

CAB On-Boarding Packet

December 9, 2019

1) Introduction

Welcome to the Jefferson County PUD Citizen Advisory Board (CAB). As you begin your volunteer service to the PUD and its customers, you undoubtedly will have many questions. The purpose of this packet is to give you an overview and, hopefully, answer some of your questions and provide some resources.

2) Brief History of the PUD

Jefferson County PUD entered the public utilities business in 1979 with the acquisition of the Gardiner water system. For the next 25 years, the PUD acquired, operated, and maintained several water and septic systems. In 2008, the citizens of Jefferson County voted to authorize the PUD to explore a takeover or acquisition of Puget Sound Energy's (PSE) electric business in our county. The sale was finalized in 2010, and the PUD began the operation and maintenance of the electric system in April 2013. The PUD obtained a \$115M loan from the USDA Rural Utility Service (RUS) to cover the purchase price and cost of needed capital improvements. Click [HERE](#) for more historical information.

The PUD is governed by the Board of Commissioners (BOC) which is comprised of three elected commissioners – one from each PUD district. Commissioners are elected to six-year terms on a rotating basis. Each commissioner is expected to nominate three volunteers from their district to serve on the CAB, giving a total of nine CAB members. CAB members serve three-year terms on a rotating basis within each district. Appointments to the CAB are made by a vote of the BOC.

3) Brief History of the CAB

a) Purpose

Jefferson County PUD is one of the few PUDs in Washington State that has a Citizen Advisory Board. The CAB was created by a BOC Resolution in 2012 (see [Resolution 2012-28](#)). The initial goal was to increase public involvement and, after study, provide recommendations to the BOC. The first CAB was intended to serve for only three years.

In September 2014, the BOC passed a resolution stating that the CAB is a valuable advisory instrument of the PUD and should continue indefinitely. The CAB provides advisory reports and recommendations to the BOC after studying topics and hearing public comments. The CAB is only an advisory board; the BOC sets policy for the PUD.

b) Process

The CAB meets once a month, normally on the second Monday. The meetings are open to the public. The CAB Chair presides over the meeting following *Roberts Rules of Order* using special rules for small boards. [Section 6](#) in this Packet presents an overview. Meeting minutes are taken and the final minutes voted on at a subsequent meeting. Approved meeting minutes are posted to the PUD website. In addition, a timestamped audio recording of the meeting is also made and posted to the PUD website.

The meeting agenda is prepared in advance of the meeting by the CAB Chair, Vice Chair, and the PUD Consultant – Don McDaniel. The meeting agenda is posted to the PUD website in advance of the CAB meeting.

Most CAB topics are studied in CAB subcommittees. A subcommittee does not consist of more than four CAB members, preferably three. During the CAB meeting, each subcommittee chair presents information, leads discussion, or presents a report and recommendation for a decision by the CAB. If approved by the CAB, recommendations are forwarded to the BOC for their consideration.

c) Past Study Topics

In the initial resolution that established the CAB, the following study topics were defined: energy conservation, green energy, citizen outreach, and other energy related topics.

CAB study topics are approved by the BOC. If the General Manager or individual CAB members want to introduce a topic to be studied, that can be accommodated. Once discussed and approved by the CAB, new study topics are forwarded to the BOC for their approval.

Since being formed in 2012, the CAB has studied quite a number of interesting and sometimes controversial topics. The following table lists the major topics that the CAB has previously studied; some subcommittees/topics are on-going. The table shows the month-year and a brief description of each topic. More details can be found in the official CAB minutes, which are available on the PUD website and in its archive of public records.

Date	Project Description		Date	Project Description
Oct-13	Conservation		Nov-15	Fuel Switching
Dec-13	Net Metering		Apr-16	Meter Replacement
Jan-14	Public Education		May-16	Community Solar
Jan-14	Streetlight Conversion		May-17	Noxious Weeds
Feb-14	Power Boost/Low Income		Jun-17	Electric Vehicles
Mar-14	Electric Shutoff/Reconnection		Aug-17	Credit Cards and Late Fees
Apr-14	Ombudsman		Feb-18	CAB Governance
May-14	Credit Collection		Jun-18	Sewer Rates
Sep-14	Smart Meter		Jun-18	Unused Solar Credits
Feb-15	Broadband		Sep-18	Streetlights
Mar-15	Rate Study		Nov-18	CAB Operating Guidelines
Mar-15	Strategic Plan		Jan-19	Audio Recording Index
Apr-15	EV Charging Stations		Apr-19	Meter Opt-Out
Jul-15	Customer Survey		May-19	Low Income

You can see additional information in [Appendix A](#) regarding briefings the CAB has heard and CAB discussion / decision topics. Many thanks to Gary Rowe for wading through past CAB minutes to compile this information.

4) Governing Documents

There are two governing documents that you should read soon after joining the CAB. The first is BOC [Resolution 2018-015](#). This resolution was passed by the BOC in October 2018. The resolution updates and clarifies the role of the CAB and remains in effect until which time the BOC might amend.

The second governing document are the [CAB Operating Guidelines](#). These guidelines were adopted by the CAB in August 2019 and will remain in effect until modified by the CAB.

By being on the CAB, you agree that you will act in accordance with the policies and procedures of these governing documents. Should you have any questions after reading these documents, please ask the CAB Chair, CAB Vice Chair, or the PUD Consultant, Mr. Don McDaniel.

5) Training Requirements

The CAB and its members are subject to the Washington State Open Public Meetings Act - OPMA ([RCW 42.30](#)) and Public Records Act - PRA ([RCW 42.56](#)). These laws are often called “Sunshine Laws”. Each CAB member is required by state law to complete the trainings that are identified in [RCW 42.30.205](#) and [RCW 42.56.150](#). Training must be completed within 90 days of assuming your duties as a CAB member. CAB governance requires you to submit a Certificate of Completion to the PUD Public Records Officer (PRO). There is no formal certification process, just your signature on the form provided to affirm that you have taken the required trainings. You may participate in CAB business once you have completed your training and submitted your Certificate of Completion.

To access the required trainings, please see [HERE](#). You are required by law to complete lessons 2 and 3; however, if you are unfamiliar with our state’s Sunshine Laws and government agencies, it is highly recommended that you first complete lesson 1. Each lesson includes a training video, PowerPoint, and other educational materials. Once you have completed the training, fill out the *Training Certificate* and email a copy of it to the PUD Public Records Officer, Annette Johnson, or hand-carry it to Don McDaniel at the next CAB meeting.

Here are some suggested best practices to help you comply with these RCWs:

a) OPMA

Under the OPMA, a “meeting” of the CAB occurs when a majority of its members (quorum) gathers with the collective intent of transacting CAB business. All meetings must be open to the public, and the public must be given proper notice that a meeting will take place. However, a meeting could occur via phone or email, and such meetings are problematical.

An email and subsequent responses that involve a quorum of CAB members is defined as a “meeting” and would be a violation of the OPMA because, by definition, a series of emails is not open to the public.

Therefore, you should take precautions to never REPLY ALL to an email that was sent to a quorum of the CAB. Any email that you compose to the entire CAB should include, as a reminder, “DO NOT REPLY ALL” in the subject line and “REPLY ONLY TO ME” in the body of the email. However, even these precautions may not be sufficient, depending on how many CAB members participate in the resulting series of emails. This is discussed in the OPMA training materials under topic of “chain”, “serial” or “hub-and-spoke” meetings (which can take place in-person and/or by phone and/or by email).

Note that an OPMA violation would also occur if a meeting were held by a phone conference call.

So, the best practice is to simply limit all CAB business discussions to CAB and CAB subcommittee meetings.

b) Subcommittees of the CAB

As a member of the CAB, you will participate in various subcommittees. Since a meeting is defined under the OPMA as a quorum of CAB members, you need to take care to not discuss any subcommittee topic or business with other CAB members who are not part of the subcommittee. Doing so could constitute a “meeting” as defined by the OPMA and could be a violation.

c) BOC Meetings and Other Public Venues

To avoid any appearance of a “meeting”, care should be taken at BOC meetings and other public meetings not to sit together or congregate with more than four other CAB members. If a quorum of CAB members were to discuss CAB business (take “action”, as defined by the OPMA) as part of a larger event, it could be seen as an OPMA violation.

There could be monetary penalties for an OPMA violation. If a CAB member violates any part of the OPMA with knowledge of the fact, it can result in a personal penalty of \$500 (first time) or \$1,000 (subsequent instances). It is each CAB member’s responsibility to be cognizant of the circumstances of each meeting.

d) Public Records

The definition of a Public Record is quite broad in nature and all public records are subject to disclosure and production in response to a Public Records Request. As you participate in CAB subcommittees and make written notes and interim/final reports, those are subject to the PRA even if they are on your own personal computer. At certain subcommittee milestones, a best practice is to copy files from your personal computer to a CD or DVD and give those to the PUD Public Records Officer. Doing so during a CAB meeting is a best practice so it becomes recorded in the meeting minutes. Then, you should delete those files from your personal computer. Also know that any text messages are considered public records, so you should refrain from using text messages as you conduct CAB business.

As you can see from the definition of “writings” in the PRA at [RCW 42.56.010 - Definitions](#), public records include not only written documents, but also audio or audio/video recordings, recorded phone messages, and virtually all other forms

of recorded information. If you are not sure about whether or not a record is a public record, and for how long it must be retained, ask the PUD Public Records Officer (PRO) for guidance. The PRO has specialized training in this area.

In addition to the visible part of written information, the metadata of each record is also considered to be a matter of public record. Emails are the best example of records where metadata is particularly important; so, for example, it would not be sufficient to print an email and then delete it because much of the metadata would be lost in doing so.

For these reasons, and others, it is essential that you use **only** your PUD-assigned email address for CAB business ([See Section 7](#)). The PUD's email server retains a copy of every email sent and received by any PUD-assigned email address, including any attachments.

If you use any non-PUD email address to send or receive a CAB-related email, you should contact the PUD's PRO for the procedures to follow to ensure that such emails, including the metadata, are properly retained.

In addition to the Washington State Attorney General's website, the Municipal Research and Services Center (MRSC) is a resource which provides policy guidance to Washington state and local government agencies. OPMA and PRA information from the MRSC website is regularly updated and can be found [HERE](#).

6) Parliamentary Procedure Overview

As stated in the *CAB Operating Guidelines*, Roberts Rules of Order as applied to small boards is used during CAB meetings. As a CAB member, you should familiarize yourself with these Rules. You will be provided a resource book or PDF titled *Mastering Council Meetings* from Jurassic Parliament. It is strongly suggested that you read over the entire book.

Below are a few key points:

- a) **Motions:** The CAB conducts its business with a vote on a motion. Any CAB member may make a motion. In order to discuss the motion, it must be seconded. After discussion, the CAB Chair asks for a vote. The motion either passes or fails based upon the number of CAB members who vote in favor of the motion. Part II of *Mastering Council Meetings* is a great resource for you to understand motions.

- b) Discussions: One subject is discussed at a time. Members are recognized by the Chair before speaking. No one member may speak a second time until everyone who wishes to do so has spoken once. No interrupting. Informal discussion without a motion is allowed.
- c) Common Courtesy: All members have an equal voice and are to demonstrate courtesy at all times. Members address their remarks to the Chair.

Additional information from Jurassic Parliament regarding Roberts Rules of Order can be found [HERE](#).

7) Use of PUD-provided Email Address

As a CAB member, you will be provided a PUD email address. The email will be in the form of first initial.lastname@jeffpud.org The PUD Consultant – Don McDaniel or someone from the PUD will let you know when your email address is set up. Once you log in for the first time, you will be asked to set a permanent password.

Your PUD-assigned email address is to be used for CAB business only. See the *CAB Operating Guidelines* which states “CAB members should only use their PUD-assigned email address to communicate with anyone (PUD, BOC, CAB, public) regarding business of the CAB.” You should refrain from using your personal email for anything CAB related since all emails are subject to disclosure under the PRA. The PUD does not provide cell phones to CAB members. CAB-related text messages on your personal phone may be public records which must be retained and would be subject to disclosure under the PRA. Texting about CAB business should be avoided because (1) it puts an additional record-keeping burden on the Public Records Officer and (2) disclosure of your text messages might be of concern to you.

You should get into the habit of checking your PUD email on a regular basis. It is possible to set up your PUD email so you are sent a text notification when you receive a PUD email. Look [HERE](#) to set this up if you want.

8) Current Subcommittees and Workplan

Currently, there are five active CAB subcommittees: Broadband, Low Income, Meter Opt-Out, Workplan, and Governance. Clicking [HERE](#) will take you to the CAB page on the PUD website where you can see the CAB members on each subcommittee.

The CAB Workplan is compiled annually and presented to the BOC for their approval. The 2020 Workplan was recently approved at the October 15, 2019 BOC

meeting. The Workplan defines the topics that are to be studied by the CAB. The current CAB Workplan is located on the CAB website.

9) Commonly Used PUD Abbreviations / Acronyms

See [Appendix C](#) for a list of commonly used PUD abbreviations and acronyms.

10) Appendixes

A. CAB Topics Summary

CAB Topics Summary

Date	Items
5/29/2013	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • background of PUD – 18,000 electric customers; 4,000 water customers; 500 septic customers • resolution 2012-017 set policy for advisory boards – expectation that the CAB will assist the BOC in formulating public policy and transforming policies into action. Power system takeover not yet completed.
7/29/2013	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • role of facilitator – helping to provide information, consultation, and/or guidance. The Board agreed to have facilitation provided for a six-month period and then review. The Facilitator will investigate inviting guests with knowledge of issues facing JPUD and CAB (i.e. from BPA, OlyCAP) to address the CAB. Additionally, he will ask the JPUD Board of Commission to prioritize some issues for address (i.e. public outreach, rates, conservation, net metering) by the CAB. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • CAB organization – CAB set meeting dates and time
9/9/2013	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • electrical rate structure • district conservation program (power) • low-income weatherization program by OlyCAP • public outreach
10/21/2013	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • billing procedures and rates; low income (power boost) assistance; 2014 budget; net metering; conservation; rate study; transformer upgrade for Port Ludlow <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • CAB agreed that conservation was top priority and established subcommittee to develop a list of subjects to bring to BOC for CAB to work on.
11/18/2013	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • NoaNet • BTOP grant <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • Subcommittee on work plan chose to first work on conservation. Committee members discussed BPA requirements and funding. The committee discussed adding educational outreach, net metering and smart meter use for other areas to study. <p>CAB agreed to a continued discussion on conservation.</p>
12/9/2013	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • background on BPA program • JPUD cannot fund beyond BPA funded conservation • information to be presented to BOC <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • conservation – subcommittee gave report on conservation • education – outreach to students regarding safety; • smart meters – meters emitting radiation, getting more information • net metering – 170 customers, considered in top 1% of state participants <p>CAB agreed to continue discussion on conservation and net metering.</p>
1/13/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • 2014 utility budget operating and capital for electric, water, sewer. difficulties with RUS coding, delinquent accounts and collection. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • public education – program for schools, county fair, use of BPA and other PUD materials, PUD communications and public relations services. • streetlights – replacing with LED bulbs. Subcommittee formed. • use of cell phones during emergencies and lack of radio dispatch
2/10/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • RUS guidelines regarding capital expenses, long-term costs, substation improvements needed, weakness in power system, meters, tree trimming, and grounds maintenance. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • emergency preparedness – plan is being prepared. • streetlight replacement – will be discussed after rate study • residential rebate program – consultant selection • education outreach – use of Clallam PUD display • power boost and low income and home energy assistance program (LIHEAP) and OlyCAP. • need for public relations and communication to community
3/10/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • electrical shutoff and reconnection policy – BOC asked for review.

CAB Topics Summary

	<ul style="list-style-type: none"> • PUD communication strategy – draft to be presented in future meeting • conservation consultant for BPA residential rebate program • web based information solutions <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • BPA safety videos • Frequency of meetings • tree trimming policy for future meeting
4/14/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • strategic plan development in process – address finances and budget, asset management, employment development, outreach communication, contracts, programs and human resource strategies and trainings. CAB discussed staffing, workplace size, plant safety, internal auditing, cost of service. • communication strategy – under development • CAB related information and PUD website <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • ombudsman – subcommittee formed. • CAB member terms and replacement
5/12/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • communication strategy – draft plan presented; website updated. CAB motion adopted to recommend PUD BOC and staff develop plan to visit local service clubs and others. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • net metering – role of PUD and BPA, Tier 1 rate, net metering, rate study, request for briefing. • subcommittee on credit collection gave report – have reviewed policies of other agencies, met with PUD staff, current collectibles at \$180,000 • CAB succession strategy.
6/9/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • open public meetings act – CAB meetings are subject to act, email records subject to public disclosure • net metering – overview of statutes regarding credits, department of revenue incentives • energy efficiency program – rebates offered, public notification. • tree trimming policy <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • credit collection – work is continuing
7/14/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • smart meters • PUD conservation efforts • PUD shutoff policy <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • additional low income electrical bill assistance – subcommittee formed • CAB approved recommended succession plan and forwarded to BOC for consideration.
8/11/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • CAB emails • conservation program – community awareness • electrical shutoff data – comparison with other PUDs <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • low income bill assistance – update on work in progress • long range planning and public relations as future topics suggested
9/8/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • strategic plan – PUD staff considering development • cost of service study – to be presented to BOC, times interest earned ratio (TIER), audit process • emergency management – involvement with county department of emergency management <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • low income bill assistance – update on work in progress • smart meters – background information provided regarding issues related to meter reading • succession plan – terms and future appointments to be discussed at next meeting
10/20/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • cost of service study – EES study and concern about RUS TIER requirements, low income rates, BPA power, cost ratios, net metering, and general rates. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • low income assistance – subcommittee gave report providing background information and presented three possible scenarios to consider. CAB approved and adopted report submitted. • succession plan – CAB adopted staggered terms for members.

CAB Topics Summary

11/10/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • None <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • low income bill assistance – subcommittee report presented to BOC. Additional recommendations discussed included redefining low income threshold, extending assistance to all low income households, with an estimated cost of \$500,000.
12/8/2014	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • None <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • shutoff policy – subcommittee gave interim report on issues • smart meters – task force gave presented a report on smart meters and current meter system, including costs for reading meters.
1/12/2015	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • recording of minutes – CAB meeting recording to be available on website • strategic plan – plan to be developed with request for input from CAB. • staffing study – BOC is requesting information to identify needed positions. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • smart meters – task force gave updated report. Recommended phased replacement of analog meters, addressing health risks, and fees for manual readings. Discussion included asking BOC to do a cost/benefit study. CAB approved report to be sent to BOC. • Shutoff policy – subcommittee provided recommendations for PUD for assistance, communication, late fees, tracking customers with medical conditions, and bill design. • lessons learned from prior work – tours for new members, creation of a list of potential work, scope of CAB actions, availability of staff and commissioners, public input. Need more clarification on subcommittee rules, more direction from the BOC.
2/9/2015	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • emergency management – overview of emergency operations center, communications with agencies, and training. • energy conservation – BPA funding, non-residential projects, residential rebates, underspent funding. • Strategic plan – plan being developed with mission and vision statements, goals and objectives and initiatives, performance tracking, and others. Discussion included conservation, climate change, water shortages, load growth, alternate fuel, and electric vehicles. • Broadband – PUD expressed interest in providing broadband service, if allowed. Recommendation to have CAB set up broadband committee. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • energy conservation – after briefing CAB made motion to recommend BOC funding for streetlight conversion and other projects out of unspent BPA funds. • Low income assistance – concern expressed about implementation. Action by BOC being deferred until rate study completion.
3/9/2015	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • strategic plan – update on progress • emergency response plan – CAB provide copies of water and electric emergency plans and outage response plans. CAB to provide feedback on planned updates. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • public outreach – CAB discussed role of CAB members in public outreach • budget and finance – CAB requested information on five-year capital improvement plan. • rate study – work in progress and will be sent to CAB for review after draft is complete.
4/13/2015 (on line file is for May)	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • strategic plan – members provided copies of components of strategic plan including mission, vision, and several goals. <p><u>CAB discussion:</u></p> <ul style="list-style-type: none"> • strategic plan – CAB passed recommendation to plan include and organizational efficiency goals. • capital improvement plan – discussed with GM employee hours and equipment related capital improvements.
5/11/2015 (on line file is for April)	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • rate study – status report given • operations initiatives/goals update – information provided about supervisory control and data analysis (SCADA) system. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • electric vehicle charging station – information provided by CAB member about potential vehicle charging stations. • strategic plan – CAB adopted strategic plan statements to forward to BOC. Subcommittee formed for continued work on strategic issues.
6/8/2015	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • operations – overview of state audit issues over systems and staffing. • shutoff policy – overview of process for disconnecting service for past due accounts and potential for late fees.

CAB Topics Summary

	<ul style="list-style-type: none"> low income assistance – implementation issues shared regarding verification of eligibility. CAB members discussed increasing rates to cover assistance programs. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> strategic plan – subcommittee member added. smart meters – further research recommended
7/13/2015	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> human resources – overview of PUD human resources function. smart meters – report on presentation to BOC <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> customer survey – interest expressed in customer survey after meeting with PUD. strategic plan – subcommittee provided additional comments for the BOC to consider
8/10/2015	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> None <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> strategic plan – discussion about utility rates and water service customer survey – information provided about meeting with PUD on survey
10/12/2015	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> budget, rates, operations – overview of two years of electric utility financing and operation, water system acquisitions and operations, broadband, and septic system management. Also updates on system improvements <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> public communication – discussion about CAB member opinions in local media customer survey – survey out and available on district website.
11/9/2015	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> bill paying fees – overview and rationale provided for not charging for paying utility bills with credit and debit cards. rates – comparison provided of PUD’s electric utility rates and PSE’s rates – overview of new accounting and billing system, and national accounting requirements. state audit – overview of state audit including statements <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> customer survey – update provided fuel switching incentives – subcommittee formed to look at this topic
12/14/2015	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> customer survey – update provided state audit – audit underway. State and RUS both require annual audit green energy/green fuels – presentation by SW² Energy on proposal for study on storable local green energy. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> None
1/11/2016	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> customer survey – update provided, 291 responses, too few for data to be useful. Surveys may have been lost in mail. A new survey will be conducted. state audit – audit taking several months, considering hiring of professional auditors, concerns over audits and lack of documentation. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> CAB minutes – overview of BOC action only minutes format. CAB decided it wanted more detailed minutes fuel switching incentives – subcommittee investigating issue and gathering information work plan – CAB asked to provide input on work to be completed in 2016, e.g. rate study, conservation program, public education.
2/8/2016	No meeting
3/14/2016	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> storm – update on recent storm, customer outage and restoration, impact to electric system. state audit – report expected in April, BOC will hire audit firm, RUS audit in June, need to hire controller. customer survey – discussion about improvements for future survey, need to hire a communications person, need for a human services director, survey results. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> customer survey – discussion of issues, subcommittee to continue work and look at lessons learned. fuel switching – subcommittee provided preliminary report with recommendations to provide subsidies for switching from non-electric sources to heat pumps. Additional evaluation and information needed.
4/11/2016	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> energy conservation – presentation on PUD energy efficiency program with Q&A.

CAB Topics Summary

<p>(minutes embedded in email document)</p>	<ul style="list-style-type: none"> • state audit – audit expected later in April. • rate study – cost of service study update, capital program update, low income assistance options • meter replacement – update on upgrade project; BOC asking for CAB input; PUD losing \$1.5 million annually with obsolete system; AMI meter capabilities; public concerns <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • meter replacement – discussion over proposed project. Subcommittee previously formed will provide and review and comment. • customer survey – more analysis will be done. • bill payments – continued discussion on late payment process and options, including late fees.
<p>5/9/2016</p>	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • emergency management – overview of Cascadia Rising exercise. • state audit – contract auditor assisting with state audit. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • meter replacement – subcommittee provided report recommending BOC request RFP • customer survey – continued discussion on survey issues • public meetings act – discussion about requirements for meetings and member certification • community solar – discussion about installing solar on public buildings
<p>6/13/2016</p>	<p>Meeting cancelled</p>
<p>7/11/2016</p>	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • vegetation management – overview of PUD’s budget for line clearing and maintenance. \$1 million spent YTD, additional \$1.2 million planned. Additional information provided to CAB expressing concerns and offering options. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • community solar – presentation on subject with discussion. • customer survey – an analysis of the survey was provided.
<p>8/8/2016</p>	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • state audit – information provided about upcoming audit meetings. • work plan – discussion about CAB’s role within the PUD with regard to selecting work projects, concerns expressed about getting direction from BOC. • vegetation management – noxious weed board to provide assistance for a test project. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • fuel switching – report expected next month
<p>9/12/2016</p>	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • vegetation management – MOU with noxious weed control board • state audit – audit findings presented showing lack of control and inadequate documentation. • rates – workshop scheduled, with information on capital improvement projections, income analysis, conservation, underpayment issues, staff time allocation, and broadband fiber. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • work plan – discussion of work plan; CAB/BOC responsibilities; CAB’s role in public relations; • fuel switching – subcommittee presented report (attached to minutes). Legal issues remain. CAB accepted and approved report for recommendation to the BOC.
<p>10/10/2016</p>	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • rates – next workshop scheduled for October 11 • state audit – recommendations being implemented • meter replacement – RFP being developed and out in 2 weeks to 1 month; discussed previous CAB resolution, effect on rate structure, need to proceed immediately • customer survey update – discussion about conducting another survey <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • work plan – continued discussion over role of CAB and BOC over development of work plan • CAB formation resolution – PUD developing update to resolution to cover member appointment and work topics determination • fuel switching – review of legal analysis by PUD counsel; further analysis needed.
<p>11/14/2016</p>	<p>No minutes available on website</p>
<p>1/9/2017</p>	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • state audit – exit interview for 2015 audit scheduled for 2/9. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • work plan – 2016 lessons learned overview; CAB resolution update; roles of CAB and BOC members. Needing improvement: CAB reports and presentations, poor formal process, lack of work requests from BOC, lack of feedback from BOC on CAB projects and reports. Working well: survey report, technical reviews, board requests for CAB help. (reference to document “<i>Summary of Major Topics of Concern to the CAB from 2013 to 2016</i>”).

CAB Topics Summary

	<ul style="list-style-type: none"> • PUD project management – request for spreadsheet listing current PUD projects, staff assigned, and progress • work plan – discussion around adopting more formal process to identify projects the BOC would like the CAB to pursue in 2017. • CAB resolution – need to develop a list of objectives and procedures. • meter replacement – proposal to prepare op-ed on radiation exposure from smart meters. Recommended input from subcommittee in evaluating meter replacement RFP proposals.
2/13/2017	<p>No quorum</p> <p><u>Briefings:</u></p> <ul style="list-style-type: none"> • energy efficiency – information on program, using available funds faster than available, discussion about program • state audit – update on audit – no findings for 2015 <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • CAB resolution – concern about how written. Concern about procedures. • CAB membership – discussion about appointments. • work plan – five recommendations sent to BOC and status: assistance to low income customers; customer shutoffs; late fees; bill design; tracking customers with medical conditions
3/13/2017	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • vegetation management – update on noxious weed program. • public outreach – space will be provided on website for CAB – CAB Corner. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • CAB objectives/purpose – referenced proposal and asked members to review. Discussion about governance training. • low income – copies of PUD resolution on low income customer rate reduction program were provided together with background info. • broadband – subcommittee formed to look at issues connected to the internet and its availability.
4/10/2017	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • None <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • broadband – committee has not yet met. • CAB objectives/purpose – document handed out.
5/8/2017	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • OPMA – PUD Counsel presentation and handout <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • broadband – subcommittee has not yet met. Statement of subcommittee’s planned work presented • work plan – summary of potential and actual CAB projects presented: noxious weed management, broadband, community solar, financing for conservation, BPA conservation funding, rate policy, smart meters, fuel switching, and customer survey.
6/12/2017	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • community solar – brief report provided <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • community solar – subcommittee formed • other committees – noxious weeds, broadband, financing conservation projects, rate design • electric vehicles – subcommittee formed
7/10/2017	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • None <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • community solar – report on state legislation (SB 5939) and associated incentives. • rate design – more research needed before recommendation is made to BOC.
8/14/2017	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • broadband – presentation on broadband delivery strategies by PUD staff, survey being conducted, <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • broadband – subcommittee gave interim report on lack of services, options, and technical issues • conservation – discussion on whether PUDs should offer financing for conservation improvements • low income – subcommittee formed • credit card payments – discussion about whether PUD should charge fees for use of credit/debit cards.
10/9/2017	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> • None <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> • solar – interim report presented. Subcommittee not ready to make a recommendation at this time. • broadband – Congressman Kilmer contacted regarding rural broadband funding bill. Broadband survey results will be reviewed by subcommittee. • smart meters – SMOG sponsoring movie. Handouts distributed.

CAB Topics Summary

	<ul style="list-style-type: none"> low income – interim report presented. Work continues to evaluate options. 2018 meeting calendar presented
11/13/2017	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> None <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> broadband – subcommittee meeting twice a month. Bill Kaune and Bill Graham invited to participate credit card – awaiting information from staff. low income – information gathering about what others are doing. Significant discussion with meeting attendees. solar –next meeting time set. smart meters – prepared reports from October meeting available on the PUD website. Raised objections include economic, accuracy, and safety. Suggested meter vendor to be asked about AMI meter expected lifespan. Open discussion regarding how CAB takes on requests from the BOC and CAB-initiated topics.
12/11/2017	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> Commissioner Randall stated that BOC priority is to hire a GM. Discussing AMI at every meeting. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> noxious weeds – Presentation by Jefferson Land Trust. broadband – Representative Mike Chapman invited to next subcommittee meeting. credit card – late fees discussed. low income – draft recommendation presented and discussed. Final at January meeting. OPALCO – mentioned that this co-op offers electric vehicle rebates. Partnered with County Conservation District. Elections – Doug Huber Chair and Larry Dennison Vice Chair was voted upon and passed.
1/8/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> presentation on Craft3 (formerly Shore Bank) regarding home energy loans <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> low income – subcommittee gave interim report recommending four issues for further consideration by BOC. CAB approved motion to forward those recommendations to the BOC. broadband -
2/12/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> OPMA – information handed out broadband – PUD staff presented current broadband delivery strategies: NoaNet agreement, new fiber installation, working with ISPs. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> broadband – broadband expansion report submitted. CAB approved motion to submit expansion report to BOC for their approval. community solar – handout on proposed community solar project. CAB approved motion to present the project to BOC as example solar project CAB governance – presentation given. Subcommittee formed.
3/12/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> county comprehensive plan update <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> CAB governance – subcommittee presented latest draft governance policy and asked members for input broadband – subcommittee prepared interim report to BOC outlining next steps credit card use policy – subcommittee to look at other forms of payment pending hiring of new CFO <p>community solar – subcommittee submitted report to BOC, committee disbanded</p>
4/9/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> None <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> late fees – subcommittee report with handouts. governance – updated draft governance policy presented.
5/14/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> introduction of new GM briefings on subcommittee activity for GM OPMA and PRA information shared <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> late fees – report given on credit card use and late fees noxious weeds – subcommittee report together with information from county noxious weed coordinator. CAB governance – 3rd draft of policy presented.
6/11/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> broadband mapping information provided low income information provided

CAB Topics Summary

	<ul style="list-style-type: none"> sewer rate information provided community solar information provided unused solar credits – GM asked CAB to support unused credits to be used for low-income assistance <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> sewer rates – CAB approved motion to recommend increases in sewer rates to BOC unused solar credits – CAB approved motion to donate the wholesale value of unused solar energy credits to further assist low-income electric customers. late fees – updated recommendation presented. CAB approved motion to recommend to BOC adoption of late fees. CAB governance – draft of resolution 2018-015 presented. Subcommittee to review in reference to draft guidelines.
7/9/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> GM report: community solar permit application, Kala Pt. sewer rate increase, broadband line extension Broadband – CERB grant application OPMA training <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> CAB governance – discussion of draft resolution 2018-015
8/13/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> GM report: vehicle use policy update; budget workshops scheduled; strategic budget objectives - consolidated facility project, community solar project, downtown Port Townsend broadband project, customer service, training; electric reliability, water engineer, personnel policies, smart meters, strategic plan, electrical system plan, information technology, GIS, telecommunications strategic plan, cash reserves, utility memberships; broadband line extension policy; NoaNet. water system emergency management plan paperless billing – presentation on use of paperless billing <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> CAB governance – report on proposed governance resolution 2018-015. Operational guidelines to be follow on to resolution adoption by BOC.
9/10/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> GM report: broadband – line extension policy discussion, fiber optic pilot project, broadband strategic planning grant, fiber backbone for meter replacement could support telecommunications and meter reading. More information to come. low income program – update on rate reduction program, power boost name change, \$30,000 contributed in 2017. privacy – noted that personal information on CAB members made public at prior meeting. Information not available online. CAB governance – review of historical process, CAB performance <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> streetlighting – information provided by PUD staff on rate schedule. CAB motion approved to proposed rate schedule be forwarded to BOC for approval. CAB governance – meeting changes suggested from parliamentary procedure workshop. Referred to governance subcommittee.
10/8/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> broadband – overview of CERB grant for broadband strategic plan. water shortage plan – development of scope of work underway streetlighting – recommendation brought to CAB contained an error and will be corrected before it goes to BOC. broadband – line extension policy issues presented. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> CAB governance – discussion over roles of CAB, GM, and BOC. CAB passed recommendation for draft CAB resolution (2018-015) to be forwarded to BOC for adoption. broadband – motion to recommend acceptance of CERB grant by BOC.
11/19/2018	<p><u>Briefings:</u></p> <ul style="list-style-type: none"> customer service – presentation given on proposed customer service policy. broadband – presentation on COS broadband survey. water system plan – overview of water shortage response and emergency response plan broadband – update on strategic plan RFP response, NoaNet contract expires at end of year, downtown PT fiber optic project. <p><u>CAB discussion/action:</u></p> <ul style="list-style-type: none"> CAB governance – update provided governance resolution adopted by BOC with minor changes parliamentary procedures proposal reviewed including options on CAB minutes. operating guidelines – draft provided for discussion Electric vehicles – discussion over issues and over formation of subcommittee.

CAB Topics Summary

12/10/2018	<p>Briefings:</p> <ul style="list-style-type: none"> • vehicle use policy – overview and report on proposed changes to policy. Discussion followed with CAB support for adoption. • broadband – recommendation on selection of consultant for telecommunications strategic plan. Discussion followed with CAB support for approval by BOC. • broadband - NoaNet agreement overview and discussion with CAB support for approval by GM. <p>CAB discussion/action:</p> <ul style="list-style-type: none"> • No reports.
1/14/2019	<p>Briefings:</p> <ul style="list-style-type: none"> • PUD policies – policies will not go to CAB for approval. Only BOC can approve policies. Concern whether this changes effect of recently adopted resolution. • PUD projects – update on Swansonville road project • work plan – suggestions on CAB members attending BOC meetings, and greater clarity regarding work to be done by CAB. <p>CAB discussion/action:</p> <ul style="list-style-type: none"> • CAB governance – subcommittee report including parliamentary procedure, recording of meetings, recording index, meeting minutes, and potential workshop. • broadband – subcommittee report including CERB grant, grant opportunities, scope of work, strategic plan, data gathering. • public information – discussion of update to CAB website.
3/11/2019	<p>Briefings:</p> <ul style="list-style-type: none"> • BOC report on activities provided • GM report: replacement of transformers; Port Townsend visitors center; Swansonville road; Bridgehaven possible purchase; PUD staffing; PUD strategic planning workshop <p>CAB discussion/action:</p> <ul style="list-style-type: none"> • CAB governance – discussion on audio recording index, meeting minutes, new recording system. CAB motion adopted to add audio recording index to meeting audio, adoption of summary meeting minutes including recording of maker of motion and second. • broadband – subcommittee interim report provided.
4/8/2019	<p>Briefings:</p> <ul style="list-style-type: none"> • BOC update: broadband symposium, goals, workshops; strategic planning workshop; budget update; staffing; BPA cost adjustment; office project • GM update: budget workshop; new construction costs; staffing forecast; fire danger; tree trimming; liability issues; lawsuits; overhead vs. underground costs <p>CAB discussion/action:</p> <ul style="list-style-type: none"> • broadband – subcommittee report: internet survey; broadband symposium; Jefferson broadband action team (JBAT) • CAB governance – joint workshop with BOC; BOC requests for CAB work; update to minutes procedure; • meter replacement – opt out subcommittee formed • low income – request for subcommittee to add members and meet on proposed changes to policy.
5/13/2019	<p>Briefings:</p> <ul style="list-style-type: none"> • BOC update: new GM; broadband survey; staffing needs; strategic plan; staffing residence policy • GM update: public hearing delay; fire department outreach; training with fire departments; audio recording index <p>CAB discussion/action:</p> <ul style="list-style-type: none"> • broadband – subcommittee interim report: internet survey sent out with PUD bills and outreach in local newspapers; JBAT meeting scheduled for 5/16, working on broadband issues beyond PUD role. • meter replacement – opt-out subcommittee reported that recommendation will be reviewed at next CAB meeting • low income – subcommittee added members and will meet to discuss issues

B. Text Message Email Notification

Once you're logged into your PUD email account, click on Settings icon  in the upper right of the screen display. At the bottom of the pull-down menu, click on *Options*. In the *General* tab, click on *text messaging*. Follow the instructions. A verification passcode will be sent to the mobile number you select. Enter that and click *Finish*. A text message will be sent to your phone when it's all set up. Then you will receive a text message alert when anyone sends you a PUD email. You can then login and look at your email message.

C. Commonly Used PUD Abbreviations / Acronyms

1. AMI – Advanced Metering Infrastructure (also known as *Smart Meters*)
2. AMR – Automatic Meter Reading (current electric metering system)
3. BOC – Board of Commissioners
4. BPA – Bonneville Power Administration
5. CAB – Citizen Advisory Board
6. CERB – Community Economic Revitalization Board
7. COS – Cost of Service
8. DSCR – Debt Service Coverage Ratio (RUS accounting measure)
9. EDC – Economic Development Council
10. FPG – Federal Poverty Guidelines
11. FTE – Full Time Equivalent
12. GIS – Geographic Information System
13. GM – General Manager
14. IBEW – International Brotherhood of Electrical Workers
15. JBAT – Jefferson Broadband Action Team
16. JPUD – Jefferson County Public Utility District #1
17. LIHEAP – Low Income Home Energy Assistance Program
18. OlyCAP – Olympic Community Action Programs
19. OMS – Outage Management System
20. OPMA – Open Public Meetings Act
21. NoaNet – Northwest Open Access Network (broadband)
22. PPC – Public Power Council

23. PRA – Public Records Act
24. PRR – Public Records Request
25. PSE – Puget Sound Energy
26. PUD – Public Utility District
27. PURMS – Public Utility Risk Management System (insurance)
28. RCW – Revised Code of Washington
29. RFP – Request for Proposal
30. RFQ – Request for Qualifications or Request for Quote
31. RUS – Rural Utilities Service (Loan program administered by the U.S. Dept of Agriculture.)
32. SCADA – Supervisory Control and Data Acquisition
33. SmartHub – Web portal that allows customers to monitor their electric usage and pay their bills online
34. SMOG – Smart Meter Objectors Group
35. SOW – Scope of Work
36. TIER – Times Interest Earned Ratio (accounting measure from the RUS.)
37. WPUA – Washington Public Utility Districts Association