

APPROVED 6-11-14

MINUTES
 City of Tacoma
 Public Utility Board Study Session
 May 28, 2014
 3:00 p.m.

Mr. Nelson called the Public Utility Board study session to order at 3:01 p.m. at the Public Utilities Administration Building.

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

Customer Services Strategic Plan

Steve Hatcher, Customer Services Manager, stated this presentation is an update to the strategic plan created in 2010. Mr. Hatcher outlined the vision for Customer Services and the components to enhanced customer service, which are: convenient access; rapid response; useful information; and tailored services. Cliff Lewis, management consultant, provided the status of the initiatives from the 2010 strategic plan. The strategic objectives, tools, and processes proposed for upcoming biennia were then detailed. The presentation was concluded with the review of a proposed organizational design for the upcoming biennium by Mr. Hatcher.

Tacoma Power: 2015/206 Biennium Budget Strategic Plan

Ted Coates, Power Superintendent, began with a state of the utility from a financial perspective, customer perspective, internal processes perspective, and employee perspective. An update on Power's strategy map was provided. Primary budget drivers, wholesale power and natural gas markets, increasing rate pressures, and proposed capital program were detailed. Power staff will continue in the budget development and begin customer/stakeholder outreach.

Miscellaneous

Director Gaines updated the Board on an agreement with Lewis County PUD.

Chris McMeen, Deputy Water Superintendent, provided the Board with information regarding the boil water order issued in Portland last week.

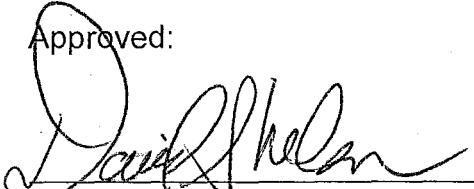
Executive Session

Board Member Jones made a motion at 5:00 to convene an executive session for one hour, ending at 6:00, to review the performance of a public employee per RCW 42.30.110(1)(g); seconded by Mr. Flint. The executive session was adjourned at 6:00.

Adjournment

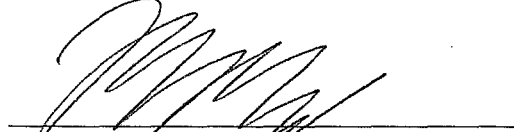
The study session was adjourned at 6:00 p.m. until the next regularly scheduled study session on Wednesday, June 11, 2014 at 3:00 p.m.

Approved:



David S. Nelson, Chair

Approved:



Bryan Flint, Secretary