



Jefferson County PUD Citizen Advisory Board

A G E N D A

Date: August 12,
2019

Time: 2:00PM to
4:30PM

Chimacum Fire
Hall, 9193
Rhody Drive,
Chimacum, WA

- | | |
|----------|---|
| | 1. Call to Order |
| 00:33:00 | 2. Introductions |
| 00:01:00 | 3. Agenda Approval |
| 00:03:45 | 4. Public Comments - This public comment period of up to 15 minutes is for any items not on the agenda. During the meeting, the Chair may also permit public comments on other discussion items. Each speaker is limited to 3 minutes. |
| 00:08:20 | 5. Approve and Sign CAB Minutes |
| 00:16:30 | 6. BOC Update |
| 00:21:59 | 7. PUD Staff Reports |
| | 8. CAB Business |
| 00:33:49 | 8.1 Joint BOC/CAB Special Meeting report and follow-up – Gary Rowe |
| 01:10:12 | 8.2 OPMA and PRA training |
| | 9. Subcommittee Reports |
| 01:17:33 | 9.2 Low Income (Decision) – Larry Dennison |
| 01:30:02 | 9.3 Governance (Decision) – Russ Michel |
| 01:49:15 | 9.1 Broadband (Discussion)– Karen Bennett |
| 02:08:40 | 10. Communications |
| | 11. Announcements |
| 02:13:00 | 12. Future Agenda Items / Calendar |
| 02:14:39 | 13. Adjourn |

DRAFT MEETING MNUTES
Jefferson County PUD
Citizen Advisory Board (CAB)
July 8, 2019

Attending CAB Members:

Attending PUD Representatives:

X	Larry Dennison, District 1	X	Jeff Randall, District 1 Commissioner (arrived at 2:13 p.m.)
X	Tom Engel, District 1		Ken Collins, District 2 Commissioner
X	Sebastian Eggert, District 1		Dan Toepper, District 3 Commissioner
X	Karen Bennett, District 2	X	Kevin Streett, Acting General Manager
X	Gary Rowe, District 2	X	Will O'Donnell, Communications Mgr.
X	Jessica Dillon, District 2		Bill Graham, Water Operations Sup.
X	Russ Michel, District 3 (arrvd 2:45 p.m.)	X	Don McDaniel, Consultant for PUD
X	Dan Taylor, District 3 (left at 3:30 p.m.)	X	Jean Hall
X	Craig Durgan, District 3	X	Lori Rae

1. CALL TO ORDER

Chair Larry Dennison, called the meeting to order at 2:05 p.m. and stated that a quorum was present.

Chair Larry Dennison offered congratulations to Kevin Streett as the new General Manager for the Jefferson County PUD.

2. CAB/STAFF INTRODUCTIONS: CAB and staff voluntarily introduced themselves.

3. REVIEW OF AGENDA/APPROVAL:

Karen Bennett made a request to add meter RFQ to the Agenda. Chair Larry Dennison added the item under 8.2 CAB Business.

Clarification was requested as to the procedure that takes place in requesting anything new be put on the Agenda. The Chair, Vice Chair and the General Manager put the Agenda together.

MOTION: Gary Rowe made a motion to approve the Agenda as modified. Seb Eggert seconded the motion. Motion carried unanimously.

4. Chair Larry Dennison read the public comment guidelines.

PUBLIC COMMENTS (for items not on the agenda) – topics:

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4. Chair Larry Dennison read the public comment guidelines.

PUBLIC COMMENTS (for items not on the agenda) – topics:

- CAB minutes in general.
- Status of Resolution 2019-018. Input of CAB members.

5. SIGN AND APPROVE CAB MINUTES:

Corrections to CAB Minutes June 10, 2019:

- General Counsel Joel Paisner attended the meeting my phone.
- Page 3 – under Public Comments – written by “ITRON meter” should be “written by ITRON”. Strike meters.
- Page 3 – 8.5 Public Comment: Although a member of the public mentioned attending a Communications Workshop her statement regarding being referred to as “outsiders” was not in regard to that meeting, but rather she stated that as recently as May 2017 early 2018 a CAB member referred to the public as “outsiders”. Minutes were changed.
- Page 2 – three lines down – “Citizens Advisory Board” should be changed to “Citizen Advisory Board”.
- Page 2 – four lines down – is should read “protected class” rather “protective class”.
- Questions on time stamped agenda items on audio recording. Public member says he has not seen this done for CAB minutes, only BOC minutes.
- Chair Larry Dennison directed that the minutes need to mention that there were public comments made on the issues only. Details of comments would make the minutes too lengthy.

PUBLIC COMMENTS:

- Questions on time stamped agenda items on audio recording. Public member says he has not seen for CAB minutes, only BOC minutes.
- Lengthy discussion on minutes. Request for more detail. Chair Larry Dennison directed that the minutes need to mention that “there were public comments made on the issues only”. Details of comments would make the minutes too lengthy.
- Stamping of minutes and recordings.
- Request to have sub-committee on Governance look at minutes.
- Request from Chair to Will O’Donnell to put simple instructions on website on how to access minutes.
- Last meeting seven public comments were made. These were not listed in the minutes of the CAB of June 10, 2019.
- Question: Is time stamped Agenda put on website as same time as the audio was put on?
Response: Yes.
- Need to work on audio of minutes.

MOTION: Craig Durgan made a motion to approve the minutes as amended. Gary Rowe seconded the motion. Majority passed motion. Seb Eggert voted no.

6. BOC UPDATE – JEFF RANDALL:

Commissioner Jeff Randall gave a report on the following topics (abbreviated).

- Budget.
- Involved with strategic planning with WPUDA.
- Goals and objectives meeting with Kevin Streett.
- CAB meeting is a business meeting – not a public hearing.
- Report on meetings coming up.

7. PUD STAFF REPORTS – KEVIN STREETT:

General Manager Kevin Streett introduced and expressed his appreciation for Lori Rae who is the Operations Assistant for the PUD and outlined some of the projects that she is involved in.

8. CAB BUSINESS:

Larry Dennison explained that the CAB has tried to abbreviate the meeting so that more time could be spent on the Opt Out Sub-committee report.

2019 Work Plan. A meeting has been set with the CAB and the BOC for July 31, 2019, 10:00 a.m. to 12:00 p.m. at the Chimacum Fire Hall. Chair Larry Dennison went over the Work Plan via email submitted by Russ Michel (at this time Russ Michel was not present because he had Jury Duty, but Mr. Michel did arrive later in the meeting). The email had the following suggestions:

- Active sub-committees:
Meter Opt Out, Governance Broadband and Low-Income.
- Suggestion made for a Meter Replacement Project Sub-committee and an Electric Vehicle Infrastructure Sub-committee to look at the possible impacts of electric vehicles. Research would be the number of electric vehicles in the community that might have an impact on the PUD's load and whether or not the PUD wants to look actively look into providing electric vehicle charging assets.
- Put together a process that might include reading materials and guidance for new Board members.

Other suggestions:

- Develop a sub-committee that could develop briefings on issues that have been worked on over the CAB's last several years. These would be issues that newer members don't know about. Some issues that may be brought up may ask for briefings on those topics to get more familiar with them.
- Work group to work on redundancies.
- When a member of the staff is introduced to the CAB, could there be a report of the historical issues of the CAB.

- Put together a short term Work Plan Sub-committee.

PUBLIC COMMENT:

- At the second June BOC meeting the commissioners made it very clear that that meeting schedule for July 31, 2019, was to be about discussing the Opt Out program.

SUB-COMMITTEE REPORTS:

9.0 RFQ Future of Meters: Karen Bennett: CAB member Karen Bennett requested the CAB have a role in the creation of the RFQ on selecting the consultant that will help the PUD regarding the replacement project for meters. Customer Service Manager Jean Hall and Operations Assistant Lori Rae have been assigned the task of researching the RFQ on the meter project.

9.1 Opt Out Sub-Committee: Seb Eggert: Seb Eggert read the policy that was drafted. There was considerable discussion among the CAB members. General Manager Kevin Streett stated that he supported the Opt Out policy that was submitted.

PUBLIC COMMENTS: Topics abbreviated.

- Prioritizing the customer rather than what the industry is suggesting. To single the group that is asking for safer meters is unfair.
- Petition asking for non-transmitting refurbished analog meters.
- Other models out there that are not being considered. Requesting a workshop.
- Experiencing a high failure rate of RF readings. Security risk or privacy risk.
- Charging for services.
- Cost causation – slippery slope.
- Charge for installation of meter with no reading charge.
- Wireless meters – impact on citizens – health issues. Electromagnetic sensitivity.

MOTION: CAB member Russ made a motion to approve the Opt Out Sub-committee's report. Gary Rowe seconded the motion as follows:

The PUD will offer a non-transmitting meter to single phase ratepayers who wish to opt out of their current RF transmitting meter.

Until the PUD calculates the actual a cost, a \$5.00 monthly fee will be assessed. the actual cost will then be applied.

If the ratepayer requests a subsequent meter change, charges to do so will be assessed.

Motion passed with six majority votes and two opposing votes. (name of who voted yes or no were not identified).

9.2 Governance (Discussion): Russ Michel gave a brief report. This matter was tabled to the next CAB meeting of August 12, 2019. The report will come out as part of the Agenda packet.

9.3 Broadband (Discussion) – Karen Bennett announced that the sub-committee is on hold. JBAT had a meeting and continues to go on.

9.4 Low Income (Discussion) – Larry Dennison gave a report. The Low Income Sub-committee met on June 12th. (Handout No. 2). Larry went over issues that were addressed.

- Low income verification process. The PUD now goes through OlyCAP. There have been some significant problems. Committee recommended that the PUD start looking at in-house verification for low income.
- There is a difference between low income and low income senior discounts. Low income discount is \$39.50 and the low income senior discount is \$20.00. The sub-committee recommended that both low income classes be changed to \$39.50.
- Does the PUD raise the low income discount from \$39.50 to \$50.00.? That was the recommendation that the PUD came up with more than a year ago. The PUD chose not to do that until the PUD had a different verification in place. The in-house program in place and also the BPA rate increase is due in October and so it only makes sense to wait until that's complete as well.
- On-bill financing which is set up to help customers meet up-front costs primarily for energy efficiency systems like heat pumps and propane. The sub-committee determined that they don't have enough information yet. Commissioner Randall has been working with a group called Craft3 who provides that service. It is a non-profit financing service and they work with PUDs and public utilities that actually finance and then put the payments on the customer's bill with no additional cost to the PUD. The sub-committee feels like that is a reasonable thing to look at but it does not have enough information yet.

Further discussion on this item was deferred until the August 12th CAB meeting.

10. COMMUNICATIONS: Russ Michel gave a report and responses to communications received since the last CAB meeting. Mr. Michel received one communication from a member of the public regarding the comments on the audio recording index. Those concerns are being addressed by staff.

Russ Michel reported on correspondence:

- Received one email from the public since last CAB meeting. That person stated concerns on the June opt-out discussions and the larger meter replacement project issues.

- CAB member sent an email about a potential plan issue.
- Ad hoc committee was formed – Work Plan – Gary Rowe, Russ Michel and Jessica Dillon. This committee will put a list of things to talk about at the BOC/CAB Joint Meeting on the July 31st.

Russ Michel will send out an email to entire CAB soliciting input.

11. FUTURE AGENDA ITEMS/PUD CALENDAR:

- Joint workshop July 31, 2019.
- Next CAB meeting August 12, 2019.
- July 12th meeting for General Manager's Goals and Objectives.

12. ADJOURN:

MOTION: Jessica Dillon moved to adjourn the July 8, 2019, meeting of the Jefferson County PUD Citizen Advisory Board. Karen Bennett seconded the motion. Motion carried unanimously.

Meeting adjourned at 4:47 p.m.

Minutes prepared by
Cammy Brown, PUD Recorder

CAB meeting audio file available on website
www.jeffpud.org

Approved:

Larry Dennison, Chair

Date

Russ Michel, Vice Chair

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.

CAB Operating Guidelines

Governance Subcommittee

Agenda Report and Decision Item

August 12, 2019

Overview: Resolution 2018-015 was adopted by the BOC in October last year that updated and clarified the role of the CAB. The CAB started discussions of the CAB Operating Guidelines at our January meeting. With the GM changing, a new Commissioner, and three new CAB members, the Guidelines were put on hold. In March, a Special Meeting was held with the BOC and CAB to discuss the CAB. Since then, several drafts of the Guidelines have been reviewed and discussed at regular CAB meetings. The public has had opportunities to comment at each of those meetings. The Subcommittee met several times and has prepared the attached version of the Guidelines that we propose should be adopted and put into practice.

Suggested Motion: The CAB Operating Guidelines dated August 12, 2019 are hereby adopted. These Guidelines will be immediately be put into practice and will be followed by all CAB members. Going forward, CAB members may, from time to time, recommend changes to these Guidelines that will be addressed by the Governance Subcommittee. At a minimum, the Operating Guidelines will be reviewed annually.

CAB Operating Guidelines

August 12, 2019

Definition: Resolution 2012-28, created the Citizen Advisory Board (CAB). The Board of Commissioner's (BOC) Resolution 2018-015 was approved on October 16, 2018, which updates and clarifies the role of the CAB. That resolution is the over-arching policy governing the CAB. These *CAB Operating Guidelines* supplement that resolution and have been developed by the CAB in cooperation with Public Utility District (PUD) staff and the PUD Management Consultant. These guidelines do not require BOC approval.

CAB Code of Conduct: Members are expected to conduct themselves ethically and address others in a respectful and business-like manner.

Conducting Meetings: *Robert's Rules of Order for Small Boards* (version 11 or latest version) are used to conduct the meetings. CAB members will endeavor to become familiar with *Robert's Rules of Order* and will take training as required.

CAB Elections: The election of a CAB Chair and Vice Chair will take place annually at the December meeting. CAB Officers shall serve for one calendar year.

CAB Officers: The Chair (or the Vice Chair, in the absence of the Chair) presides over the meeting and ensures that the meeting is business-like and focused. The CAB Chair or Vice Chair monitors the timeline on each agenda item to maintain the meeting schedule. The CAB Officers keep a running list of future agenda items.

CAB Review: The CAB will conduct an annual review of the CAB Annual Work Plan to determine what has been accomplished to date, policy recommendations that CAB is working on either as a whole or in a subcommittee, and what might require revision. This review may be done in a regular meeting or a workshop. The CAB Review is then presented to the BOC.

CAB Meetings: The BOC (or GM/designee) will schedule the places and times for all meetings of the CAB. The BOC resolution which created the CAB anticipates that CAB meetings are held monthly. Special meetings may also be scheduled. The GM or their designee must approve special meetings and also be responsible for providing proper notice of all meetings per the Open Public Meetings Act (OPMA), RCW 42.30.

Workshops: A topic being studied by the CAB or CAB training may require a workshop to be scheduled. Workshops may take place during regular or special meetings.

Meeting Agenda: The CAB meeting agenda is prepared by the CAB Chair and/or Vice Chair in cooperation with the General Manager (GM) or his/her designee. The meeting agenda will be developed anticipating a 2 ½ hour CAB meeting duration. In advance of the agenda being prepared, CAB members must contact the CAB Chair letting him/her know that they have a discussion or decision item for the agenda and provide a time estimate. The same applies to PUD

staff or the BOC requesting time on the CAB agenda. The *Meeting Agenda Packet* must be made available to CAB members and the public on the PUD website at least two business days before the meeting date. The meeting location, date, start time and expected duration must be stated on the agenda.

Meeting Minutes: The CAB will record “Summary Minutes” corresponding to the agenda items. *Robert’s Rules of Order* offers a simple guideline - minutes record what decisions are made, not the detail of what was said. Details of CAB meetings are available on the audio recordings. If a vote is not unanimous, the minutes will reflect the votes of each CAB member by name. Approved and signed CAB minutes are posted to the PUD website, preferably within one week.

Meeting Recordings: Audio recordings of CAB meetings will be posted on the PUD website, preferably within one week. An Audio Recording Index will be prepared during the meeting and will be posted to the PUD website at the same time as the audio recording to assist listeners in locating portions of the meeting that may be of particular interest.

Meeting Venue: The CAB meeting venue should easily accommodate the CAB members in a quasi-formal setting with the CAB members facing the audience. A semicircle seating arrangement for the CAB members is preferred so CAB members can see each other. The meeting venue should be large enough to accommodate the expected number of attendees. Venues must conform to the requirements of the Americans with Disabilities Act.

CAB Rules of Debate: Members who wish to speak must first be recognized by the Chair. CAB members may speak a second time on a specific topic only after all members have had an opportunity to speak once.

Addressing Members of the Public: Members of the public / audience may wish to remain anonymous. CAB members should refrain from calling members of the public by name and should refer to a speaker as “A member of the public who said....” when referencing public comments.

Email : CAB members should only use their PUD-assigned email address to communicate with anyone (PUD, BOC, CAB, public) regarding business of the CAB.

CAB Meeting Format: The CAB meeting format should be:

Call to Order and Determine Quorum: The Chair or Vice Chair calls the meeting to order and determines whether a quorum is present.

Introductions: Each CAB Member should state his/her name and the Commissioner District they represent. PUD staff members and other invited guests should state their names and their title / role.

Voluntary Public Introductions: Members of the public may introduce themselves if they choose.

Review / Approve the Agenda: The CAB will review and approve the agenda, amended as appropriate.

Public Comments: The Chair will announce the rules for public comment(s). Unless agreed by the CAB, the timeframe for comments will be limited to 15 minutes with any one person given three minutes to speak. General public comments should be limited to items not on the agenda. Persons wishing to speak should raise their hand and be recognized by the Chair. Speakers may state their name but are not required to do so. The Chair will designate a timekeeper so that CAB members can devote their full attention to the person speaking. The person making the public comment should address their remarks to the Chair.

Approval of Meeting Minutes: The draft minutes for prior meeting(s) is/are included in the *Meeting Agenda Packet*. The minutes of the previous meeting(s) are approved by the CAB.

BOC Report: The attending Commissioner may present a brief report. The purpose of the report is to inform the CAB regarding policy issues that the BOC is discussing or will be discussing in the future.

PUD Staff Reports: PUD staff including the GM or their designee present an update for the CAB. CAB members may ask questions. The public may ask questions if allowed by the Chair.

Subcommittee Reports: CAB members, typically the Chairs of the subcommittees, present information on their specific agenda items. Written report(s), PowerPoint(s), etc. may or may not be included, depending on the nature of the information. Subcommittee recommendations which require a decision by the CAB must be included in the *Meeting Agenda Packet*.

Agenda items: Items listed on the agenda are either discussion items or decision items.

Discussion Items: A CAB member presents the item for discussion. After the presentation, the CAB discusses / deliberates followed by public comment(s). The presenter states the next steps for the discussion item.

Decision Items: A CAB member presents the item for consideration. If there is a motion on the floor, public comment(s) are heard followed by CAB discussion / deliberation. The CAB then votes on the motion. The name of the member making the motion, the person who seconded, and the results of the vote are recorded in the minutes. If unanimous, it is so noted in the minutes. If a vote is not unanimous, the minutes will reflect the votes of each CAB member by name.

Any recommendation adopted by the CAB should be presented to the BOC at or before the next meeting of the BOC. CAB member(s) may prepare a dissenting *Minority Report*, which will be presented to the BOC along with the CAB's approved recommendation.

(Note: *Robert's Rules of Order for Small Boards* allow for an informal discussion of a subject while no motion is pending)

CAB votes may be “fast tracked” for minor procedural matters. For any motion, the Chair has the discretion to ask, “Are there any objections?” When following this process, the minutes will reflect that the motion was passed without objection. If there are any objections, then *Robert's Rules of Order* will be followed.

Communications: If the CAB received any written communications since the previous CAB meeting, those communications will be acknowledged.

Future Agenda Items: The CAB Chair solicits suggestions for future CAB topics and states a summary of topics expected to be on the next meeting agenda.

Review PUD Calendar: The upcoming two months of the PUD calendar will be reviewed for BOC meeting dates, CAB meeting dates, and any scheduled workshops.

Adjournment

Subcommittees:

Formation: When a subcommittee is formed,¹ CAB members indicate their willingness to participate. The CAB chair shall have the final say in the subcommittee membership taking into consideration CAB member topic expertise, balanced representation from each PUD commissioner district, and balancing out overall member participation.

The first order of business for a subcommittee is to elect a Chair. The Chair is the spokesperson for the subcommittee at CAB and BOC meetings. For more complex issues, the second task is to develop a draft scope of work (SOW) including an anticipated timeline. The SOW should be an outline of the study topic. Once developed, the SOW is presented to the CAB so it can be discussed and members of the public can comment. It is suggested that the draft SOW also be presented to the BOC. This ensures that all are on the same page.

Rules of Conduct: All subcommittee members should refrain from discussing the content of subcommittee meetings with the public outside of the committee. However, subcommittee members should be receptive to input from the public and are free to solicit input from industry experts, other PUDs, consultants, etc. The subcommittee reports/discussions become available to the public when the report is presented to the CAB.

Member Resignation: A subcommittee member may resign at any time. Should this occur, a new subcommittee member may be asked to join with unanimous approval from other subcommittee members and the CAB chair. This order of business is conducted at a regular CAB meeting. If the Chair resigns, a new Chair will be designated from existing subcommittee members.

¹ See Resolution 2018-015; Section 2C

Meetings: Subcommittee meetings are not open to the general public. Meetings are held at an agreed upon location or may be conducted via phone conference calls or via email.

Subcommittee Reports:

Interim Reports: Subcommittees are encouraged to provide interim reports to the CAB from time-to-time. These interim reports may be in verbal or written form. The goal of this process is to allow the public to comment throughout the timeframe of a topic being studied.

Report Discussion: A CAB member presents the *subcommittee report* for discussion. After the presentation, the CAB discusses / deliberates followed by public comment(s). The presenter states the next steps for the discussion item.

Recommendations: A CAB member presents the *subcommittee recommendation* for consideration. The *recommendation* may provide a minority view when the subcommittee cannot reach agreement on a recommendation. If there is a motion on the floor, public comment(s) are heard followed by CAB discussion / deliberation. The CAB then takes action on the motion.

The subcommittee's report(s) reflect the collective position of the subcommittee, not the position(s) of the individual member(s).

When a CAB report / recommendation is being presented to the BOC for their consideration, the CAB Chair or the subcommittee chair or a designee should attend the BOC meeting to clarify and answer any questions the BOC may have. If a minority report was prepared, the CAB subcommittee member(s) should also attend the BOC meeting.

Public Comment Guidelines:

Public comments help the CAB to be informed about views of the public. Public comment(s) can be received in written (email, regular mail, hand-delivered, etc.) or verbal form.

Written Comments: The CAB encourages questions and comments from the public as they pertain to items both on and off the meeting agenda. Email is preferred. Other written comments should be addressed and sent/delivered to the PUD or may be handed in during a meeting.

Verbal Comments: Public comments should be germane to the topic at hand and limited to three minutes per person. Those making public comments may not cede their unused time to others. No person may speak twice on a particular subject. Public comments should be directed to the Chair. For the sake of time, the Chair may request that members of the public refrain from making purely repetitive comments.

Reponses to Public Comments: The Chair may, time permitting, permit CAB members to discuss or respond to comments from the public; however, extended conversations between CAB members and the public are discouraged.

CAB Low Income Subcommittee Recommendation

CAB Meeting August 12, 2019

Overview: On June 12, 2019, low income subcommittee members, Larry Dennison, Jessica Dillon, and Craig Durgan assisted by non-voting member Commissioner Randall, met with staff members Jean Hall and Kevin Street, who recommended that the BOC bring the income verification process in-house, as the current relationship with OLYCAP wasn't working well. Staff recommended hiring a Customer Service Representative who would not only process income verification but would fill in for customer service as needed. This was an extremely timely issue as our contract with OLYCAP had expired and the GM had a desire to bring this to the board at the June 16, BOC meeting. For these reasons, and as staff and the subcommittee were in agreement, we chose not to bring this to the entire CAB. GM Streett subsequently brought this issue up at the June 16 BOC meeting and it met with the board's approval.

A second recommendation was to increase the current senior low income subsidy rate from \$20 to parity with the regular low income subsidy, but it was tabled until the Customer Service job was filled.

Suggested Motion: The Customer Service position has now been filled so our subcommittee would like the CAB to approve the next step in this process which is ***to increase the Senior Low Income subsidy from the current \$20 per month to \$39.50 which now applies to the regular Low Income category.***

A Second and Separate Suggested Motion:

Any time the monthly base rate for electricity is increased, the rate reduction for low-income and senior low-income shall be increased by the same amount. For instance: if the monthly base rate is raised from \$18 to \$20 (an increase of \$2) the monthly rate reduction shall be increased \$2 to offset this increased expense.