

APPROVED 10-23-13

MINUTES  
City of Tacoma  
Public Utility Board Study Session  
October 9, 2013  
4:30 p.m.

Chair Nelson called the Public Utility Board study session to order at 4:36 p.m. at the Public Utilities Administration Building.

Present: David Nelson, Mark Patterson, Woody Jones, Monique Trudnowski, Bryan Flint

**Tacoma Water: Environmental Programs and Commitments**

Bill Gaines, Director of Utilities/CEO and Linda McCrea, Water Superintendent, made introductory remarks. Greg Volkhardt, Environmental Programs Manager, stated the main purposes of Tacoma Water's environmental programs are to administer environmental agreements and commitments; and to manage landholdings. Mr. Volkhardt shared maps of the Green River watershed. The environmental cost of water and environmental agreements were detailed. The habitat conservation plan and the additional water storage project cooperation agreement were summarized. Mr. Volkhardt then outlined land management, road system maintenance, forest management, and timber sales.

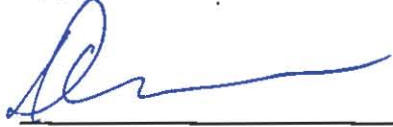
**Customer Service: MyAccount Demonstration**

Bill Gaines, Director of Utilities/CEO, and Steve Hatcher, Customer Service Manager, and John Hoffman, Customer Service Operations Manager made introductory remarks. The MyAccount project objective is to enhance the utility customer's website experience by improving self-service tools and processes through the implementation of a replacement website. The project's enhanced functionality was detailed and illustrations of the old site and new site were shared. System improvements, project timeline, and communication efforts were reviewed. A live demonstration of the website was conducted. Customer usage statistics and customer comments were shared. The property manager portal element of this website upgrade will provide property managers and owners access to manage their own properties online. Approval for this property management functionality will be brought to the Board at a future meeting.

**Adjournment**

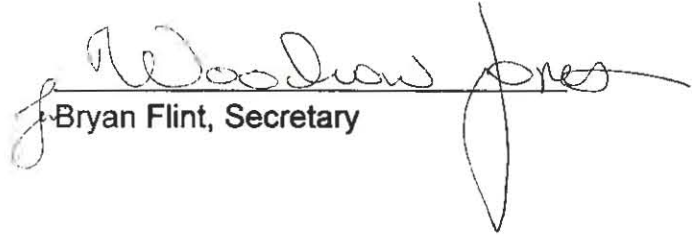
The study session was adjourned at 5:54 p.m. until the next regularly scheduled study session on Wednesday, October 23, 2013 at 3:00 p.m.

Approved:



David S. Nelson, Chair

Approved:



Bryan Flint, Secretary