

## **Minutes of Regular Board Meeting March 15, 2017**

A regular meeting of the Board of Directors of the Central Lincoln People's Utility District was held at the Newport Office on Wednesday, March 15, 2017. President Abbott called the meeting to order at 10:00 a.m. and asked that roll be called.

Directors present: Curt Abbott, President  
Judy Matheny, Vice President  
Ron Benfield, Treasurer  
Larkin Kaliher, Secretary & Assistant Treasurer  
Keith Tymchuk, Board Member

Others present: Debra Smith, General Manager  
Brian Barth, Customer & Shared Services Manager  
Sunneta Capovilla, Executive Assistant  
Wade Carey, Energy Services Manager  
Chris Chandler, Public Affairs Manager  
Cody Christian, Safety Coordinator  
Randy Grove, Operations Manager  
Gail Malcolm, Project Manager  
Brian Stevens, Accounting Specialist  
Teri Turner, Human Resources Manager

President Abbott welcomed staff and visitors to the meeting.

### **Consent Agenda**

The Board approved the following Consent Agenda items as presented:

- a) Minutes of February 15, 2017 Regular & Executive Board Meetings
- b) Vouchers for February, 2017
- c) Uncollectibles for February, 2017
- d) Directors' Cash Report as of February 28, 2017

### **Board Governance Policies**

#### **Governance Process, Pgs. 10-22**

After review and discussion of these pages, it was suggested that changes be made to III.E "Committee Structure" to align review dates with information available and required timelines to vote for OPUDA, NWPPA and APPA voting delegates; as well as reorganize and update the list for III.I "Memorializing Board Actions". Staff will bring a resolution to the Board in April for consideration and approval of those proposed changes to the Board's Governance Policies.

### **Resolution No. 920** **Customer Service Policies**

Management incorporated input received at the February Board meeting and presented an updated draft of the Customer Service Policies (previously named Rules and Regulations) for the Board's review. A customer welcome page will be posted online with links to Definitions, Customer Service Policies and Electric Service Guidelines & Standards. After discussion, the following motion was made:

**Motion:** Mr. Kaliher moved and Mrs. Matheny seconded to adopt Resolution 920 which approves an updated set of Central Lincoln Customer Service Policies replacing the Rules and Regulations found in Ordinance No. 93 as adopted on August 16, 2006. Aye: Tymchuk, Benfield, Kaliher, Matheny, Abbott.

**AMI (Advanced Metering Infrastructure) Opt-Outs**

The Board discussed a draft AMI Opt-Out Policy and considered whether customers, in rare situations, should be allowed to opt-out of Central Lincoln's AMI Program. Management will update the draft policy based on Board input, and include language giving management discretion under special circumstances. Customers who opt-out will be required to pay the monthly meter reading charge which covers the cost of the manual read. This policy will be considered for adoption at the April Board meeting. Staff will also develop an online PowerPoint presentation available to customers addressing questions, concerns and explaining Central Lincoln's position with respect to AMI.

**Resolution No. 921**  
**Recreational Immunity for Land Owners**

Oregon's Public Use of Lands Act encourages both public and private entities to make lands available for public use. A recent Oregon Supreme Court case limits immunity to the actual landowner; not employees, agents or volunteers who act on behalf of the landowner. SDAO (Special Districts Association of Oregon) and SDIS (Special Districts Insurance Services) are encouraging districts to pass a resolution asking the legislature to restore recreational immunity to landowners, their officers, employees, agents and volunteers. After discussion, the following motion was made:

**Motion:** Mr. Kaliher moved and Mr. Benfield seconded to adopt Resolution 921 which supports legislation in the 2017 Oregon Legislative Assembly promulgated to restore recreational immunity to landowners and their officers, employees, agents or volunteers who are acting within the scope of their employment or duties so to allow Oregonians to access their lands for recreational use and enjoyment. Aye: Tymchuk, Benfield, Kaliher, Matheny, Abbott.

**Resolution No. 922**  
**Temporarily Increasing Funding for Project Care**

As discussed during the February Board meeting under the topic "Disconnects and Low Income Assistance;" management presented the Board with a proposal to provide increased bill payment assistance for qualifying households during the heating season that began October 1, 2016 and will end on April 30, 2017. Central Lincoln's Project Care Program typically allows customers who qualify to receive up to \$100 in a twelve month period and the funds available for distribution (through community action agencies) are donated by customers. For this period only, Central Lincoln will allocate funds received as a result of higher than typical consumption during December and January and qualifying customers will be eligible to receive up to \$200 during the defined period. Eligibility is based on either qualification under the federal Low Income Energy Assistance Program or having one or more household members collecting State of Oregon unemployment benefits. After discussion, the following motion was made:

**Motion:** Mrs. Matheny moved and Mr. Tymchuk seconded to adopt Resolution 922 which temporarily increases funding for Project Care to help qualified limited-income customers of Central Lincoln PUD maintain uninterrupted electric service. Aye: Tymchuk, Benfield, Kaliher, Matheny, Abbott.

### **September Board Meeting Date Change**

Due to a conflict of schedules for the September 20<sup>th</sup> Board meeting, various alternative dates were proposed. After discussion, the following motion was made:

**Motion:** Mr. Kaliher moved and Mrs. Matheny seconded to reschedule September's Board meeting date to Tuesday, September 26th. Aye: Tymchuk, Benfield, Kaliher, Matheny, Abbott.

### **April 19, 2017 Board Agenda – Florence Office**

Board Meeting - 10:00 a.m. Governance: Asset Protection & Customer Feedback  
Elect NWPPA & APPA Voting Delegate/Alternate  
Resolution: Modifications to Governance Pgs. 16 & 22  
Resolution: Opt-Out Policy  
Contract Award: NOC Moving & Relocation Services  
Five-Year Capital Improvement Plan  
Organizational Work Plan  
Identity Theft Prevention Program Report  
Consent Agenda - Minutes, Vouchers, Uncollectibles, and  
Directors' Cash Report

### **Manager's Report**

#### **FY18 High Level Budget Assumptions**

Ms. Smith reported that the FY18 budgeting process is underway. Central Lincoln's goal continues to be to make the Five-Year Financial Plan realistic and a better predictor of future rate actions. Assumptions that will be used to build the FY18 Budget were discussed for each of the following areas:

- Load growth
- Central Lincoln revenue requirements
- power and transmission costs
- labor and benefits
- other non-power, non-labor expense items
- minimum cash reserve requirement
- capital improvement plan and budget
- other considerations

Staff will bring the updated Capital Improvement Plan to the April Board meeting, and will bring a completed FY18 Budget and Five-Year Financial Plan for review and possible approval at the Board's May meeting. If changes are required, updated documents will be presented at the June Board meeting for final approval.

### **Facility Access & Safety Improvements**

Mr. Carey reviewed recent facility changes that have been made to improve security and employee safety at the Newport facility. Among the items noted were the issuance of key cards to staff and a complete re-keying of all the external doors using metal keys. Restricted access to employee work areas, including raised customer service counters, is also in progress.

One area that remains at risk is the after-hours use of the Newport Headquarters Lunchroom by local area groups. Allowing the public unsupervised access to Central Lincoln's facilities poses potential security and liability concerns. That area is also slated to be reconfigured to make it more useful for employee training with updated furnishings that support that purpose; and will no longer be conducive to public use.

After discussion, the Board agreed by consensus that staff should transition away from allowing use of Central Lincoln facilities after hours; and provide assistance to frequent user groups in finding other venues.

### **NISC Customer Communications Plan**

Ms. Chandler reviewed a chart with the Board tracking the various methods Central Lincoln is using to communicate with various customer groups regarding Central Lincoln's new NISC Customer Care & Billing software which goes live on April 10, 2017, and the new services available to customers after the conversion. Communication methods include email, social media notices, Coastlines, front of envelope messaging, paper bills with updated account information, and special letters detailing required customer actions after the conversion.

There being no further business, the meeting adjourned at 1:43 p.m.

---

Larkin Kaliher, Secretary

---

Curt Abbott, President