

# Mason PUD 1

## 2018 Strategic Work Plan

\* NOTICE: This work plan is a live, flexible document. The tasks assigned are budget and workforce contingent. Items will be added, and some will be removed or changed throughout the year. This work plan is approved by the board of commissioners. Senior staff reports the progress quarterly to the board to ensure that the PUD is on track and has a clear plan and direction.

1.0	WATER	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
1.1	<b>Monitor &amp; Engage on Water Regulatory Issues</b>			
1.1.1	Engage with WPUA, DOH, DOE & legislators on issues that impact the water business	Continue to work with WPUA on water issues. Attending water committee meetings.	Staff/Board	Ongoing
1.1.2	Address DOH full appropriations of water system reports	Nothing to report this quarter.	Staff/BKI	As needed
1.1.3	Develop request and main extensions	Item 1.2.1 below will help identify and prioritize systems that need upgraded because infrastructure has reached its life expectancy or is well past and causing reliability issues. BAW 1/30/2018	Staff/BKI	As needed
1.2	<b>Address Water System Leakage Issues</b>			
1.2.1	Identify leaks to reduce water loss on all systems	BKI to develop a priority spreadsheet on all our water system mains. Listing them with leakage size and age. This spreadsheet was given to Steve in February for his use. BAW 3/23/18	Darin/Steve/BKI	All Qs
1.2.2	Pressure Reducing Valve Replacement	We removed some. Replacement will be later in the year.	Darin	All Qs
1.3	<b>Water Capital Improvement Plan - WCPI</b>			
1.3.1	Identify needed tools and resources to complete annual items on plan	New equipment trailer purchased to haul conduit. Completed	Staff	1Q
1.3.3	Procure Vac Trailer	Retrofitting existing vac trailer with boom. Will likely not purchase a new one this year.	Darin	2Q
1.3.4	Procure trailer to haul materials	Completed.	Darin	1Q
1.3.5	PRV Replacements	Duplicate from 1.2.2.	Darin	Ongoing
1.3.6	Service meter replacements	Replaced several this quarter. Replaced Alderbrook Hotel.	Darin	As needed
1.3.7	Source meter replacements	Replaced one this quarter.	Darin	Ongoing
1.3.8	Valve maintenance	Replaced valves at Agate Beach.	Darin	3Q
1.3.9	Well House Painting- Alderbrook, Bay East, Bayshore, Ripplewood, Viewcrest Beach	Nothing to report this quarter.	Darin	3Q

1.3.10	Reservoir painting and coating- Alderbrook	Interior completed on both reservoirs. Have started exterior.	Darin	1Q
1.3.11	Generator- Union Heights, Viewcrest Beach	Got specs for this. Will send out to bid.	Darin	3Q
1.3.12	View Ridge Heights Booster Station	Nothing to report this quarter.	Darin	4Q
1.3.13	Treatment upgrades- Lake Arrowhead, Canal Mutual, Minerva Terrace, Bayshore	Nothing to report this quarter.	Staff/BKI	Ongoing
1.3.14	Water Rights	Nothing to report this quarter.	Staff/BKI	As Needed
1.3.15	Water System Planning & Reports	See below for individual WSP updates. BAW 1/30/2018	BKI	Ongoing
1.3.16	WSP update- Agate Beach	Preliminary Data collection and meeting set with DOH for a preplanning meeting on WSP April 18 <sup>th</sup> BAW 3/23/18	Staff/BKI	2Q
1.3.17	WSP update- Twanoh Terrace	75% Complete meeting with DOH April 18 <sup>th</sup> to Discuss individual system and departure from consolidation with Twanoh Heights. BAW 3/23/18	Staff/BKI	1Q
1.3.18	WSP update- Twanoh Heights	60% Complete meeting with DOH April 18 <sup>th</sup> to Discuss individual system and departure from consolidation with Twanoh Heights. BAW 3/23/18	Staff/BKI	1Q
1.3.19	WSP update- Vuecrest Beach	Not yet started BAW 1/5/18	Staff/BKI	2Q
1.3.20	WSP update- View Ridge Heights	Not yet started BAW 1/5/18	Staff/BKI	3Q
1.3.21	Union Regional WSP completion	Replying to comments to DOH.	Staff/BKI/Gray&Osborne	1Q
1.3.22	Update SMA plan	Not yet started BAW 1/5/18	Staff/BKI	4Q
1.3.24	Insert BKI 2018 Deliverables (WSP as required above, Engineering review as needed)	See comments above BAW 1/30/2018	BKI	All Q's
<b>1.4</b>	<b>Satellite Management</b>			
1.4.1	SMA- Evaluate impacts to staff and resources; marketing; capturing costs	Nothing to report this quarter.	Steve	3Q
1.4.2	Evaluate future acquisitions of Group A water systems wanting Mason #1 to take over	Thurston PUD Water system anticipates transferring/selling 32 water systems with 751 approved connections and 639 active. We have Budgeted \$3,000 per connection. We have met with Thurston PUD GM & Superintendent. Have sent out an RFP for water funding. Have scheduled community meetings. Target acquisition date is July 1, 2018.	Steve/Darin/Kristin	1Q-2Q
<b>1.5</b>	<b>Water Projects</b>			
1.5.1	Automate chlorination testing- continue to evaluate options	Nothing to report this quarter.	Darin	4Q
1.5.2	<b>Well Pump Replacement:</b> Vuecrest Beach, Bay East, Bayshore	Emergency replacements only this quarter.	Darin	3Q
1.5.3	<b>Main line replacement:</b> all lines as needed	See item 1.2.1 above BAW 1/30/2018	Staff/BKI	1Q -2Q
1.5.4	<b>Union Regional Projects; (see below)</b>			
1.5.5	<b>Hood Canal fire hydrant painting</b>	<b>Hood Canal Improvement Club did this last year.</b>	<b>Darin</b>	<b>3Q</b>
1.5.6	Hood Canal Water System main replacements (Union Regional)	Nothing to report this quarter. Part of engineering planning. Will do this with electric dept. when the ditch is open.	Darin	3Q

1.5.7	Purchase land for reservoir- Union Ridge & Vuecrest	Nothing to report this quarter.	Darin	4Q
1.5.8	Install water main between Alderbrook & Hood Canal	Nothing to report this quarter.	Darin	3Q
1.5.9	Alderbrook Well 1 replacement	We will look at this when the Union Regional Plan is approved. BAW 1/30/2018	Staff/BKI	
1.5.10	<b>Emergency Pump Replacement:</b> Booster or Well Pump	Replaced Lakewood Heights and Tiger Lakes pumps this quarter.	Darin	Ongoing
1.5.11	Mainline extension for Viewcrest Beach	Contingent upon completion of WSP BAW 1/30/2018	Darin	
1.5.12	<b>Reservoir Recoating (exterior):</b> Union Ridge tank	Nothing to report this quarter.	Darin	
1.5.13	Water System Plan Part A update	Not yet started 1/5/18	Staff/BKI	2Q
1.5.14	Reservoir cleaning and inspection- Lake Arrowhead, Hoodsport, Hood Canal, Vuecrest, Highland Park, Harstene Retreat, Cushman, Inc., and Canal Mutual	Nothing to report this quarter.	Darin	3Q
1.5.15	Roll out Backflow Device & Cross Connection Campaign to Union Ridge, Highland Park & Vuecrest	Have started letters for this.	Brandy	Ongoing
<b>1.6</b>	<b>Sewer Maintenance</b>			
1.6.1	Grinder Pump Replacements (as needed)	Nothing to report this quarter.	Darin	Ongoing
1.6.2	Onsite Septic Maintenance	Nothing to report this quarter.	Darin	Ongoing
1.6.3	Education Campaign for Septic Users	Nothing to report this quarter.	Kristin	2Q
1.6.4	Ensure cost capture/rate analysis	Nothing to report this quarter. I meet with Troy Woodard and went over last year's double replacement of the grinder pump at his place. We had installed a rebuilt pump that failed the next day after we installed it. This looks to be an anomaly. Looking at the past records with Troy and the assistance of Brandy we determined that nothing needs to be adjusted with the sewer rates until we look closely at the COSA later this year. SNT 3/26/2018	Katie/Steve	2Q
<b>2.0</b>	<b>ELECTRIC</b>	<b>Status:</b> Progress, On Track, Off Track, Completed, Removed	<b>Assigned To:</b>	<b>Due Date:</b>
<b>2.1</b>	<b>Infrastructure</b>			
2.1.1	Complete phase 2 of Duckabush	New transformer purchased and delivered to site. They expect to do the work in May, subject to receipt of all material. EJK 02/08/2018		
2.1.2	Continue CIP work & prioritization	General overview with additional detail around the Duckabush and Union area was provided to the board on 2/20/2018. Overview maps were provided to the board for review. As much additional information and detail as desired can be provided. EJK 2/22/2018		
2.1.3	Continue CT & 3PH Conversion	Nothing to report this quarter.	Darin	Ongoing
2.1.4	Replace 3 miles of primary underground	Nothing to report this quarter.	Darin	3Q
2.1.5	<b>Develop a 3 year conservation plan</b>	<b>COMPLETED. We have come to an agreement with IBEW on the conservation</b>	<b>Kristin</b>	<b>2Q</b>

		<b>duties. We will continue to staff and actively promote this program with our current conservation specialist.</b>		
2.1.6	Continue to replace submersible transformers (143 left to replace).	Nothing to report this quarter.	Darin	Ongoing
2.1.7	Install 34.5kVa Regulators on Daley property	Regulators ordered. Forest practice permit filled for. SNT 3/26/2018	Darin/Steve	2Q
2.1.8	3PH/CT Metering Audit	Have started this. Will continue through the year.	Darin	1Q
2.1.9	Union Substation: rebuild remainder of the transmission to 115 kV	Design is complete, except for the last 3 poles near the new substation. EJK 02/06/2018	Darin/BKI/Steve	3Q
<b>2.1.10</b>	<b>Install 50 AMI collection meters</b>	<b>Completed. Will start utilization next quarter.</b>	<b>Darin</b>	<b>1Q</b>
2.1.11	Install conduit for feeder loop from Alderbrook to Jenn's Way	We are developing a plan to extend an express feeder from the new Union substation on the Daily property through Alderbrook Phases I and II of the Green Diamond purposed housing development along the ridge to Jenn's way. This will allow us to loop feed HWY 106 back to Alderbrook Hotel. St 12/11/2017  We are working with Green Diamond to determine future development plans, so that all new infrastructure meshes with their plans as well as ours. EJK 2/22/2018  A preliminary overall drawing with future water lines was developed to take advantage of the trench and construction of the power line. EJK 3/8/18	Darin/BKI/Steve	3Q
2.1.12	New construction for services	Nothing to report this quarter.	Steve	
2.1.13	Manzanita to Old Union Substation: install double-circuit 336 ACSR OH with 500 kcmil Al. UG exit feeders	See engineering section for status update	Darin	
2.1.14	Overhead to underground conversions	Nothing to report this quarter.	Darin	
2.1.15	Single-phase line rebuild in various locations on system	Dosewallips Phase 1 complete.	Darin	
2.1.16	Manzanita Substation: permit, grub and install fencing	See engineering section for status update	Darin	3Q
2.1.17	Manzanita Substation: purchase used transformer, construct pad and oil containment	See engineering section for status update	Darin/BKI/Steve	3Q-4Q
2.1.18	Meter and CT replacements	Replaced several this quarter in conjunction with metering audit.	Darin	Ongoing
2.1.19	Miscellaneous distribution maintenance	Nothing to report this quarter.	Darin	Ongoing
2.1.20	Transformer replacements for upsizing services	Nothing to report this quarter.	Darin	Ongoing
2.1.21	Single-phase J-Box upgrades to modern standards (15 units)	Replaced some this quarter.	Darin	Ongoing
<b>2.1.22</b>	<b>Increase wire size for Dosewallips Phase 1</b>	<b>Completed.</b>	<b>Darin</b>	<b>2Q</b>
2.1.23	Upgrade single phase switch cabinets	Same as 2.1.21	Darin	Ongoing
2.1.24	Replace single blade switches with gang operated switches	Nothing to report this quarter.	Darin	2Q
2.1.25	Install and upgrade fuses, switches, and circuit reclosers to improve sectionalizing	Nothing to report this quarter.	Darin/BKI	Year long process
2.1.26	Distribution pole replacement (10 units)	Replaced 5 poles this quarter.	Darin/Vicky	Ongoing

2.1.27	Complete URD cable replacement at Pleasant Tides	Nothing to report this quarter.	Darin	2Q
2.1.28	Complete URD cable replacement at Seamount Estates	Nothing to report this quarter.	Darin	3Q
2.1.29	Complete URD cable replacement at Union & Alderbrook	Nothing to report this quarter.	Darin	3Q
2.1.30	Complete URD cable replacement at Black Point	Nothing to report this quarter.	Darin	3Q
2.1.31	Replace buried service pancake pedestals	Nothing to report this quarter.	Darin	Ongoing
2.1.32	Balance feeder loading in all substation areas	Nothing to report this quarter.	Darin	Ongoing
2.1.33	Continue LED streetlight replacements	55 street lights replaced this quarter.	Darin	Ongoing
2.1.34	Transmission pole replacements (1 unit)	Nothing to report this quarter.	Darin	As determined necessary.
2.1.35	Duckabush Substation- Purchase and install used transformer	Onsite. Will be installed in May.	Darin/BKI/Steve	2Q
<b>2.2</b>	<b>Electrical Fleet Management</b>			
<b>2.2.1</b>	<b>Take trailers to be repainted</b>	<b>Replaced the trailer instead. Removed from plan.</b>	<b>Darin</b>	<b>1Q</b>
2.2.2	Make sure all costs are being captured in Fleet Management- fuel costs, etc.	Nothing to report this quarter.	Darin/Kristin	Ongoing. Anticipate completion in 2Q
<b>2.3</b>	<b>Electrical BKI Engineering</b>			
2.3.1	Jorstad Substation- obtain perpetual easement for substation transmission, tap and feeders	Several routing options were reviewed and the route primarily along the road was selected. The Forest Practice Application and Mason county Environmental Permit Application are being developed for submission to the county. EJK 02/08/2018	BKI/Darin	3Q: Dept of Natural Resources Permit; 4Q: Easements
2.3.2	Comprehensive system planning study	The 2018-2027 project list, budget, and overall project map has been completed. EJK 1/8/2018	BKI	Complete
2.3.3	Design and permit for Manzanita to Old Union Sub: double-circuit 336 ACSR OH with 500 kcmil Al. UG exit	The area was physically reviewed for routing and reliability. A preliminary layout was developed for water lines to take advantage of the power lines being installed in the same area. EJK 3/8/18	BKI	3Q
2.3.4	Manzanita permitting and design for future substation	Mason #3 can provide adequate capacity to serve the entire Union load during light load periods, and about 75% of the load during the winter. A preliminary one-line diagram and general substation layout has been completed. The Forest Practices Application has been sent in to the county. The preliminary layout was fleshed out with additional information including future water lines and specific equipment locations.  With the preliminary site plan layout application was made to the County for approval. Pre-application conference is to be the last week of March. Once the conference is completed the Forest Application permit can be filed. BAW 3/23/18	BKI	2Q: County FPA 3Q: Clearing and grading
2.3.5	Tacoma Pole Yard Clean-up/Environmental engineering	Phase 1 completed. All is done except the clean up at Tacoma Power site. Poles were moved to the new yard. Second phase of pole yard has been started. We have a preliminary estimate for second phase and vehicle storage to be \$1M. we are proceeding with design and bid documents. SNT 3/26/2018	BKI/Darin/Steve	There are four Phases to complete the new facility site.
2.3.6	On call design & permitting for special projects		BKI	Ongoing

2.3.7	Get a design & cost for 106 Rebuild including permitting	The area was physically reviewed for routing and reliability. The next step is to determine existing underground utilities and proceed with preliminary design. EJK 2/22/2018	BKI	4Q
2.3.8	Alderbrook to Jenn's Way URD replacement- secure easements	The area was physically reviewed for routing and reliability. The next step is to verify Green Diamond will grant an easement. If they will, then Jenn's Way will be designed, followed by the section through Alderbrook. EJK 2/22/2018	BKI	3Q: Design 4Q: Permits
2.3.9	Enable recording metering on all form 6 and 7 reclosers and regulators on the line and in each substation	The proposed control programming and implementation plan was reviewed with Darin and Steve. This will be finalized and then each control will be updated to implement the metering. EJK 02/08/2018	BKI	2Q
2.3.10	Bid and administer phase 2 of Duckabush	See project 2.1.1 for more information	BKI/Darin/	2Q
2.3.11	Manzanita Substation: administer purchase of used transformer, design pad and oil containment	The used transformer from MW&L is expected to be available Q1 2019. EJK 2/22/2018		4Q
<b>2.4</b>	<b>Tree Trimming</b>			
2.4.1	Contract out 15 miles of line trimming	Nothing to report this quarter.	Darin	4Q
2.4.2	Conduct 7 miles of in-house trimming	Will hire temp crew for Q2.	Darin	3Q
<b>2.5</b>	<b>Improve Outage Communications</b>			
2.5.1	Implement plan for new outage call center- outline steps/training	Completed. Transition to CRC is done. Working with them weekly on fine tuning.	Darin & Kristin	1Q
2.5.2	Ask NISC for an OMS default setting to force choice for outage cause	Have request into NISC.	Vicky/Shiane	1Q
2.5.3	Give CS maps with better information until OMS is ready to go- color coded switching points, Mason/Jeff line	Completed.	Vicky	1Q
<b>3.0</b>	<b>FACILITIES</b>	<b>Status:</b> Progress, On Track, Off Track, Completed, Removed	<b>Assigned To:</b>	<b>Due Date:</b>
3.1.1	Start planning for warehouse	Nothing to report this quarter.	BKI	
3.1.2	Develop schedule and budget to install fencing to secure transformers and wire	Nothing to report this quarter.	Darin	Q2
3.1.3	Finish out the APPA Assessment & add items to the plan	Completed. Assessment finished and items added to plan.	Kristin	Q1
3.1.4	Plan to move off the Ten-Four well	Nothing to report this quarter.	Darin/BKI	Q4
3.1.5	Continue facility maintenance	Started annual maintenance this quarter.	Darin	Ongoing
3.1.6	Security: Get all cameras to show on television screens instead of on computers	Completed.	HCC/Steve	Q1
3.1.7	Re-work material slips to make them easier to use. Start printing them in-house.	Nothing to report this quarter.	Vicky & Brandy	Q2
3.1.8	Determine if iVUE can print usable material slips and "push" notifications to appropriate persons.	Nothing to report this quarter.	Vicky	Q2
3.1.9	Comb through Master Inventory List and clean it up	Nothing to report this quarter.	Darin	Q2
3.1.10	Count the Small & Attractive Assets	Completed. Joyce & Kristin verified list. Joyce did inventory. Policy was approved by board.	Kristin	Q1

3.1.11	HCC to inventory computers/office equipment	Completed. Gwil did this.	Kristin	Q1
3.1.12	Work on a visual inventory catalog	Nothing to report this quarter.	Darin/Rich	Ongoing
3.1.13	Schedule employees to attend Nuts & Bolts of Work Orders training	Not offered for 2018. Have asked for it to be on the NWPPA schedule for early 2019. Sending Joyce and Rich to a work order/NISC course in its place. Registration completed for this course.	Kristin	Q1
3.1.14	Train Katie on inventory entry	Nothing to report this quarter.	Staff	Q3
3.1.15	Do a beta test period for material sheets through the iPad. Determine if it is a good, accurate tool.	Nothing to report this quarter.	Vicky	Q3
3.1.16	Schedule & complete inventory for 2018.	Scheduled for June for electric and July for water.	Darin	Q4
3.1.17	Install windows and door in manager's office	Nothing to report this quarter.	Steve	Q2
3.1.18	Install dishwasher and update sinks, countertop and carpet in lunchroom	Nothing to report this quarter.	Steve	Q2
3.1.19	Phase 2 of facilities: Vehicle covered storage (pole barn)	Frank Lawhead, Architect is developing a high level estimate. EJK 2/22/2018 the initial estimate is approximately \$1M SNT 3/26/2018	Darin	Q4
3.1.20	Seal coat parking lot	Nothing to report this quarter.	Darin	Q2
3.1.21	Install new door & gutters at Woman's Club	Sending the gutters out to bid this quarter.	Darin	Q1
3.1.22	Pave road to water warehouse	Sent this out to bid this quarter.	Darin	Q3
<b>4.0</b>	<b>FINANCE</b>	<b>Status:</b> Progress, On Track, Off Track, Completed, Removed	<b>Assigned To:</b>	<b>Due Date:</b>
<b>4.1.1</b>	<b>Rates</b>			
4.1.2	Work with Rob on a new rate and contract for pole contacts	Nothing to report this quarter.	Steve	Q4
4.1.3	Send 6 month notice once rate formula is established	Nothing to report this quarter.	Kristin	Q2
4.1.4	Electric COSA- present findings & make recommendations	Nothing to report this quarter. We have had the preliminary review of the Electrical COSA and the FCS Group is planning on presenting the projected COSA at the April 24 <sup>th</sup> board meeting.	Steve	Q2
4.1.5	Water COSA- present findings & make recommendations	Nothing to report this quarter.	Steve	Q4
<b>4.2</b>	<b>Miscellaneous Goals</b>			
4.2.1	Develop a 10-year financial plan: how to pay for CIP, financial policies, reserve structures	We will be developing this ten-year financial plan through the COAS and budgeting process. SNT 3/26/2018	Steve	Q4
4.2.2	Continue to look for cost savings- Energy Northwest, Streamline Processes, Loans & Grants	Joined purchasing agreement with EN for wire.	Staff	Ongoing
4.2.3	Monitor 2028- Engage and risk mitigation "what ifs"	Attended WPAG on Friday the 23th of March. Will continue to push BPA to tighten its financial 2028 goals. SNT 3/26/2018	Steve/Board	Ongoing
4.2.4	Set a board policy for funding capital improvements- using rates vs. outside financing	This will be developed through the COSA process.	Steve	Q4
4.2.5	Adopt a Small & Attractive Items Policy	Completed.	Kristin/Katie	Q1

4.2.6	Adopt a Petty Cash & Procurement Card Use Policy	<b>Procurement Card Use Policy completed.</b> Working on Petty Cash.	Kristin/Katie	Q1
4.2.7	Bring Bond Resolution & Preliminary Official Statement to Board for Approval	Nothing to report this quarter.	Key Bank & Piper Jaffray	Q2
4.2.8	Determine if we will consider a Rate Action & take steps with Rating Agency	Nothing to report this quarter.	Key Bank & Piper Jaffray	Q2
4.2.9	Bond Closing	Nothing to report this quarter.	Key Bank & Piper Jaffray	Q3
4.2.10	Hold a staff and a board workshop on budget	Nothing to report this quarter.	Steve/Katie	Q3
4.2.11	Departmental budgeting training on NISC Budget Tool	Katie to attend NISC classes on the budget tool.	Steve/Katie	Q3
<b>4.2.12</b>	<b>Determine if there is a way to streamline the invoice approval process- "authorize all" feature</b>	<b>Completed. NISC has stated this feature will not be available. They have changed their authorization process. We continue to provide feedback on ease of use.</b>	<b>Kristin/Joyce</b>	<b>Q2</b>
4.2.13	Ensure quarterly reports are filed on time- L&I, Unemployment, IRS	<b>Done for 4<sup>th</sup> Quarter 2017.</b> Will occur in April.	Kristin	All Qs
4.2.14	Present Bond Resolution to Board	Nothing to report this quarter.	Steve	May
<b>4.2.15</b>	<b>Cross train Katie on payroll</b>	<b>Occurring. It will likely take many months until Katie does it independently.</b>	<b>Kristin</b>	<b>Q1</b>
<b>4.3</b>	<b>Treasurer Functions</b>			
4.3.1	Evaluate business case/need for treasurer functions and inform board.	Completed. Had meeting with Lisa Frasier, Mason County Treasurer. Presented idea and recommendations to board at March meeting. Moving forward.	Kristin	Q1
4.3.2	Set timeline with deliverables	Date for transfer is tentatively set for September 1 <sup>st</sup> . Kristin and Katie still working on list of deliverables, which order they should go in, and when they should occur.	Kristin/Katie	Q2
4.3.3	Send out RFP for Banking Services	Completed.	Kristin/Katie	Q3
4.3.4	Choose new banking services provider and make recommendation to board for approval.	Nothing to report this quarter.	Kristin	Q2
4.3.5	Public investment training	Nothing to report this quarter.	Katie	Q2
4.3.6	Set transition date with County Treasurer	Nothing to report this quarter.	Kristin	Q3
4.3.7	Testing for Banking Functions	Nothing to report this quarter.	Kristin	Q2
<b>5.0</b>	<b>Customer Service</b>	<b>Status:</b> Progress, On Track, Off Track, Completed, Removed	<b>Assigned To:</b>	<b>Due Date:</b>
<b>5.1.1</b>	<b>Miscellaneous Goals</b>			
5.1.2	Continue the conservation program: LED lighting, industrial and grocery, customer rebates	<b>Advertised home energy audits and conservation items in first newsletter of 2018. Started booking appointments out through the summer. Teresa scheduled to attend the annual BPA conservation workshop in May.</b>	Kristin/Teresa	Ongoing
5.1.3	Use conservation dollars for 200 LED streetlight replacements	We have replaced 55 to date.	Darin/Teresa	Q1
5.1.4	Expand NISC modules where they add value- Messenger, On Demand Messaging, new Call Capture features, Contact Tracking, Digital Application on Smart Hub, Community Solar module, Invoice group vs. Envelope group, iVue Connect	<b>Working on agreement to start ACH withdrawals for customers, per their requests. Julie to train with Mason PUD 3 on the community solar module.</b>	Kristin/Shiane	All Qs



5.1.5	Continue Employee and Staff Education	<ul style="list-style-type: none"> <li>Water techs attended: sent two employees for annual CEUs. One employee got Backflow Assembly certification.</li> <li>Electric employees attended: Sent two employees to regulator school.</li> <li>Water Engineering Tech passed the Cross Connection Control Specialist Exam.</li> <li>Conservation Specialist attended a BPA/Conservation Roundtable meeting at PUD 3.</li> </ul>	Staff	Ongoing
5.1.6	Continue to develop the Canal Comfort Fund donation drive & process	Article went in Spring newsletter advertising the fund. Nothing new to report this quarter.	Kristin/Shiane	Q3
5.1.7	Complete scanning of all agreement cards	Ongoing. Nothing new to report this quarter.	Kristin	Q4
5.1.8	Identify things that should be offered in other languages & a plan to accomplish that	Nothing to report this quarter.	Kristin	Q2
5.1.9	Evaluate ability to make agreement cards purely electronic with an electronic signature	Nothing to report this quarter.	Kristin/Shiane	Q3
5.1.10	Get the ADA information on the website	Nothing to report this quarter.	Kristin	Q2
5.1.11	Promote the GO Paperless Campaign & Report enrollment data	Nothing to report this quarter.	Kristin	Q3
5.1.12	Community solar module	Julie scheduled to meet with Mason PUD 3 to train on this module next quarter. Nothing to report this quarter.	Kristin/Julie	Q1
5.1.13	Complete the Community Solar & Net Metering Incentive Payments and Bill Credits, per the contracts- merge to WSU	All solar customers have been contacted about re-enrollment with WSU Energy. Received permission from them to enroll on their behalves. Following WSU's lead on next steps.	Kristin/Julie	Q2 & Q4
5.1.14	Complete refresh of website	Have begun moving data and images to web designer.	Kristin	Q2
5.1.15	Evaluate possibility of counterfeit training from local bank	Will evaluate with new RFP for banking services. Nothing to report this quarter.	Kristin	Q4
5.1.16	Evaluate disconnect threshold and decide if a policy change is needed	Nothing to report this quarter.	Kristin	Q4
5.1.17	Evaluate usefulness of Smart Hub payment arrangements feature	Nothing to report this quarter.	Kristin	Q4
5.1.18	Start sending data to Online Utilities Exchange quarterly	Done for Q1.	Kristin/Julie	All Qs
5.1.19	Determine if there's a way to map or identify life support customers easier	Nothing to report this quarter.	Kristin	Q2
<b>6.0</b>	<b>INTERNAL DEVELOPMENT</b>	<b>Status:</b> Progress, On Track, Off Track, Completed, Removed	<b>Assigned To:</b>	<b>Due Date:</b>
6.1.1	Hire temporary crew for summer- water & electric	Have begun recruitment process.	Darin/Kristin	Q2
6.1.2	Identify job shadow opportunities for students	Nothing to report this quarter.	Kristin	Q2
6.1.3	Simplify the invoice approval process in AP- authorize all feature	Duplicate from above 4.2.12. Removed from plan.	Kristin	Q1
6.1.4	Implement the Mobile Workforce options- meter change outs, work orders, service orders, etc.	Crews have completed training.	Kristin & Darin	Q4
6.1.5	Create a staffing plan- internships, temporary crews, water resource tech, etc.	Completed. Steve to present at March board meeting.	Kristin/Steve	Q1
6.1.6	Schedule NISC in-house training for Rich and anyone else that	Joyce & Rich to attend a training in Q2. Shiane and Katie registered for annual	Kristin	Q2

	needs hands on assistance with projects/programs	conference in fall.		
6.1.7	Add all interlocal agreements to the website	Nothing to report this quarter.	Kristin	Q2
6.1.8	Hold team meetings and inter-department meetings to map work processes & increase efficiency: Map out inventory, balance inventory book, A/R invoicing, OMS, Mobile Workforce, CRC	Had inventory meeting. Scheduling a cross-department meeting on OMS.	Kristin & Darin	Ongoing
6.1.9	Hold benefits meetings/workshops with employees as needed: Sep. 30 deductible	Nothing to report this quarter.	Kristin	Q3
6.1.10	Continue disaster planning	Finishing up Hazard Mitigation Plan project with Mason County.	Kristin	Ongoing
6.1.11	Continue emphasis on safety	Classes ongoing monthly.	Darin/Staff	Ongoing
<b>6.2</b>	<b>Continue to Develop the Safety Program</b>			
6.2.1	Seek opportunities for group trainings.	Evaluating doing a safety class with PUD3 on safety culture in new generations.	Darin	Ongoing
6.2.2	Conduct ERP exercise and RUS Report	Nothing to report this quarter.	Kristin	Q3
6.2.3	Report all reportable accidents to the Board- accident packets	Ongoing. Nothing to report this quarter.	Steve/Kristin	All Qs
6.2.4	Active shooter drill- ask Sheriff's office	Nothing to report this quarter.	Kristin	Q4
6.2.5	Reasonable Suspicion Training for Supervisors	Scheduled for April. Invited HCC and PUD 3 to join.	Kristin	Q2
6.2.6	Office Safety Trainings	Nothing to report this quarter.	Kristin	All Qs
<b>6.3</b>	<b>Continue to Develop Records Compliance Program</b>			
6.3.1	Annual Outback Clean up day	Occurring now that audit is complete.	Kristin	Q1
6.3.2	Attend one training for records managers in 2017	Attending in May.	Kristin	Q4
6.3.3	Utilize the retention date schedule in Document Vault	Nothing to report this quarter.	Kristin/Joyce	Q3
6.3.4	Conduct a records training for employees	Nothing to report this quarter.	Kristin	Q2
6.3.5	Set a budget and scope of work for external scanning/storage \$5,000	PROGRESS: Budget approved for 2018. Have spoken with vendor. Will identify items later in the year.	Kristin	Q3
<b>6.4</b>	<b>Continue HR &amp; Employee Relations Functions</b>			
6.4.1	Employee Annual Appreciation Event	Scheduled for June 22 at Potlatch State Park.	Kristin	Q2
6.4.2	Employee Service Awards	Scheduled for June 22 at Potlatch State Park.	Kristin	Q2
6.4.3	Two employee potluck events for lunchtime	PROGRESS: Had one for St. Patrick's Day.	Kristin	2x/year
6.4.4	Showcase employees in public forums- press, awards, schools	Featured Joyce & Brandy at the State Capitol for PUD Day on the Hill.	Kristin	All Qs
6.4.5	Customer Appreciation BBQ	Scheduled for Sept. 28 <sup>th</sup> .	Kristin	Q3
6.4.6	Outreach to Schools	Did a conservation supply bag for the Brinnon School fundraiser.	Kristin	All Qs

6.4.7	EDC participation	Kristin continuing to serve as vice chair this year. Has been the chair of the hiring committee for the new executive director.	Kristin	All Qs
6.4.8	Hire consultant to do a benefits competitiveness analysis	Not sure that we are still going to do this. Nothing to report this quarter.	Kristin	Q2
6.4.9	Kiwanis Club		Steve & Jack	All Qs
6.4.10	Public Power Week	Nothing to report this quarter.	Kristin	Q3
6.4.11	Continue to build customer registration for online communications	Listserv grows with each newsletter. Registration now at 1,688.	Kristin	All Qs
6.4.12	Continue emphasis for paperless billing	Nothing to report this quarter.	Kristin	Q3
6.4.13	Continue outreach on social media	Ongoing. PUD won award for social media campaign through American Water Works Association. Kristin doing a communications presentation at their annual meeting in April.	Kristin	All Qs
6.4.14	Submit utility and employees for industry awards	Submitted communications materials to AWWA. Won three awards- social media, newsletter and internal communications (this strategic work plan!).	Kristin	All Qs
6.4.15	In-house video production for how-to videos	Nothing to report this quarter.	Kristin	Q4
6.4.16	Host a kid's coloring contest for conservation/energy	Nothing to report this quarter.	Kristin	Q3
6.4.17	Continue participation with Hood Canal School	Nothing to report this quarter.	Kristin	All Qs
6.4.18	Celebrate national drinking water week May 7-13, 2017	Nothing to report this quarter.	Kristin/Steve & Darin	Q2
<b>6.4.19</b>	<b>Promote Earth Day</b>	<b>Promoted conservation through newsletter.</b>	<b>Kristin</b>	<b>Q1</b>
6.4.20	Promote NWRP/Fish mitigation	Promoted through newsletter through Mike's article.	Kristin	Q3
6.4.21	Participation in Parades and community events	Nothing to report this quarter.	Kristin	All Qs
6.4.22	Publish the Fuel Mix Summary	Done for 2016's report that came out at the end of 2017. Will do 2017's at end of the year.	Kristin	Q4