

APPROVED 5-28-14

MINUTES
City of Tacoma
Public Utility Board Study Session
May 14, 2014
3:00 p.m.

Mr. Nelson called the Public Utility Board study session to order at 3:06 p.m. at the Public Utilities Administration Building.

Present: Dave Nelson, Mark Patterson, Woody Jones, Bryan Flint

Excused: Monique Trudnowski

Briefing with Former American Public Power Association President/CEO

Mark Crisson, former TPU Director and President/CEO of the American Public Power Administration, provided a briefing on his experience in Washington DC with federal utility and energy policymaking.

2015/2016 Biennium Budget Planning for Customer Service

Steve Hatcher, Customer Services Manager, shared Customer Services' mission statement: "We engage customers through exceptional service and customer focused solutions". Mr. Hatcher provided an overview of Customer Service organization and strategic partners and the services provided. Customer service drivers and customer expectations were reviewed. Customer Services strategic priorities were summarized. Mr. Hatcher reviewed the key customer-facing initiatives with results and key operational efficiency initiatives and results from the 2013-2014 biennium. Mr. Hatcher concluded by detailing the proposed future initiatives for the 2015 – 2016 biennium.

TPU First Quarter Financial Outlook

Tacoma Water: Linda McCrea, Water Superintendent, detailed the forecast assumptions, summary of outlook water retail sales and revenues, revenue and expense summary, and estimated current fund cash projection for the first quarter of 2014.

Tacoma Power: Ted Coates, Power Superintendent, detailed the forecast assumptions, summary of outlook, electric retail sales and revenues, bulk power sales and revenues,

revenue and expense summaries, and estimated current fund cash projection for the first quarter of 2014.

Tacoma Rail: Dale King, Rail Superintendent, reviewed the summary of assumptions and financial situation. Graphical representations of switching revenue, intermodal volumes, and commercial volumes were shared. Adjusted estimated, quarter forecast comparison and the biennium cash projection were summarized by Superintendent King.

Market Strategies International

Dan Drennan, Market and Development Manager, outlined the reasons customer research is needed and the benefits to be gained. Future research plans were shared. A vendor to conduct the future research is recommended by staff. The RFP process used to select the recommended vendor was outlined. The contract will go before the Board for approval at the next meeting.

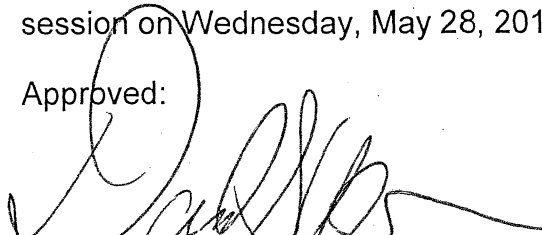
Miscellaneous

Director Gaines updated the Board on the prospective methanol facility proposed for the tide flats.

Adjournment

The study session was adjourned at 5:46 p.m. until the next regularly scheduled study session on Wednesday, May 28, 2014 at 3:00 p.m.

Approved:



David S. Nelson, Chair

Approved:



Bryan Flint, Secretary