

Special Meeting Agenda
PUD Board of Commissioners

Wed, Nov 10, 2021 2:00 PM

Zoom

Port Townsend, WA 98368



To join online go to: <https://zoom.us/my/jeffcopud>. Follow the instructions to login. Meetings will open 10 minutes before they begin. TOLL FREE CALL IN #: 833-548-0282, Meeting ID# 4359992575#. Use *6 to mute or unmute. *9 to raise a hand to request to begin speaking.

1. Call to Order

Per the Governor's Extended Proclamation 20-28 and in response to the COVID-19 Pandemic, Jefferson County PUD is no longer providing an in-person room for meetings of the BOC. All meetings will be held remotely via Zoom until otherwise informed by the Governor. Participant audio will be muted upon entry. Please unmute at the appropriate time to speak. If you are calling in, use **6 to mute and unmute and *9 to raise a hand to request to speak*.

2. Agenda Review

3. Presentation: Department Roundtable

2 - 20

[Department Roundtable 2021.pdf](#) 

4. Dismiss to Executive Session

Per RCW 42.30.110.(1)(a)(ii) to discuss security and risk assessments

5. Adjourn

November 10 2021

Department Roundtable



Water Department 2021

- Installed SCADA at Quilcene, Lazy C and Triton Cove
- Formation of LUD No. 17 for the Shine Plat
- Department of Health (DOH) Approval for 2021 Water System Plan Updated Volume 1 and Volume 2 (Bywater)
- Completed Risk and Resiliency Assessment and Emergency Management Plan (EMP completed by December)
- DOH Drinking water state revolving fund for LUD No. 17 for the Shine Plat
- Public Works Board loan for the Quilcene Water Tank

Water Department

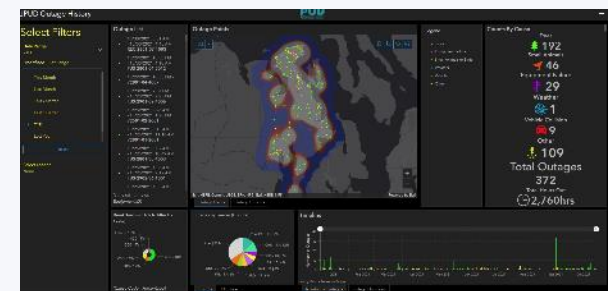
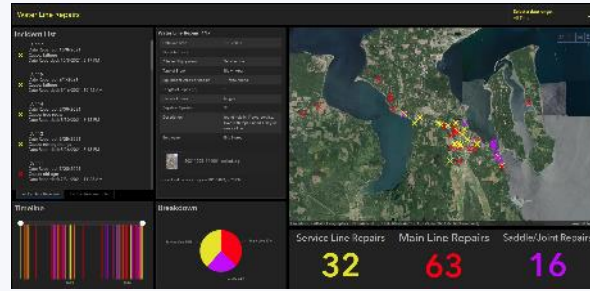
- WSDOT Culvert Replacement – Chimacum Creek
- Shine Plat LUD
- Quilcene Water Tank
- Snow Creek Wellhouse Replacement
- Automated Filling Station

2022

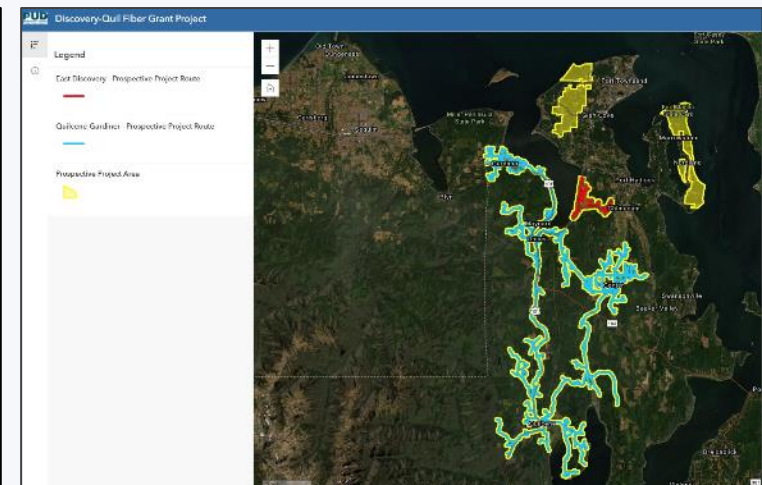
- Consolidation Studies - Brinnon area
 - Pump and Motor Replacements
- Water Main distribution replacement
- Continuing to find funding for Capital needs



GIS



- Upgraded field verification mobile applications (“Collector” to “Field Maps”).
 - They now include field notes for easily adding points in the field for quick mapping.
 - New field verification application created for water crews.
- Created **GIS Dashboards** to gather and analyze data and measure mapping progress for:
 - Electric Outages
 - Field Verifications
 - Water Line Repairs
 - Line Locates
- Interactive maps created for broadband grant projects.
 - WSBO Grant
 - PWB Grant
 - NTIA Grant
 - Reconnect Grant (Coming Soon)



Operations Projects 2021

Hoh Fiber Project. at PTPC transmission line.

WSDOT Leland Creek Project 50% Port Phase 3 Project.

WSDOT North Tributary Project 40% Kala Point Fairbreeze Drive Bore

WSDOT SR101 Bridge Project. Kala Point Baycliff Drive

Baycliff to Kala Point. Fairmount to Irondale Utility pole installation.

Quilcene School Electrical Upgrade. Port of Port Townsend Phase 2 Upgrade.

Clay Street to Jefferson Street. 300 Four Corners Demolition.

115kV switch maintenance Quilcene School Electrical

Underground Project.

PUD CREW



TITAN CREW

Operations Projects 2021

PUD line vehicle
standardization plan.

Peterson Lake Timber
Sale.

Reconfigure transformer
storage area.

Clean and filtered PUD
underground fuel
storage tanks.

PUD plans to submit
Forest Plan Application

to DNR for the 210-acre
PUD owned parcel at
Peterson Lake.

Fabricating utility pole
bunks.

Revised Spill Prevention
Control and
Countermeasure (SPCC)
Plan.



Tree Trimming 2021

The PUD has been very productive in its tree trimming efforts.

Bid Areas 2021:

- SR Tree Trimming Bid
- Transmission Line Clearing Bid
- Hazel Point/Johnson Road Bid
- November/December T & M Bid

PUD also had many hours of Time and Materials throughout Jefferson County.



Operations Projects 2022:

- Shine Pole Replacement Project.
- Rhododendron Drive.
- Shorts Lane/Loftus Road Project.
- Thorndyke Driveway Project.
- Van Trojen Phase 1 Project.
- Port of PT Phase 2 .
- Cedar Avenue.
- Shine Utility Pole Replacement Project.
- Tree Trimming Projects:
- Gardiner Tree Trimming Project.
- Dabob Road Tree Trimming Project.
- Continue Ground Clearing in ROW.



Finance Department

2021 Accomplishments

- Implemented the use of Dashboards
- Continued to automate processes
- Changed Departmental Structure through employee advancement
- Melissa Blair promoted to Financial Services Manager
- Amanda Isaak promoted to Utility Accountant II
- Theresa Giese promoted to Accounting Technician I

2022 Goals & Objectives

- Continue Improving Processes and Workflows
- Work on Implementing Expense Reporting through AppSuite
- Cross Training in Departmental Functions
- Improve Financial and Budget Reporting to Directors and the Board

Finance: 2021 Audit Update

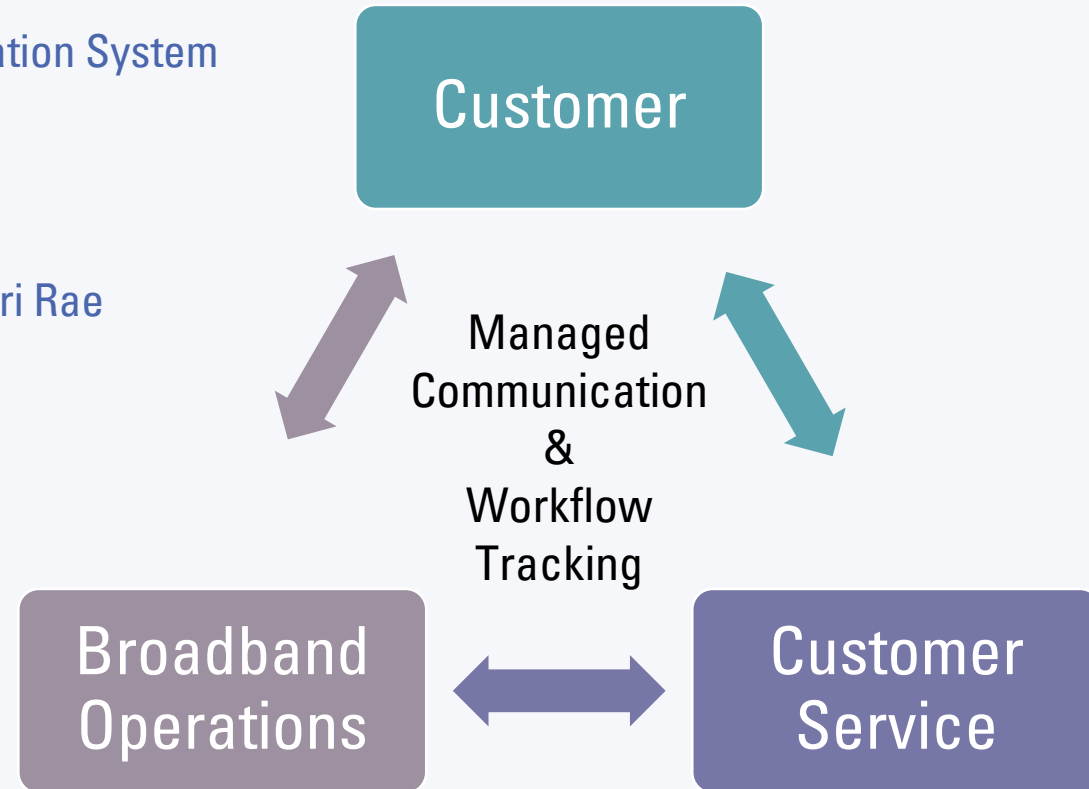
- Financial Audit Interim Work began October 25th
- Field Work is scheduled for week of January 17th by Jackson Thornton
- Audit is to be completed early March
- State Auditor's Office Cycled our 2020 Accountability Audit to 2022
- In 2022, we will have a 2-year accountability audit covering 2020 & 2021
- State Auditor's Office accepted our 2020 Financial Audit Report from Jackson Thornton and are publishing it on their site

Customer Service – 2021 Projects

- | | |
|--|--|
| <ul style="list-style-type: none">• E-Signature Service Applications• Customer Outreach<ul style="list-style-type: none">• Payment Arrangements & Assistance• Reinstatement of Delinquent Collections<ul style="list-style-type: none">• Proclamation 20-23 Moratorium End• Planning for Disconnects• Phone Calls• Door Hangers | <ul style="list-style-type: none">• Continued Development of Paperless Processes• Key Customer Program<ul style="list-style-type: none">• Completion of NRECA - CKAE Program• Tracking in CIS<ul style="list-style-type: none">• C&I Large Load, Critical Facilities, Community Partners• Outreach Plan<ul style="list-style-type: none">• Annual Mailings• Outage Communication |
|--|--|

Customer Service – 2022 Projects

- IVUE Connect – Cloud based Customer Information System
 - Increased Functionality
 - Allows for integration of Broadband Services
- Broadband Workflows in Collaboration with Lori Rae
 - Manage Communication – Staff alerts for tasks and customer follow ups
 - Service order workflows
 - Service/Tech support
 - New Service
 - Changes of Service



Customer Service – Staff Development

2021 – COMPLETED TRAININGS

- 3 C's –Customer Service, Credit & Collections
 - 15 Courses covering topics such as:
Communication tune up, collections, bankruptcy, red flags, Microsoft Office, & safety
- Mastering Human Dynamics
 - Picking up on non-verbal cues & guiding human behavior through negotiation
- Pursuing Significance While Navigating Crisis

2022 – UPCOMING TRAININGS

- CSR Training Program Development
 - On-boarding – New Employee Curriculum
 - Annual Requirements
- Broadband Implementation Training
 - Vocabulary
 - Policies
 - Customer Support & Billing
- IVUE Connect Implementation Training

Human Resources

2021 STAFFING UPDATE

- Staking Engineer – Calvin Mizner
- Electrical Pre-Apprentices – Willy Dressler & Tyler Gale
- Financial Services Manager – Melissa Blair
- Utility Accountant II – Amanda Isaak
- Accounting Technician I – Theresa Giese
- Summer Interns – Zachary Fagundes, Daniel Paterson & Raphael Bakin

CURRENT RECRUITMENTS:

- Customer Service Representative
- Line Worker

2021 ACTIVITIES/PROJECTS

- Manager and supervisor training
- De-Escalation Training for all staff
- Virus Prevention Plan

2022 GOALS

- Select applicant tracking software
- New recruitments

Broadband

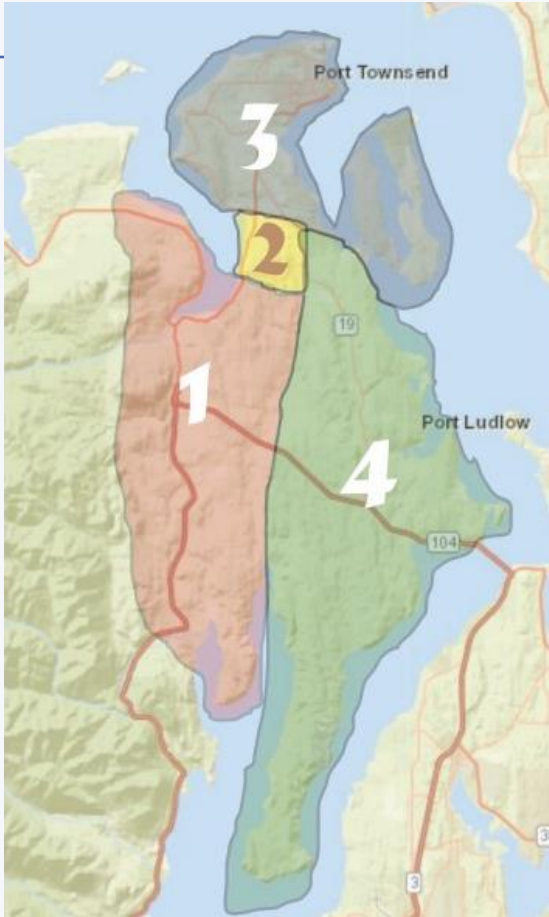
- BPA Fiber Lease
- CCG Strategic Plan, Business Development
- RFP- Material , PON Equipment , FTTP
- Rates, Policies, Procedure Development
- NISC Marketing Tool , Manage Wi-Fi
- New Services- 6 Pending

Challenges:

- Broadband Division, Hiring
- Equipment , Execution and Communication



Broadband: Grant Projects



Grant	Total	Award	Match	Customers	Due Date	Response
1. NTIA	\$12.2M	\$10.4	\$1.15 \$725K	1680	8/17/21	11/15/21
2. PWB	\$1.09	\$1.09	n/a	74	10/4/21	11/19/21
3.WSBO	\$7M	\$6.3M	\$700K	526	11/30/21	1/6/22
4a WSBO	\$5M	\$5M	n/a	TBD	12/30/21	12/30/21
4b ReConnect	TBD	TBD	\$5M	TBD	Feb 22	TBD



Communications

- Bill Redesign
- Paperless Campaign
- Water Newsletter
- Moratorium Outreach
- NWPPA Conference Committee
- Website Refresh, UX/UI improvements:

2021 Projects

Home Page,
News, Rebates
Hub, Records
Redesign

Automated E-
Newsletter
subscription

More Mobile
Friendly
Online Forms

Energy Efficiency

2019-2021 rate period

706 Projects

~\$1M distributed, 2.7M kWh saved

356 Ductless Heat Pumps, 733K kWh

177 Ducted, 37 HPWH

45 Windows, 19 Insulation

9 Commercial Projects

2021-2023 Plans

- 37 HPs in October
- On Bill Finance Program
- EV Chargers
- More Low-Income Projects
- Prep for Program Changes



Communications: 2022 Plans

ONBOARDING PROCESS

- Default to Digital
- Safety Info Packet
- Welcome Package
- New Magnet!

EDUCATION/OUTREACH

- Intern Opportunities
- High School Career Days
- Water Curriculum
- Electric Curriculum

APRIL 2023: 10th Anniversary of Public Power