

APPROVED 12-12-18

MINUTES  
City of Tacoma  
Public Utility Board Study Session  
November 14, 2018  
3:00 p.m.

Mr. Jones called the Public Utility Board study session to order at 3:05 p.m. at the Public Utilities Administration Building.

Present: Woodrow E. Jones, Jr., Bryan Flint, Christine Cooley, Mark Patterson, Karen Larkin

**Tacoma Power: Update on Electric Vehicles**

Cam LeHouillier, Power Assistant Section Manager, began by sharing that TPU efforts related to Electric Vehicles (EV) have been in response to and in support of Council resolution 40016 on transportation electrification. Project team efforts were to implement programs to encourage EV adoption under a cross-functional governance structure. Staff has three recommendations to the Council's Infrastructure, Planning, and Sustainability office: 1) Amend building and land use codes to increase EV parking requirements; 2) Seek legislative solutions; 3) Address right-of-way occupancy codes. Mr. LeHouillier then summarized education and outreach efforts. Tacoma Power hosted three EV ride and drive events attended by approximately 550 people with 130 test drives at each event. Five EV 101 education events were hosted and staff assisted LeMay Car Museum with the "Powering Our Future" exhibit on EV. Customer programs included the residential EV charging study to inform charging behavior, the electric car discount program, in which dealerships provided EV discounts; and the third party EV fast charging rate. TPU has expanded its electric vanpool partnership with Pierce Transit and has expanded TPU EV campus charging.

**TPU Residential Customer Satisfaction Survey**

Dan Drennan, Marketing Development Manager, summarized the survey objectives, which are to develop a method for assessing customer satisfaction and customer evaluations to determine organizational priorities and action; provide actionable guidance to help TPU plan programs and initiatives; and to get TPU easy access to specific, direct feedback used to identify customer preferences and concerns. Methodology was then described. Data was collected via both phone and web surveys. The survey was conducted from July 23 to August 5, 2018. Mr. Drennan and Holly Lucht, Market Development Research Analyst, walked through the survey results for

each of the following categories for TPU: Overall satisfaction; Being well managed; Being a company you can trust; Controlling costs; Having knowledgeable and well-trained employees; Bill affordability; Being environmentally responsible; Community involvement; Media story recall and awareness. Power categories: Overall satisfaction; Value of electric service; Reasonableness of electric rates; Providing reliable electric service; Support of renewable energy sources; Familiarity with Tacoma Power energy conservation programs. Water categories: Overall satisfaction; Value of water service; Reasonableness of water rates; Reliability of water service; Water quality measures; Awareness of water filtration at the source; Awareness of water supply source. Discussion ensued and the Board expressed interest in staff's plan for implementing recommendations; development of a target/goal for improvements; and desire to see trend lines from 2014, when this survey began.

### **TPU Legislative Policies and Legislative Agenda**

Clark Mather, Community and Government Relations Manager, provided an overview of the latest federal and state election results. Mr. Mather then summarized the proposed federal legislative agenda, highlights include: Protecting/amending tax exempt financing; Increasing funding for low-income home energy assistance program; provide funding for hydropower incentive program; support certain improvements to hydroelectric relicensing statutes; support implementation of the Howard Hanson Dam additional water storage project; support funding of the water infrastructure finance and innovation act; support funding for the drinking water state revolving fund; support permanent extension of Rail's 45G tax credit; and establish capital grant program for short line railroads. Marian Dacca, Government Relations Analyst, summarized the proposed state legislative agenda, highlights include: Seek clear authority to support electrification of transportation; seek new funding for equitable access to solar; actively engage and seek to support proposals that decarbonize the economy at reasonable costs to customers; support the public works trust fund; support applications for state rail grant and loan program funds. Mr. Mather concluded by stating that the Council will review its legislative agenda on December 4; the Board will consider adopting TPU legislative agenda and policies on December 12. The 2019 legislative session convenes on Monday, January 14, 2019 and is scheduled for 105 calendar days. Discussion ensued with the Board expressing its desire to engage as needed during the legislative session.

### **TPU General Liability Insurance Update**

Jim Sant, Deputy Director for Administration, reviewed TPU's general liability insurance renewal coverages for 2019. Mr. Sant briefed the Board on two developments in the insurance industry, wildfire risk (due to power lines) and lead in water risk. Some providers are beginning to exclude coverage for these two areas; TPU has maintained coverage for the next year for these two risks. Mr. Sant presented the Board with options to receive insurance update information in the future. The Board chose to receive an annual study session update with Board approval only if the spending limits warrant Board consideration at a regular meeting.

**Miscellaneous**

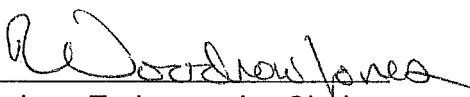
In response to a recent media report concerning billing difficulties related to AMI implementation at Seattle City Light (SCL), John Hoffman, Assistant Customer Service Manager, provided information on how TPU plans to navigate those difficulties. TPU plans to keep meter reading staffing throughout AMI project implementation so customers will continue to receive timely bills that are not estimated.

In response to a recent media report concerning tampering of a water tower in North Bend, Scott Dewhirst, Water Superintendent, informed the Board that security measures are in place in Tacoma to detect such activity at our facilities.

**Adjournment**

The study session was adjourned at 5:52 p.m. until the next regularly scheduled study session on Wednesday, December 12, 2018 at 3:00 p.m.

Approved:

  
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Woodrow E. Jones, Jr., Chair

Approved:

  
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Bryan Flint, Secretary