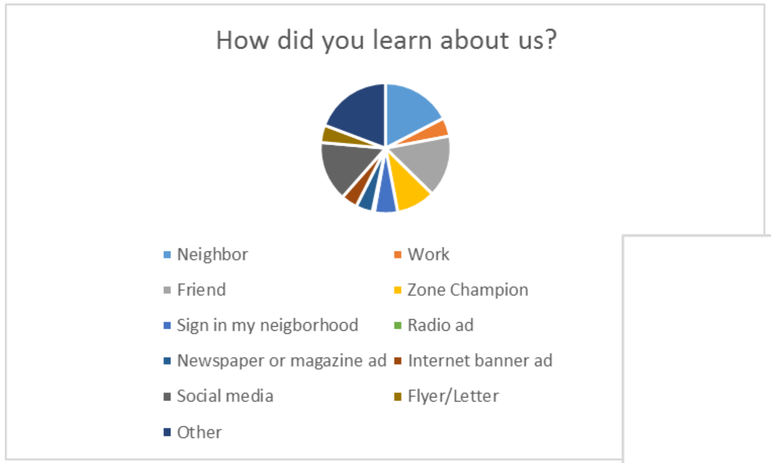
It's important to spend some time thinking about the right take-rate targets and how to handle people's expectations by using the different zone phases properly.

- ✓ Try to keep the take-rate target reasonable. If it's too high people will feel discouraged. If it can be as low as 30% that's good.
- ✓ There is no need to cover the entire Area with zones, especially from the start. If you use the survey in the Service Area you can create zones as you see demand grow.
- ✓ Handle peoples' expectations by using zones and phases:
  - ✓ Not building the area in a long time - don't draw zones yet. Open the area up to survey takers
  - ✓ Not building in the near future or if the deployment plan requires other zones to be built first - use the survey phase
  - ✓ If you're deploying soon or if you for technical reasons have to deploy there first – use the signup phase
  - ✓ If you're ready to start deployment – use the construction phase and make people understand they need to act now or it will be too late or much more expensive to connect later

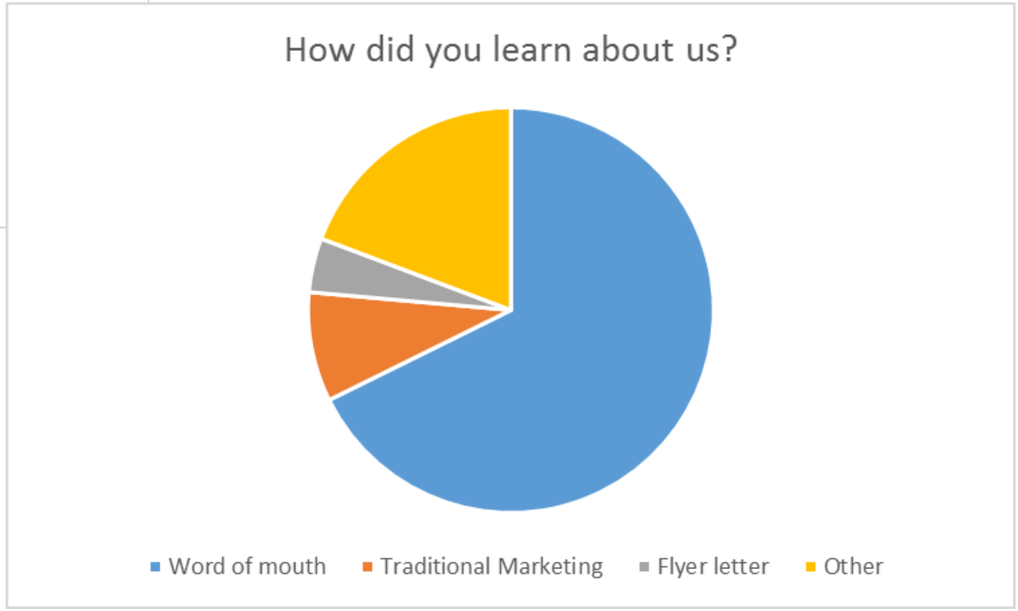
How to Cut Marketing Costs

Get the word out, then drive the word-of-mouth

Statistics from previous COS Service Zones customers



Based on 10 000 survey responses in COS Service Zones

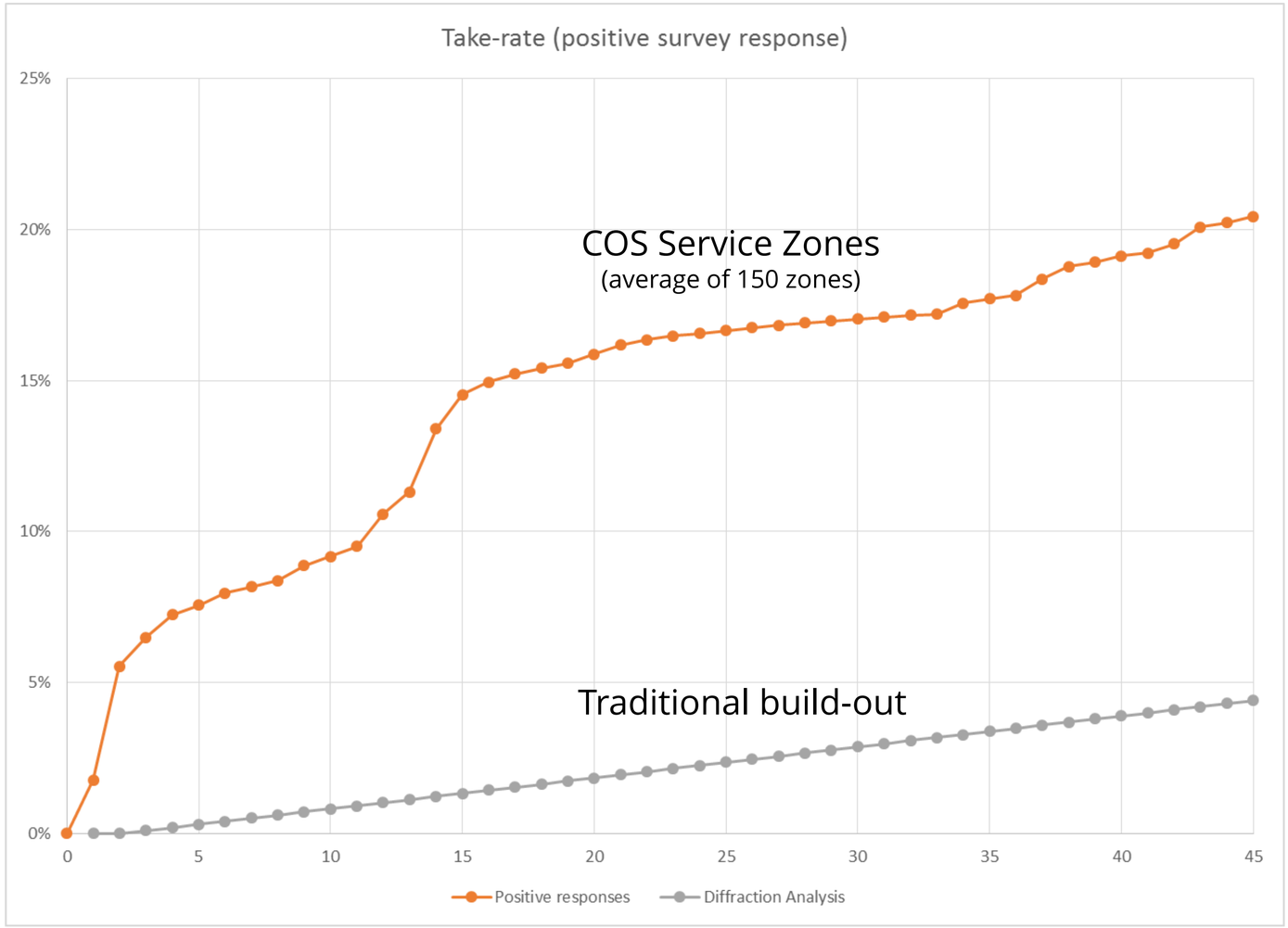


Word-of-Mouth Accounts for 60-85% of the Marketing

Getting the neighbors in the zones to talk to each other and **spread the word** in Social Media **massively outperforms** traditional marketing when it comes to hit rate, speed and cost

Statistics from previous COS Service Zones customers

Community Engagement Outperforms Traditional "Build It and They Will Come"



It's proven from COS Service Zones customers that the online **community engaging** sales and marketing strategy massively **outperforms** a traditional build-out

How To Get it Started?

Make the first push to find your Champions and make them work for you

Step 1
Try to get the word out for free

- Get an article in the local newspaper
- Be on a local radio show
- Meet with local enthusiasts

Step 2
Do targeted direct marketing

- Do a mail campaign in targeted neighborhoods
- One mail-out should be enough to find champions
- Clearly explain;
  - Better broadband only comes if you reach a take-rate target
  - Neighbors need to talk to each other
  - That you are looking for champions

Step 3
Use your Champions

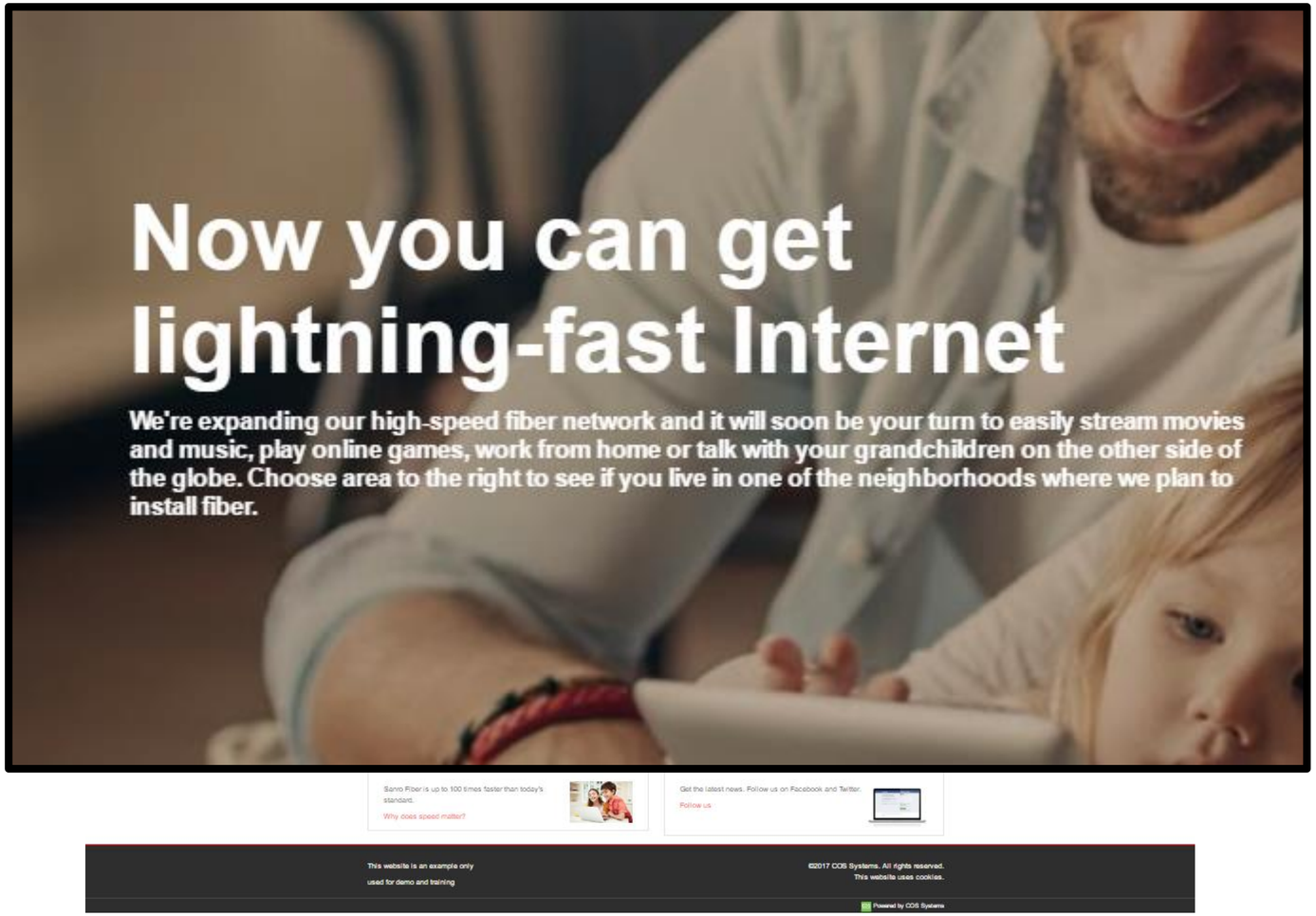
- Supply them with materials to hand out
- Call them to welcome them and thank them
- Gather them and meet with them
- Run a referral program
- Remember you can also use your informal champions – people who have shown interest

Portal Text Suggestions

Give concise and clear information to minimize questions

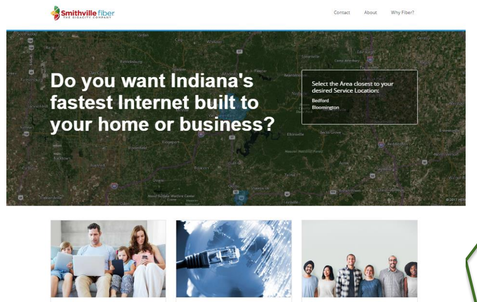
Top Page

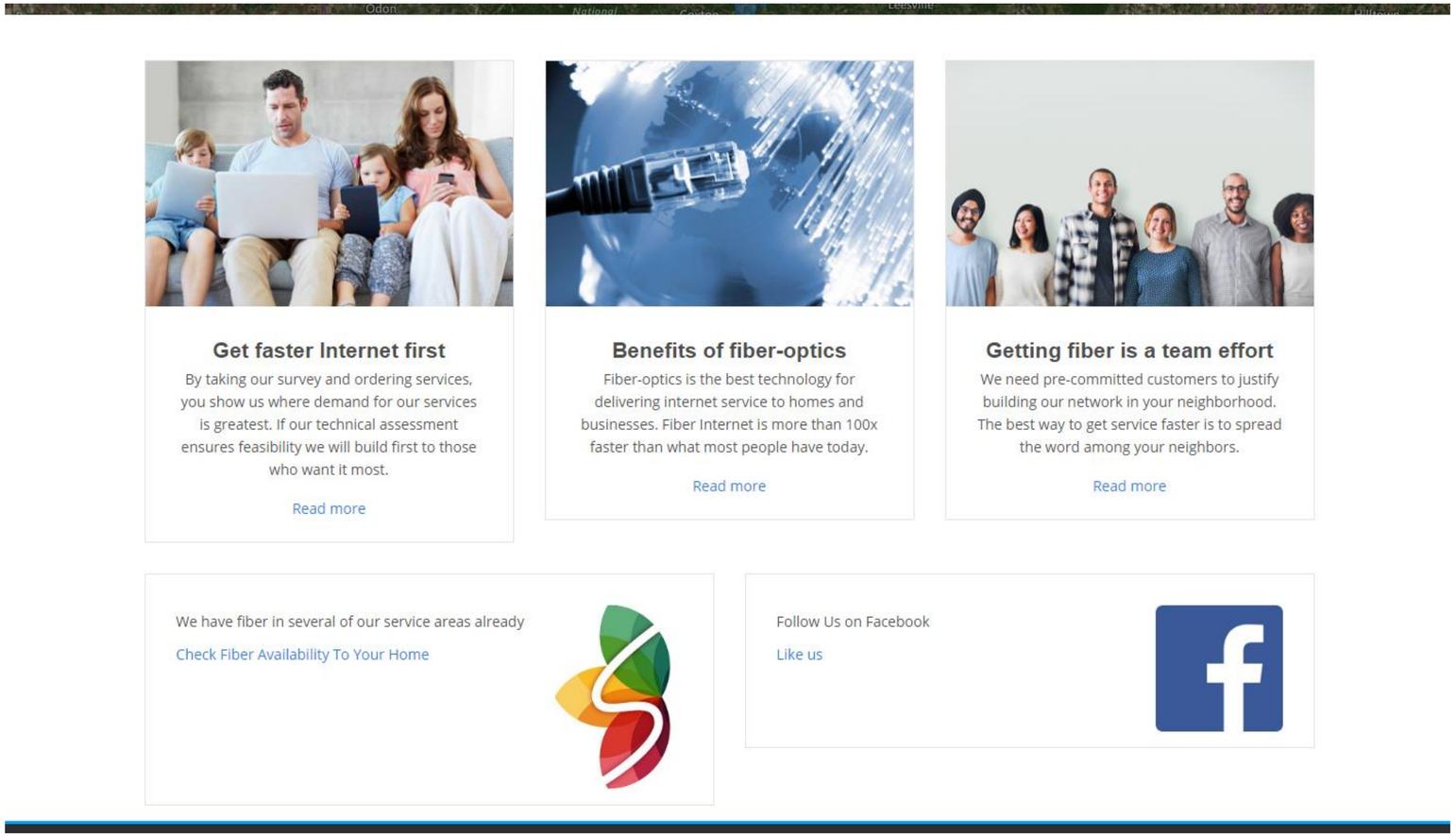
Explain the project from a helicopter perspective



The Top Page Will Explain Your Project at a High Level

"We want to connect your city to our fiber network. Select your Area to see if you live in one of the targeted neighborhoods."



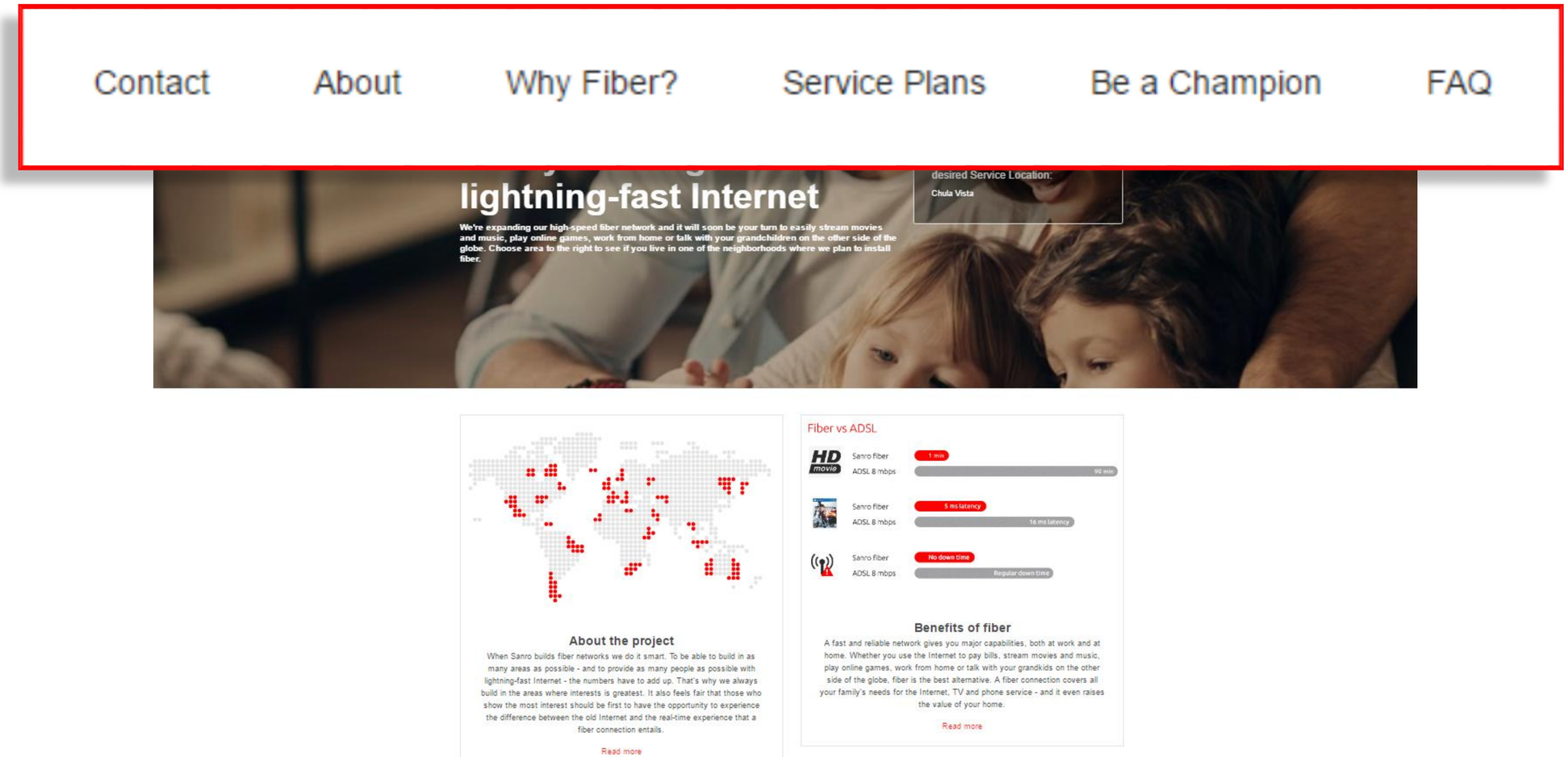


You Can Use “Ad Spaces” to Give More Information

Explain more what the project is about. Link to top menus or other websites. Link to Facebook, etc.

Ask us if you want us to activate our standard texts that look like the example above.

Top Menus



Use the Top Menus to Explain Your Project and the Benefits of Fiber

Use all relevant Top Menu's to make it easy for interested people to educate themselves and minimize support calls.

Contact page

If there's anything you're wondering about, please don't hesitate to get in touch.

Sanro, Cul-de-sac 2 Coldfoot, AL 03431
Phone: 555-111-5129

Name

Email *

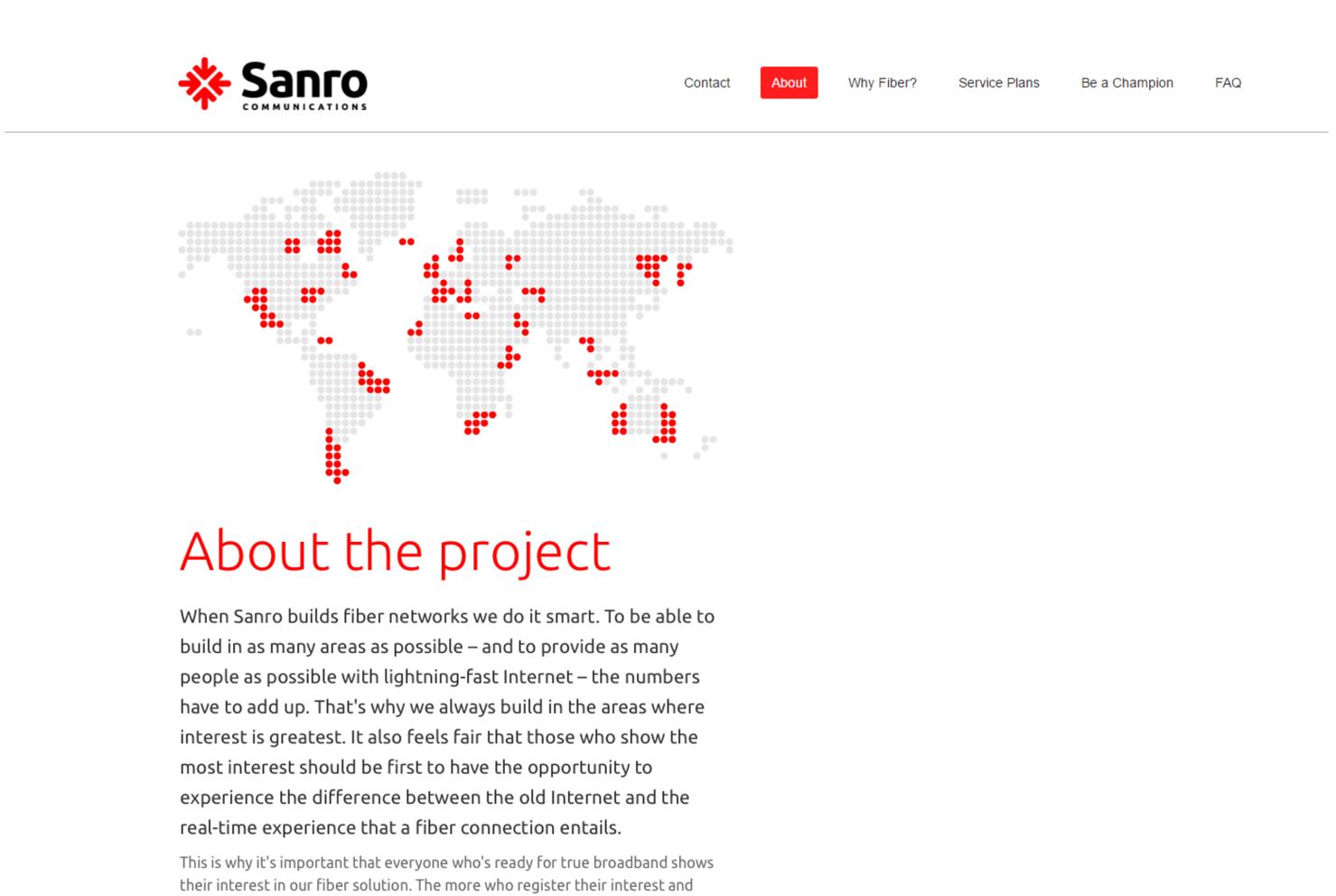
Phone

Subject *

Message *

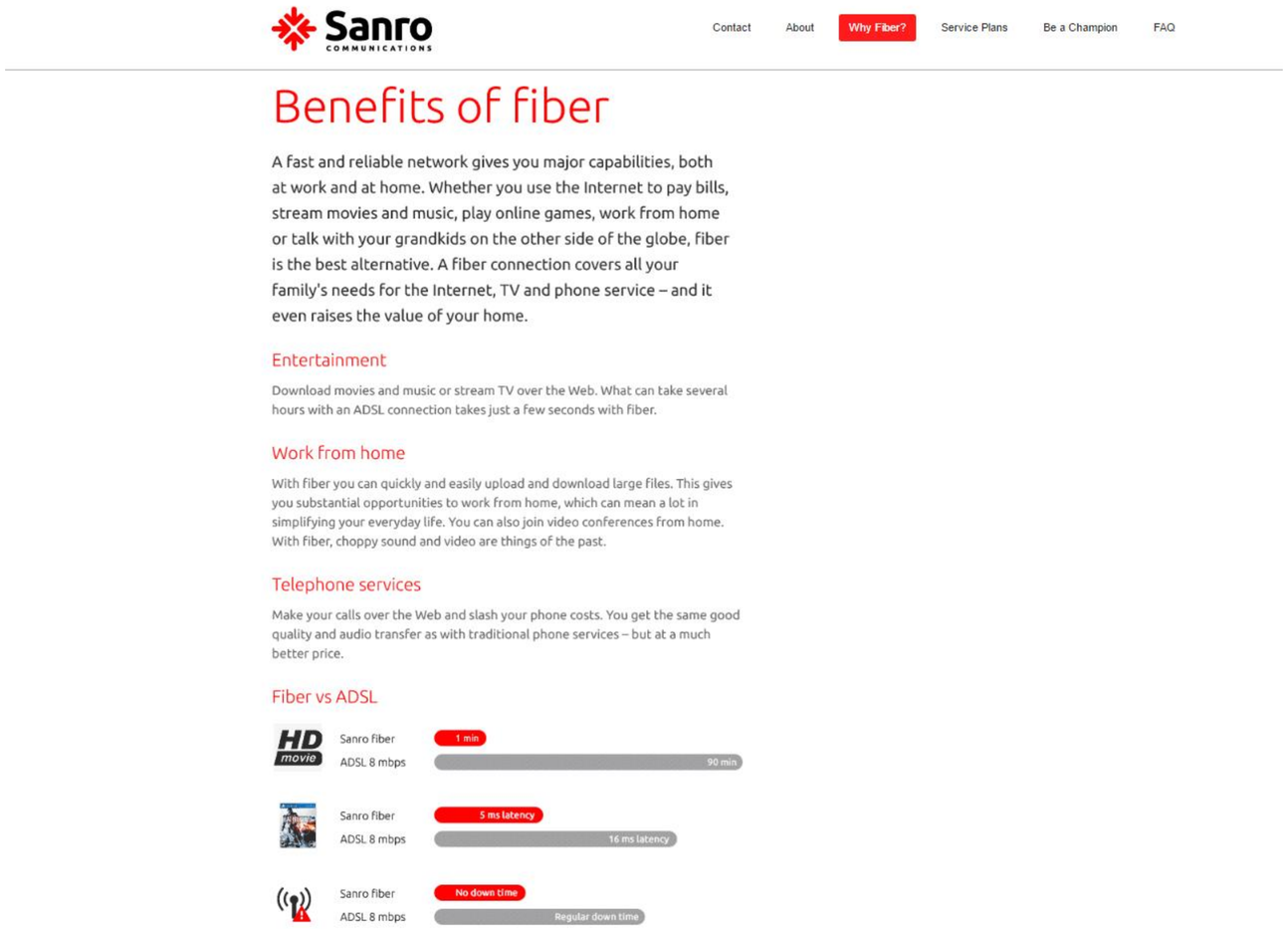
Contact

This page could include more information if you would like to. E.g. phone number to the person/s responsible for this demand aggregation campaign. Perhaps not to your regular customer service.



About

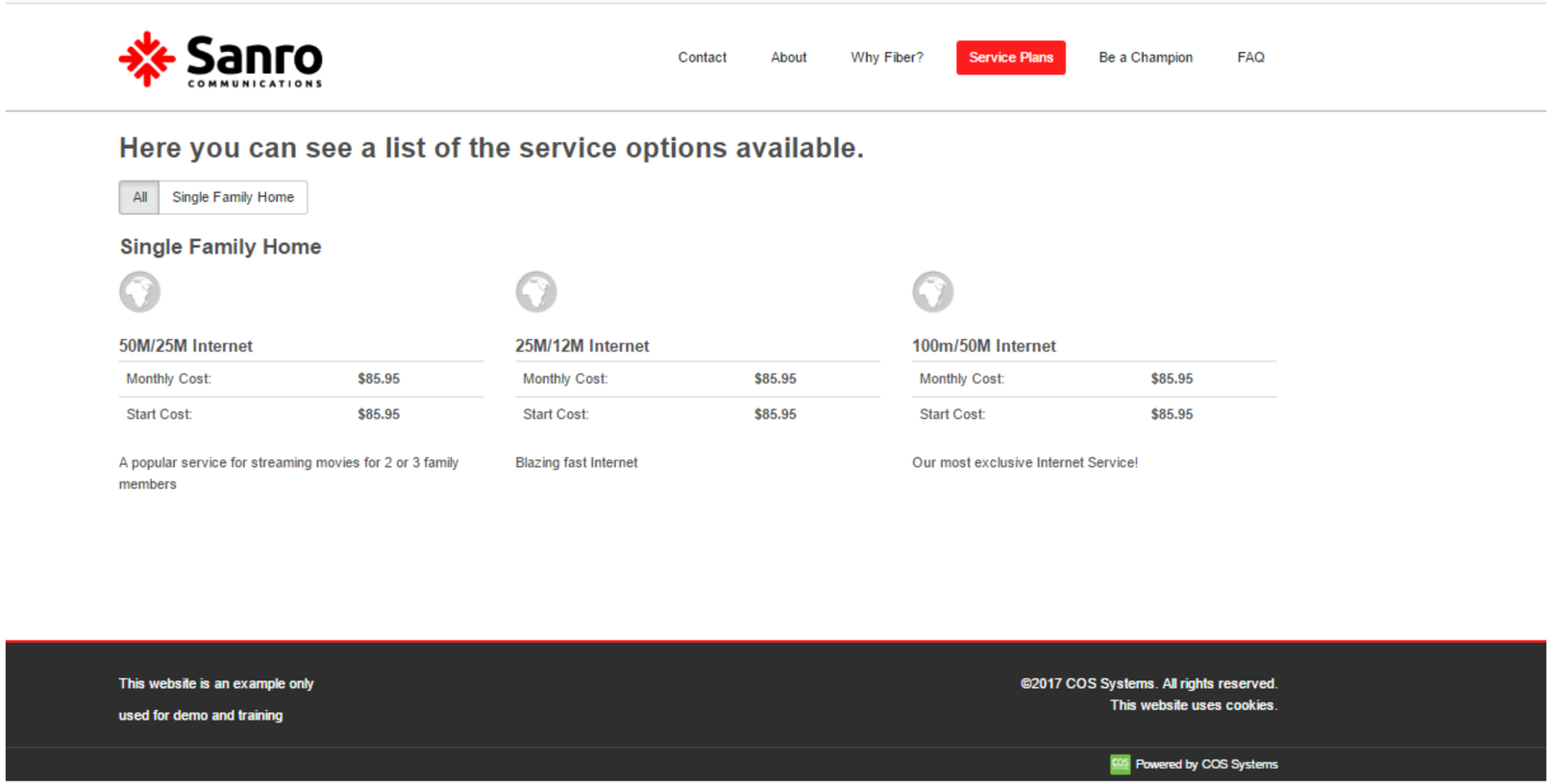
Tailor this text to describe the project and how this specific project will work. You could even publish a movie as one of our ISP customers did: https://myeroe.servicezones.net/Home/About



Why Fiber

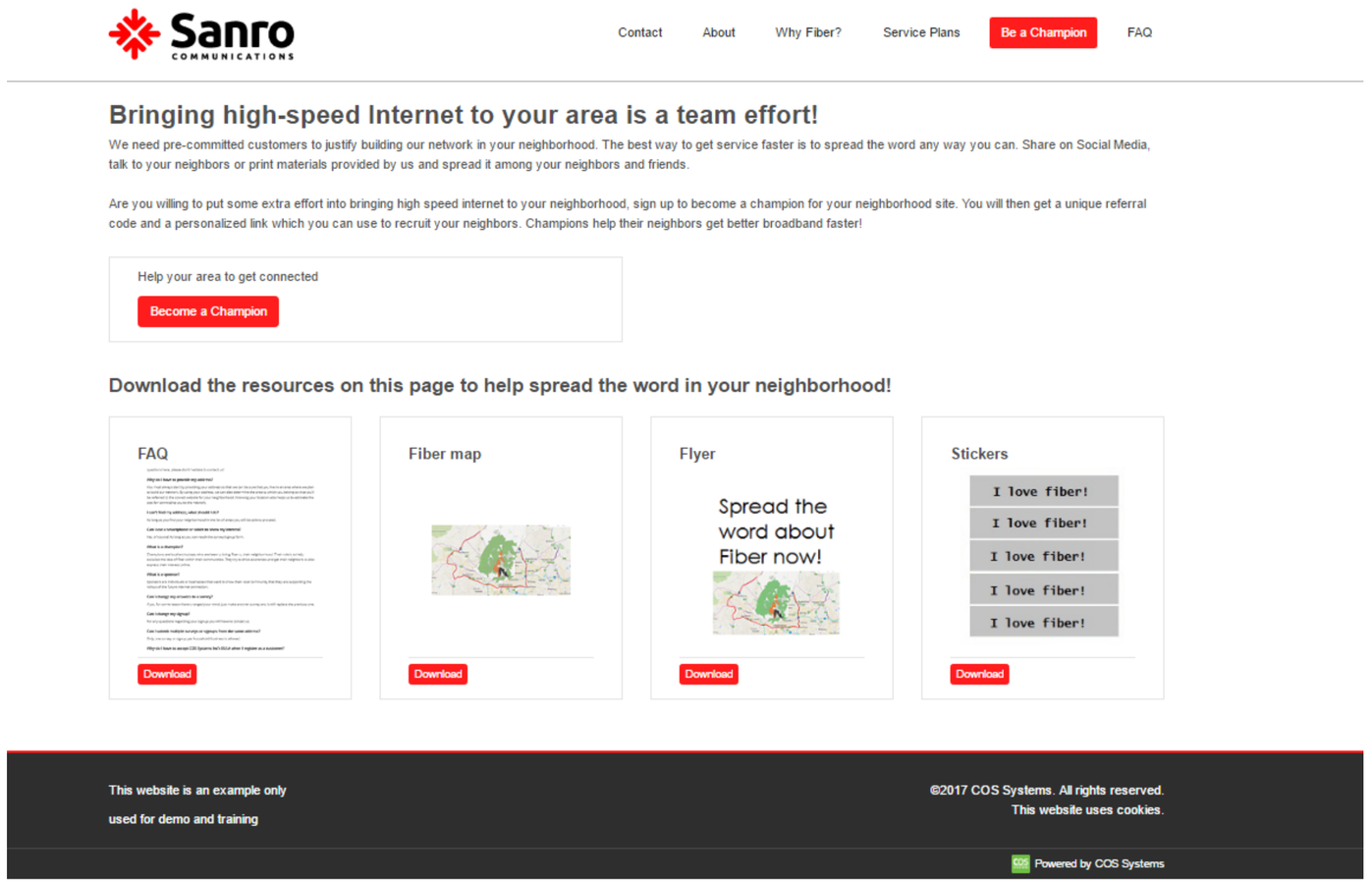
We have created fresh new graphics for this specific menu to better explain the difference in speed between Fiber and other options, such as Dial up and DSL. You could even publish a movie, as one of our ISP customers did:

https://myeroe.servicezones.net/Home/Benefits

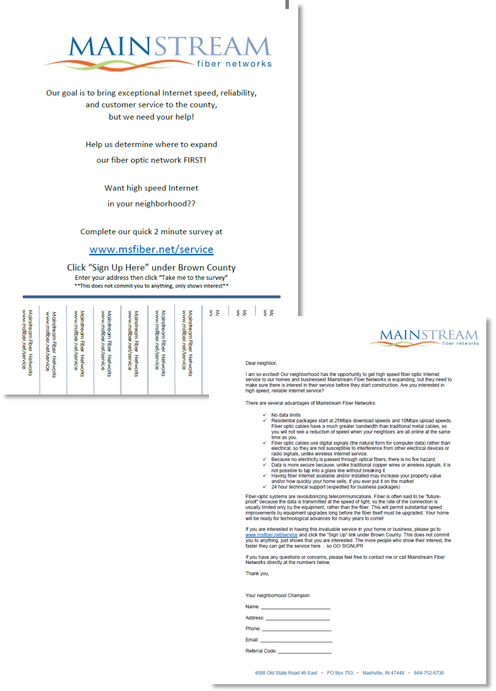


Service Plans

When people hear about a new provider coming to their area they will of course be interested in what services will become available. If you have already decided on your service offering and have the same service plans for the entire project, you can activate this top menu to automatically display the service offerings you've set up in the system.

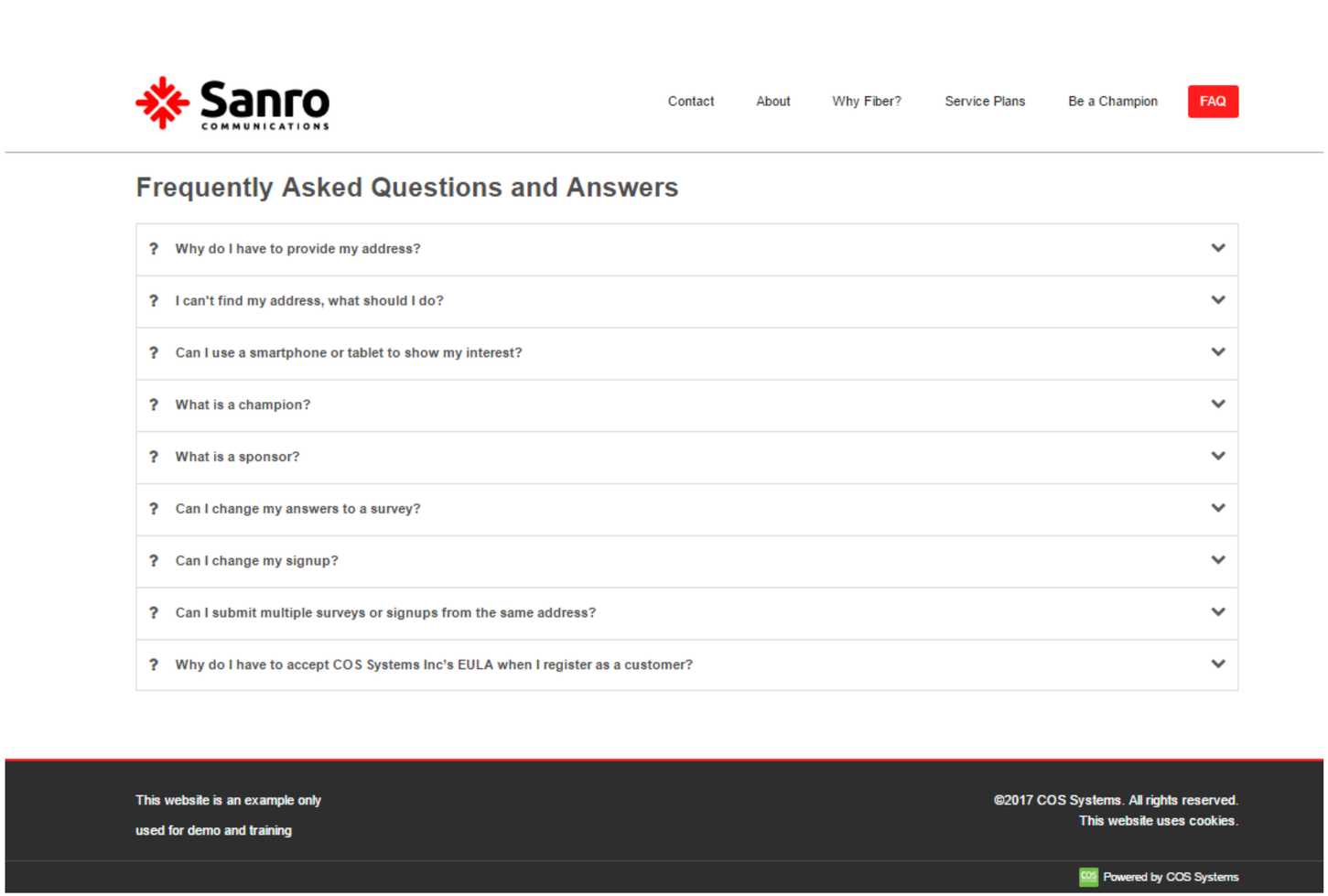


Customer example material



Be a Champion

If you're using the Champion functionality, it's relevant to explain why it is important to become a champion. You can also upload marketing material that Champions and others can print themselves and distribute in their neighborhood and town. Tips on good information; FAQ, Champion letter, Tear tab flyer to hang in local stores, etc.

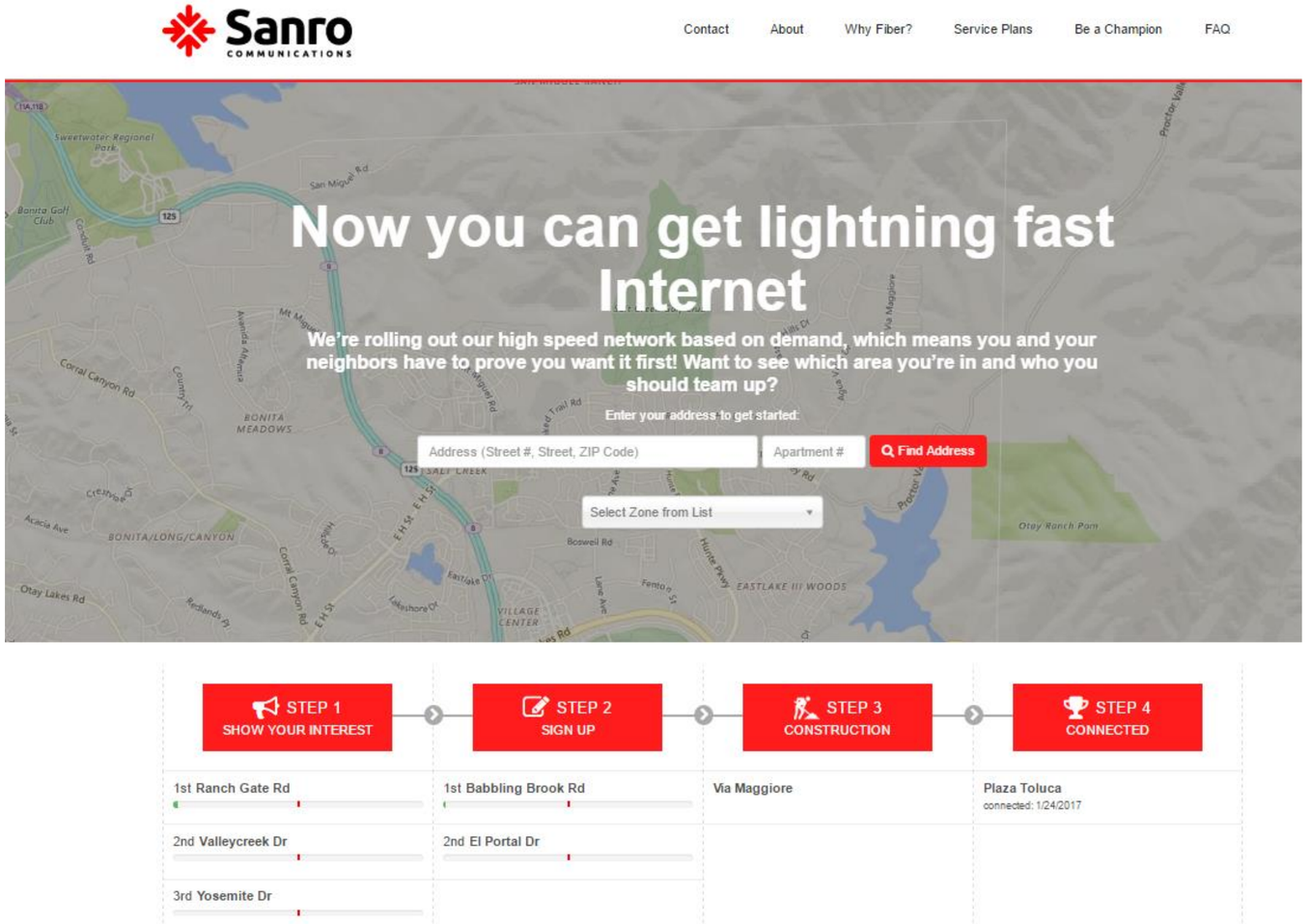


FAQ

Use this Top Menu to make it easy for people with questions to educate themselves and minimize support calls.

Area Page

Give specific Area Information

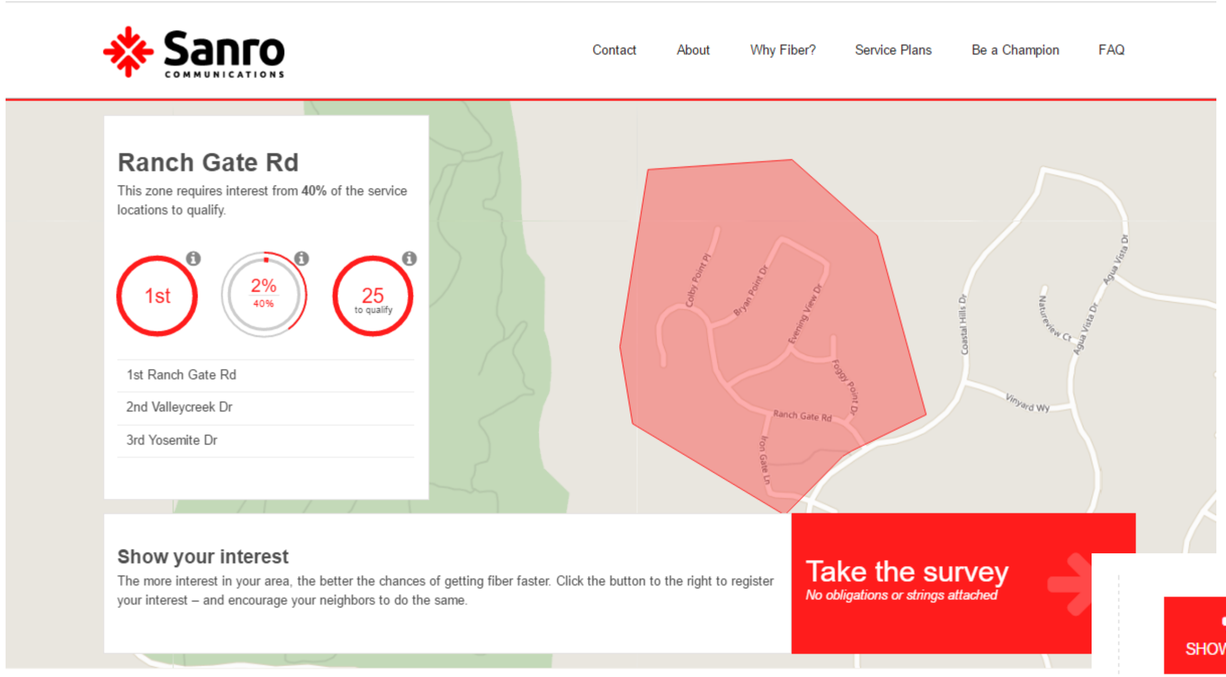


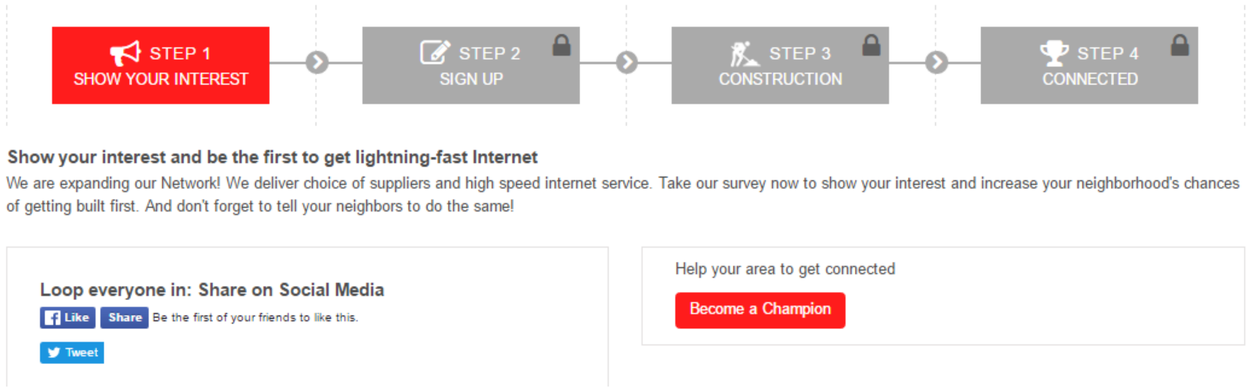
Every Area Gets Its Own Search Page

Use a local picture. Explain in just a few words what you're offering and ask people to search for their address.

Zone Page

Present localized information





Write a Localized Message on Each Zone Site if Possible

On the Zone page you can be very targeted in the communication and write information specific to every zone.

Create a default text to be used on all zone pages and replace it when it makes sense to write a specific text.

Direct mail

Remember four things!

What to Write in the Direct Mail?

When you make the first push to find Champions, remember these four important messages

- The web address and what they are supposed to do on the site; " Show your interest in Gigabit Speed fiber Internet on *"customername"*.servicezones.net "
- That there is a minimum level of interest needed to qualify for build-out.
- That people should sign up to become champions if the want to help reach the goal. Explain the referral program.
- That people have to talk to their neighbors.

Industry Collaboration

Marketbroadband.com by Lorex inc. has a marketing program tailored for the COS Service Zones process.

MarketBroadband.com POWERED BY LOREX

COS Service Zones Marketing System from MarketBroadband.com

Address-level targeting and seamless fulfillment of all of your COS Service Zones Marketing needs—in one convenient marketing dashboard.

COS Service Zones Marketing: Get It All From MarketBroadband.com*

Phase 1

Survey : Building Awareness and Recruiting Champions

Address-level targeting of your marketing eliminates waste. Accurately target your service zones with direct mail while creating buzz with press releases and social media.

Map: COS uploads your service zone maps to MarketBroadband.com dashboard.

Report: Lorex provides zone-level report on both business and residential locations. Get an accurate, address level assessment of the residential and enterprise market by zone. This includes the exact count of households and businesses so that you can set an accurate take rate-target in COS Service Zones.

Market: Targeted direct mail and press releases in local media drive prospects to your COS Service Zones site where they are encouraged to take the survey and sign up as Champions.

Phase 2

Supporting Champions and Nurturing Leads

The Survey generates interest and creates a pool of prospects that need to be nurtured through each step of the campaign. These are the early adopters that should not be forgotten.

Champions are also identified in the Survey. Arming the Champions quickly with a comprehensive Champion Marketing Kit helps maintain their enthusiasm and carries the momentum. Elements in the kit can vary based on the preference of the internet service provider. What is important is getting it into their hands quickly and easily.

Champion Kit (Example)

Check List
Flyer
Poster
Bumper Sticker
Web Banner

Lead Nurturing

A mix of the following tactics will keep your survey respondents and other leads engaged with your brand and your project.

Direct Mail
Email
SMS/Text Messaging

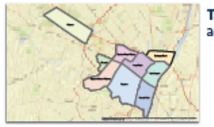
*MarketBroadband.com and Lorex, Inc. are not directly affiliated with COS Systems.

Phase 3

Sign Up: Where the Rubber Meets the Road

What makes the COS Service Zones Platform so powerful is that it allows you to sell your broadband service before it is in the ground. That likely makes this phase the most important—and the most fun.

Blitz marketing only the zones that have surpassed the Take Rate hurdle in the Survey Phase ensures that you get the highest conversion rates—and move to the Construction Phase the fastest.



Target: Your "Target Zones" are identified and forwarded to MarketBroadband.com

Market: MarketBroadband.com targets direct mail—at the address level—in the Target Zones.

Grass Roots: Champions blitz the Target Zone with yard signs, door hangers, flyers and launch events

Phase 4

Construction and Pre-Launch Marketing

Connecting every home is the objective. This is obvious for the provider but smart for the homeowner as well.

Signage on construction equipment is a billboard that gets read. Everyone wants to know what is happening in their neighborhood.

Yard signs in front of connected homes reminds the unconnected homes that they are….well, unconnected. Do they want to miss out on the opportunity?

Direct mail to the unsubscribed homes right before construction begins also reminds them of the limited time they have to get connected.

Champions

Once identified, let your champions be your hands and feet in each neighborhood.

How to work with your Champions?

Tips and tricks from other customers

- Prepare a referral program (Optional).
- Prepare a Champion toolkit you can send them. A Scarf or a T-shirt, a few flyers, a tear tab flyer for the building entrance, door hangers and similar. NB! Remember to have a space where the Champion can write their name and referral code!
- Upload material on the “Be a champion” top menu. Educate your champions to make them better “sales agents/champions”.
- Give every Champion who gets approved a personal call and thank them before you approve them in the system. It will be very appreciated.
- When you have a bunch of Champions, invite them to a barbeque or something similar and make them feel important.

Champion Toolkit

Upload marketing material for those registered as well as informal Champions to print and start marketing

- Flyer
- Tear-tab flyer
- FAQ
- Champion letter

Bringing high-speed Internet to your area is a team effort!

We need pre-committed customers to justify building our network in your neighborhood. The best way to get service faster is to spread the word any way you can. Share on Social Media, talk to your neighbors or print materials provided by us and spread it among your neighbors and friends.

Are you willing to put some extra effort into bringing high speed internet to your neighborhood, sign up to become a champion for your neighborhood site. You will then get a unique referral code and a personalized link which you can use to recruit your neighbors. Champions help their neighbors get better broadband faster!

Help your area to get connected

Become a champion

Download the resources on this page to help spread the word in your neighborhood!

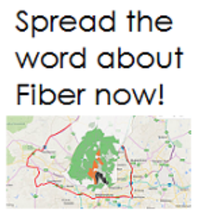
FAQ

Download

Fiber map

Download

Flyer



Download

Stickers

Download

Champion Referral Program (optional)

Every registered Champion gets a unique referral code and web link that is used when recruiting neighbors and friends. Their “My pages” show their number of referrals and also a top list of the best Champions in the Service Area (city).

What other customers have offered:

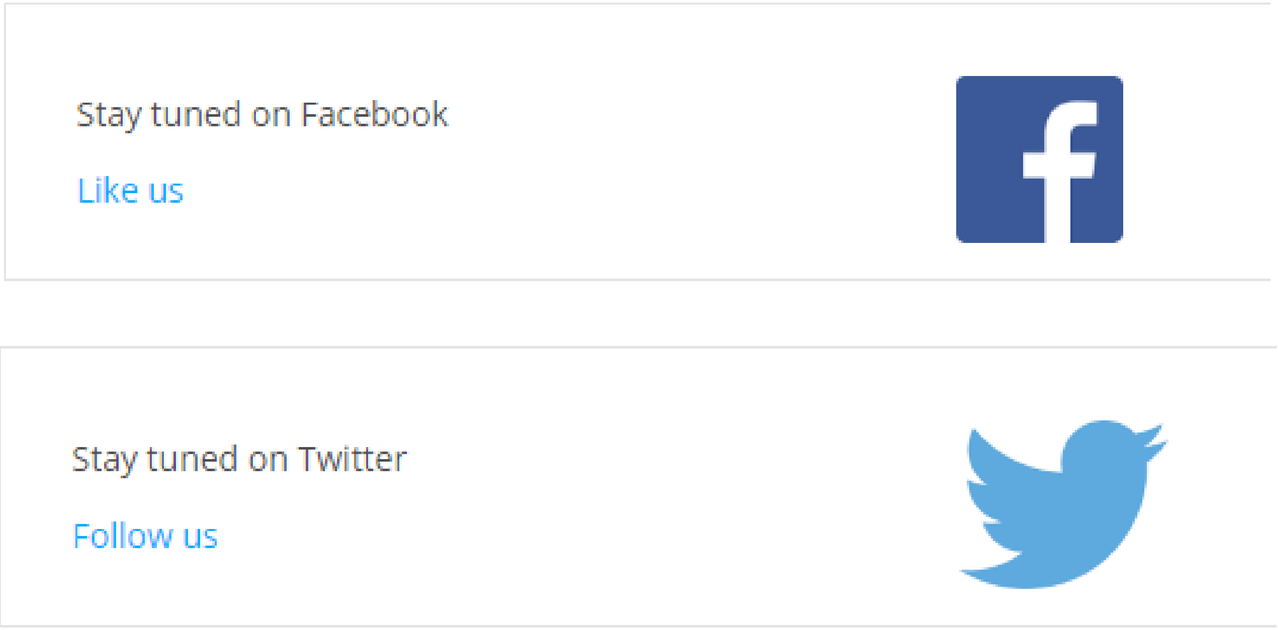
- Free months of Service
- Discount on installation
- Gift cards
- Event tickets
- Extras for top Champions

Facebook and Twitter

Make it easy to spread the word and share

Social Media Integrations

COS Service Zones integrates to Social Media, and people can like and share their local zone page (neighborhood page) or their Service Area page (City page). You control the appearance of what you show them



Facebook

- Choose the picture that will show when people “like” your page
- Decide on a short text that will show when people “like” your page

Twitter

- People can tweet with a link to your COS Service Zones site.

Mail templates

Push sales and inform your future customers

E-mail Templates [1/2]

The system has a number of mails that are sent out automatically to always keep your customers updated on what's happening in their zone. But it also has templates that you can edit to do targeted mailouts.

Automated emails

- Confirmation on submitted survey
- Confirmation on signup
- Confirmation on Champion approval
- Confirmation on account creation
- Notification when a zone changes status
- Etc.

Templates and recommended mail-outs

- E-mail to Champions – E-mail champions in a zone to encourage them to do work for their zone
- E-mail to survey takers – E-mail the ones in a zone who have taken a survey and ask them to talk to neighbors when they are closing in on the Take-rate target
- E-mail to customers who have signed up – same as above
- If you don't have any Champions in a zone. E-mail those who have taken the survey or signed up and say you're looking for Champions

Reports and Customer Lists

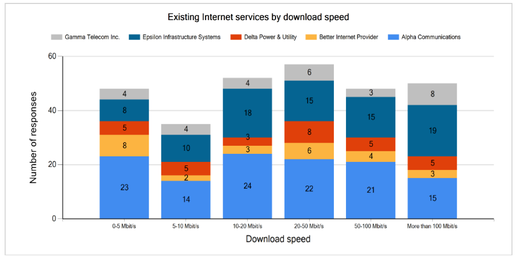
What they are and how to use them

Zone Analyzer Report

Summarizes the Survey phase. For reporting and decision making

Competitive landscape - existing services

This data comes from customers who have an existing internet service, and whose service provider was derived from the IP address the survey was conducted from. The current speed is not measured actual speed, but the speed the respondents say they are currently buying.



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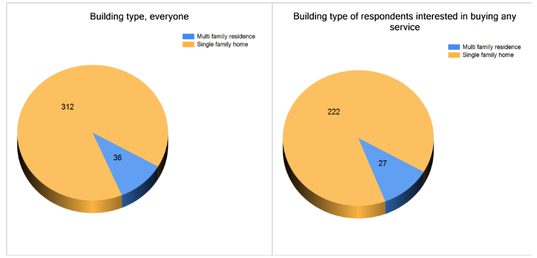
Information about respondents

The below charts presents the ratio between different types of buildings the respondents answering the survey reside in. It also shows to which extent potential subscribers living in the different type of buildings are interested in buying a connection to the network and a service. It can be used as an indication of the building types where more marketing and sales efforts should be focused.



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Survey responses on a map

This map of the zone with the survey responses so far being made plotted out clearly shows where extra sales and marketing efforts could be done to increase the number of survey answers.

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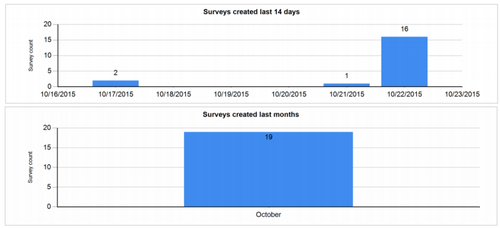
Survey progress

The graphs below represents when in time surveys are being responded to. Most interesting is to analyze the fluctuation in comparison with the sales and marketing efforts being done within the zone to find out which activities works and which don't.



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Competitor Information

Respondents Information

Informative Maps

Survey Progress

Signup Visualizer Report

Summarizes the Signup phase. For reporting and decision making

Signups visualized geographically

Larger dots indicate survey responses, with color ranging from red (less likely to purchase a service) to green (more likely to purchase a service.) Smaller dots indicate signups.

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Signups distributed by street

Below are the streets where signups have been made listed. The list makes it possible to quickly determine on which streets the highest revenue can be found. It can also be used for planning door knocking sales efforts by determining which streets needs more sales attention.

			Gigabit Fiber Internet + Home Phone		Total		
Street	Signups	Monthly service income	Signups	Monthly service income	Signups	Monthly service income	Likely signup customers
	0		0		0		25
Big Basin Dr	0		2	$80	2	$80	0
Clarksburg Pl	0		1	$40	1	$40	0
clarksburg place	0		7	$280	7	$280	0
Crowley Ct	0		1	$40	1	$40	0
Emerald Bay Dr	0		1	$40	1	$40	0
Havasu Court	0		1	$40	1	$40	0
Havasu Ct	0		2	$80	2	$80	0
Havasu Pl	0		2	$80	2	$80	0
Huntington Ct	0		2	$80	2	$80	0
Huntington Way	0		2	$80	2	$80	0
Shaver Ct	0		1	$40	1	$40	0
Sugarloaf Ct	0		1	$40	1	$40	0

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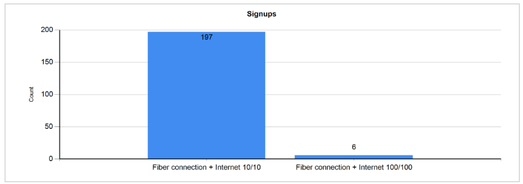
Distribution of signups by service and customer type

The graphs below shows which services are most popular among the different subscriber types; residential, business and government/nonprofit organizations. An unexpected or not desired distribution between the services might reveal information on pricing adjustment to get another, more profitable distribution of service types sold. I.e. if all the business customers have chosen the highest offered speed, it is probably priced to low. If in opposite all of the business customers sign up to your lowest speed service the better ones are probably priced to high and it is a risk that business customers with higher capacity needs won't be happy with the service delivered.



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What factor triggers purchase

By cross-running the signups with the survey responses on the responders' feeling about their speed, reliability and price value valuable information can be gained about which factors mainly trigger purchase. It might show that dissatisfaction with speed is a very strong indicator of subsequent purchase decision. This information can be used to highlight speed, reliability or affordability more in future marketing - to give the customers the message they will listen to.

Dissatisfied with speed	Survey responses	Signups	Signup rate
Somewhat dissatisfied	58	32	55.2%
Mostly dissatisfied	54	30	55.6%
Very dissatisfied	60	34	56.7%
Total	172	96	55.8%

Dissatisfied with reliability	Survey responses	Signups	Signup rate
Somewhat dissatisfied	57	28	49.1%
Mostly dissatisfied	62	28	45.2%
Very dissatisfied	55	32	58.2%
Total	174	88	50.6%

Dissatisfied with price value	Survey responses	Signups	Signup rate
Somewhat dissatisfied	45	29	64.4%
Mostly dissatisfied	65	40	61.5%
Very dissatisfied	69	41	59.4%
Total	179	110	61.5%

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Informative Map

Deployment Information

Signup Distribution

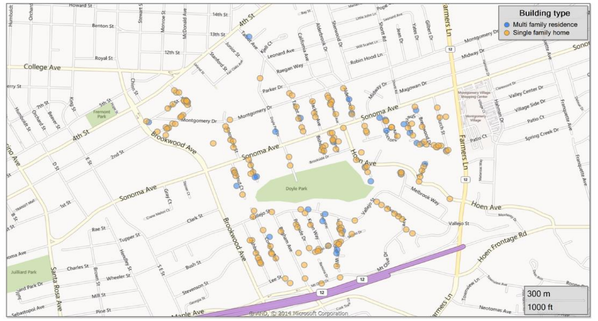
Signup Information

Deployment Router Report (Fiber)

This is for widespread builds where you want to use the functionality to do rough deployment cost estimates based on your input values

Shortest path to connect each street

Signups by building type



Streets

The below distances and construction costs are for each street only and do not include street-to-street distances, which is why the sums may differ from the zone measurement.

	Multi family residence	Single family home	Total			
Street name	Connections	Connections	Connections	Measured length, meters (feet)	Estimated actual distance (*1.15) in meters (feet)	Signups per km (per mile)
2nd st	1	10	11	216 (708)	248 (814)	44.4 (71.4)
3rd st	1	3	4	174 (572)	200 (657)	20.0 (32.1)
alderbrook dr	2	3	5	154 (505)	177 (581)	28.2 (45.4)
alvarado ave	0	6	6	165 (541)	190 (622)	31.7 (50.9)
ashbury ave	0	7	7	149 (490)	172 (563)	40.8 (65.6)
bishop dr	0	4	4	47 (153)	54 (176)	74.6 (120.1)
bobelaine dr	0	3	3	38 (125)	44 (144)	68.3 (110.0)
brentwood dr	1	2	3	116 (382)	134 (439)	22.4 (36.0)
brigham ave	0	4	4	300 (985)	345 (1,133)	11.6 (18.6)
church st	1	5	6	289 (947)	332 (1,089)	18.1 (29.1)
codding dr	1	7	8	133 (436)	153 (501)	52.4 (84.3)
corlano ave	1	7	8	337 (1,106)	388 (1,272)	20.6 (33.2)

Shortest Route

Building Type Information

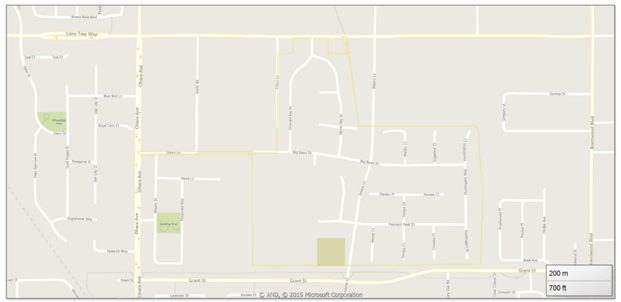
Street Information

Business Case Validator Report

Summarizes all the phases and presents the business case for each and every zone. For decision making

Revenue heatmap from signups

Below is a graphical visualization of the revenue in different parts of the zone (marked with the yellow border). Strong green represents high revenue. The information can be used to support a decision about in which order the zone should be connected to ensure fastest revenue.



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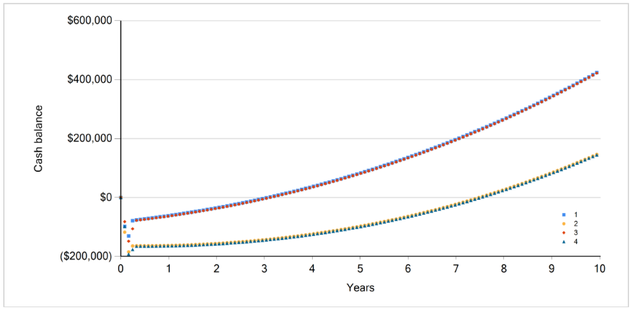
Cash balance for the build-out

Estimated cash balance. The yearly revenue increase is set to 5.0%.



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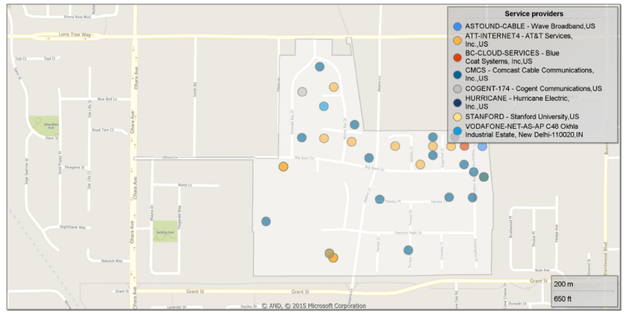
Summary of competitive landscape

28.9% of the responders say that they currently do not have any Internet service. Those that do, and were using their Internet service to respond to the survey are placed in the below way geographically.



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Revenue Heatmap

Financial Key Figures

Competitor Information

Customer List Reports

Customers

Address	Name	Email	Phone	Mobile	Survey number	Interested in survey service	Interested	Signup number	Signup service
42 Axtorpsvägen, 90337	L***** K*********	anonymized-customer-19979@cossystems.com			44B3D6E5-B8FD-4	R-SFH-Internet 100	I would consider it	46B81F99-F76C-4	Fiber connection + Internet 100/100
1 G Fridhemsvägen, 90337	P***** B*********	anonymized-customer-8496@cossystems.com			C97EE548-0402-4	R-SFH-Internet 100	Probably not	23CABDEF-4E5A-4	Fiber connection + Internet 100/100
17 RÅGÅNGEN, 90340	A***** S*********	anonymized-customer-20658@cossystems.com			D15D2142-35FA-4	R-SFH-Internet 100	Probably not	F8FBF928-EC6B-4	Fiber connection + Internet 10/10
180 Rullstensgatan, 90655	J***** K*********	anonymized-customer-24691@cossystems.com						35767C3D-D4F9-4	Fiber connection + Internet 100/100 + VOIP
23 Rågången, 90340	T***** N*********	anonymized-customer-11910@cossystems.com			FEA943E1-58EE-4	R-MDU-Internet 100+VOIP	I would consider it	090161B9-5DF6-4	Fiber connection + Internet 10/10
7 C SKIDSPÅRET, 90338	v***** I********	anonymized-customer-7051@cossystems.com			E3D14B12-6B2D-4	R-SFH-Internet 100	Yes definately!	8B21F713-F1AD-4	Fiber connection + Internet 100/100
8 H Geografigränd, 90732	H***** F*********	anonymized-customer-22412@cossystems.com			7AE1E94D-5AB3-4	R-SFH-Internet 100	I would consider it	5ED787D7-5B49-4	Fiber connection + Internet 100/100
42 AXTORPSVÄGEN, 90337	L***** L*********	anonymized-customer-20997@cossystems.com			3CA06BCC-FEA0-4	R-MDU-Internet 100+VOIP	unknown	4095C3C8-3C90-4	Fiber connection + Internet 100/100 + VOIP
42 lgh 0003 Axtorpsvägen, 90337	L***** B*********	anonymized-customer-13338@cossystems.com			96321BE2-9654-4	R-MDU-Internet 100+VOIP	Definately not!	6ADB30A1-6174-4	Fiber connection + Internet 100/100 + VOIP
2 B ORIENTERINGSSTIGEN, 90338	S***** M*********	anonymized-customer-5310@cossystems.com			06830389-9FEF-4	R-SFH-Internet 100	I would consider it	6D16AB3E-E792-4	Fiber connection + Internet 10/10
1A Fridhemsvägen, 90337	R***** G*********	anonymized-customer-13048@cossystems.com			58D80700-D783-4	R-MDU-Internet 100+VOIP	Yes definately!	7F335FF7-9384-4	Fiber connection + Internet 100/100 + VOIP
38 B Axtorpsvägen, 90337	J***** B*********	anonymized-customer-5034@cossystems.com			A7B77C31-7C46-4	R-SFH-Internet 100	Likely yes	1B950DCF-A6A4-4	Fiber connection + Internet 100/100
40 AXTORPSVÄGEN, 90337	A***** W*********	anonymized-customer-3343@cossystems.com			BEB66CAF-690C-4	R-SFH-Internet 100	I would consider it	D690C50E-707C-4	Fiber connection + Internet 100/100
4 D Nydalavägen, 90338	H***** B*********	anonymized-customer-18300@cossystems.com			DDA6A576-1DFC-4	R-SFH-Internet 100	Yes definately!	40B57826-8A49-4	Fiber connection + Internet 10/10

With a detailed list of survey responses and contact information you will have the perfect leads list for your sales team.

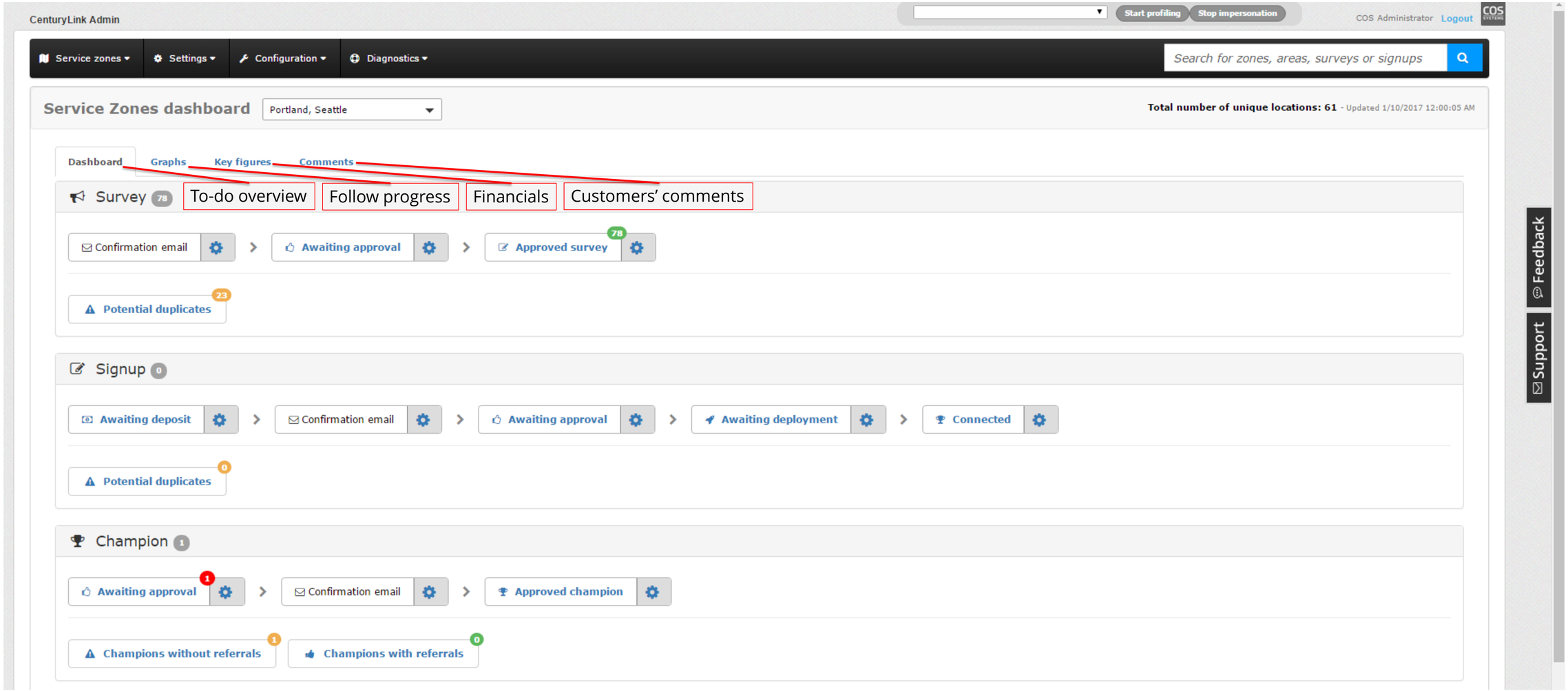
E.g. filter the list on those in a building who have taken the survey, but not yet signed up and give them a call. You can have a well informed discussion using information from their survey responses

Everyday Work

Monitor the system daily to follow the progress, see waiting work items and to keep in contact with your Champions and future subscribers

The Dashboard

Your starting point for the daily work in COS Service Zones



Checklist for everyday work once live [1/2]

Start on the Dashboard and take appropriate actions based on the progress

✓ **Approve Champions and give each Champion a personal phone call**

When you get a new Champion request there will be a notification on the dashboard. Check that the request looks ok and then give them a quick call and say how happy you are that they are interested in helping out and getting better Internet to their building as well as what you expect from them. Say you will send them a Champion toolkit, but that they can also download and print material from the “Be a Champion” top menu.

✓ **Send out a champion kit to each champion**

After the phone call, send out a champion toolkit. This is marketing material they can use to spread the word in their building. Flyers, a few tear tab flyers, a Champion letter and an FAQ are things we recommend. Also something from you, like a T-shirt with your logo for example.

✓ **Contact each customer that have left a comment**

When customers take the survey they often leave a comment. Try to find time to send them an email and thank them for the comment. Encourage them to become a champion to help get fiber faster.

✓ **Monitor what people are saying on Facebook and Twitter**

Follow what people are saying and comment if needed. On Facebook it will be Likes where you’ve decided on the appearance.

✓ **Check for potential duplicates**

It might happen that two people from the same household take the survey. This will be recognized by the system and will be highlighted on the Dashboard. Discard obvious duplicates

Checklist for everyday work once live [2/2]

Start on the Dashboard and take appropriate actions based on the progress

✓ **Send out extra emails to champions in each zone**

You can target just Champions using mail-outs. Do this when appropriate. Give them attention and remind them of how important they are. On a zone level it's relevant to update them on their building's status.

✓ **When a zone reaches 10% and 5% from zone target, send an email to interested people in the zone**

When a zone is closing in on the zone target send out an email to encourage the ones who already took the survey to talk their remaining neighbors into taking the survey/signup as well. Do the same with Champions of course.

✓ **Customer list going from Survey to signup:**

Use the filtered customer lists to find people that showed interest in the survey phase but haven't yet signed up. Give those people a call.

✓ Contact the landlords:

When a zone has reached or is getting close to reaching its goal, contact the landlord and present them with your offering to connect their building. Most likely you have gotten the appropriate contact information from the survey takers in that building.

The goal when using the COS Service Zones platform is to be able to manage a big "crowd funding"-like campaign with minimum resources and minimum direct marketing expenses. Pinpointed information instead of blanketing.

Checklist Before Going Live

We will of course also help you check that everything looks good!

Checklist Before Going Live

Make an initial effort to set everything up, then you can very efficiently manage big campaigns

✓ **Make sure portal texts are ok**

Do they clearly explain what the project is about and what people are supposed to do when coming to the site?

✓ **Make sure the email templates are ok**

We at COS have tried to write good texts in the templates for you, but make sure they look ok

✓ **Prepare a direct mail piece to all addresses in the project**

Remember the four important things that should be on that piece.

✓ **Set up the champion toolkit page with marketing material**

See previous pages and customer examples of material we recommend you to use.

✓ **Prepare a champion kit for each champion**

The Champions will feel VIP:ed if they get something sent to them.

✓ **Prepare a Champion referral program (Optional)**

What will Champions get for finding customers for you? NB! Make sure that the incentive is based on you actually wiring the building up.

✓ **Set up Facebook and Twitter**

Set up Facebook and twitter so people can like and share.

✓ **Prepare an information piece to landlords (can be done after going-live and if-needed.)**

Be prepared when it's time to contact the landlords.

Isak Finer - isak.finer@cossystems.com
Bjorn Wannman - bjorn.wannman@cossystems.com

Support - support@cossystems.com

Tips & Tricks for Running a Successful

COS Service Zones™ Campaign

The purpose of this document is to give guidelines and ideas for marketing activities when using COS Service Zones™ to aggregate demand for a next generation network.

The presented information is based on the best results from customer's experiences with COS Service Zones™.

All actions listed should be seen as recommendations so apply when necessary to suit your marketing strategy.

Actions before Service Zones release

When COS Service Zones™ is launched it is important to get good traction from the start with a large number of people visiting your Service Zone site during surveys/signups or applying to become champions, etc. Consider these steps below before your launch, so that you and your team are well prepared to have a good start.

- Have an information strategy:
  - What is the purpose of our project?
  - What market message could be used in every market material – a tag line/slogan?
  - How do you want to communicate with your champions and end customers? Emails, Facebook group, twitter accounts etc.?
- Information material ready for end customers that want to know more about the project.
- Market material and information ready for Champions, see more in the section below about Champions
- FAQ - Maybe have one for residential and one for businesses. Questions that could be good to answer on the web or in a flyer:
  - What is Fiber Internet?
  - What speeds are possible across your network?
  - What must I do to get connected?
  - Do I need to purchase any equipment?
  - Can I upgrade my speed later?
  - Who pays for the installation/connection of the property?
  - Are there data caps?
  - I already have Internet in my home from another provider. Will you need to do heavy construction?
  - When will I get service?
  - How can I stay updated on the project?
  - Can I keep my email address?
  - Can I keep my home phone number?
  - What kind of IP addresses will I receive?

- Arrange a local event to promote the launch. Our recommendation is to have an ad or article in the newspaper promoting the event and to use social media. Don't forget to invite media!
- Do you have some champions that you already know? Invite them to a "sneak peek" of the Service Zones site and give them information and a champion toolkit.
- Someone should be responsible to answer questions from customers.
- Very important! Have one person in charge of checking Service Zones frequently. Perform any necessary updates to the system, send out mail/e-mail to subscribers and champions. Also, this person should monitor where there is a need to increase marketing for higher awareness.

Marketing activities

- Engage local media and try to get them to write a story about your project. Important that your Service Zones site is up and running to welcome interested customers.
- Give free service, Wi-Fi or similar, to local diners, schools, libraries, etc. for i.e. 6 months and in return they will put up your posters and flyers promoting your launch.
- Organize a competition: “Sign up for fast fiber in Service Zones, to have the chance to win free fiber for one year”.
- Work with a local junior sports team to help you with your marketing. They can knock on doors and leave door hangers or postcards. You will also get even closer to the community.
- Send letters/postcards to residents and businesses to market the Service Zone site and get the first champions to sign up. This action is good to do repeatedly throughout the project. Tip! Service for sending direct mail: https://eddm.usps.com/eddm/customer/routeSearch.action
- Bumper Stickers
- Ads in the local newspaper
- Use local radio
- Television advertising
- Billboards on highways into the town.
- Create yard signs. Add your own question in the survey and ask if people are interested in putting up yard signs on their property.
- Arrange an event/meeting with one of the sponsors.
- Bus ads - Market your project on buses to increase local awareness.
- Find and promote a local fiber project meeting place such as a coffee house. Deliver marketing materials to this place.
- Arrange champion events to keep their energy up, spreading information and to recruit more champions. Why not a barbeque?
- When you are deploying an area, don’t forget to:
    - Put up signs describing that high speed internet is currently being delivered and that it’s not too late to sign up. Signs for the roads leading into the neighborhood and for every yard during connection of the property.
    - Have a sales person knocking on doors in the neighborhood using an IPad collecting signups from those who haven’t signed up yet. When a “last chance opportunity” is presented, normally many people make the decision to sign up.
    - Produce stickers with information on how to sign up so that they can be used on excavators and machinery during deployment.

Websites and social media

- Facebook and Twitter pages
- Engage bloggers in the town
- Market your own website and from there redirect to the Service Zone site. It builds your brand and your web address recognition.

Champions

The champions will be key players in your project's success! When we interviewed our current customers about their marketing activities and asked them what really worked – the most common answer was the "face to face meetings". This was either using champions knocking on doors or events used for meeting people to explain the project and how they could contribute.

- Hand out a Champions tool kit to new champions when they have applied.
    - Champion checklist/guidebook
    - Flyers
    - Postcards
    - Brochures
    - Pins
    - Stickers
    - Identity card for champions to use when knocking on doors. The identification cards could contain the champion's name and photograph, an expiration date for the card, and the web address to the customer portal.
- If you haven't a clear idea for zone names from the start you could name/rename your Zone after the first Champion's name, for example Chris McNeil's Zone. If the Zone has many Champions then they can come up with a Team Name. This is to get a good team feeling among the champions and encourage them to pursue their goal together.

Champion guide book

The Champion guide book is information from you to your champions, explaining what it means to be a champion in your project: what is expected from them and how you want them to work. For example contain:

- Permitted time to knock on doors
- How you may use their name and photo for marketing materials
- How you may use their name and email on the zone page
- If they are allowed to share data with competitor companies (relationship with an incumbent provider)

- How to treat confidential information
- Material that they receive is owned by the network owner and must be returned after completed work.
- Marketing activities recommendation:
    - Hang up a flyer in the break room at your work
    - Place a door hanger on each neighbor's front door
    - Like us on Facebook and follow us on Twitter. Use Facebook, Twitter or your blog to tell everyone how excited you are.
    - Set out a stack of brochures at local dry cleaners, restaurants and coffee shops.
    - Set out a stack of fliers at your church, child's school, and community center.
    - Write a letter to the press, explaining that you are excited to get faster Internet and how it will change your life.
    - Hand out fliers at the Farmer's Market
    - Keep talking to your neighbors, friends and family, and ask them to fill out the survey/sign up.

Sponsors

Sponsors of your project can be highlighted on the Service Area website and the local zone websites as well as in your marketing material. Finding sponsors can help you in your marketing as well as fund your marketing campaign and build out. If promoted well, companies would be interested to show they are contributing to the job creation, economic development and a higher quality of life that a modern fiber infrastructure will bring. Also, this shows the local community that they are supporting the rollout of the future broadband connection

- Sponsor guidelines:
    - How you may use their name and photo for marketing materials
    - How you may use their name and email on the zone page
    - If they are allowed to share data with competitor companies (relationship with an incumbent provider)
    - How to treat confidential information
    - Material that they receive is owned by the network owner and must be returned after completed work
    - Financial responsibilities

In Service Zones

- Edit the email templates that are automatically sent out from COS Service Zones when customers create an account, applying for being a champion or submitting a signup. Add your logo! Encourage people to talk to their neighbors.
- Use the notification function to send emails to people that have completed a survey or signup in a Service Zone or Service Area as a boost to encourage them to talk to their neighbors.
- If you start with survey phase and then move to signup phase – share information with the champions on people who showed high interest in getting high speed internet but have not yet signed up.