

# Mason PUD 1

## 2019 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.**

<b>1.0</b>	<b>WATER</b>	<b>Status:</b> Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
<b>1.1</b>	<b>Engage with WPUA, DOH, DOE, Tribes &amp; Legislators on issues that impact our water business</b>			
1.1.1	Update on Meetings per Quarter	This is frequent throughout this quarter. We are regularly in contact with all parties regarding the Union Regional plan and also the Highland Estates water rights application. Kristin has agreed to a meeting with Squaxin regarding water system plan approval on the local level.	ALL	ALL Qs
<b>1.2</b>	<b>Consolidation</b>			
1.2.1	Approval of Union Regional Water Systems Plan	Formally requested that it be approved by letter on 3/12/19. Signs indicate this will occur in conjunction with the approval of the WSP-Part A.	Kristin	Q1
1.2.2	Set up Plan for future Consolidations- Line out the steps for this	We are revisiting the Twanoh Consolidation for 2019, following the uniform rate approval. Meeting with DOH on grants opportunities to help with consolidation of some of the new Thurston systems.	Darin & Kristin	Q2
<b>1.2.3</b>	<b>Set up meeting with Bob Hunter</b>	<b>Done. Kitsap has helped us develop a monitoring network to address the saltwater intrusion issues and instream flow monitoring.</b>	<b>Darin &amp; Kristin</b>	<b>Q1</b>
<b>1.3</b>	<b>Acquisitions</b>			
1.3.1	Meet with SMAs to discuss next steps	Done. We have renewed with Treasure Island for one more 2-year term, stating clearly that at the end of that term they need to agree to acquisition or come up with another solution for SMA. We are not renewing the SMA for the other system. The Ten-Four is a perpetual SMA because we are on that well. We are discussing SMA/Acquisition options with Potlatch Mutual.	Darin	Q2
<b>1.4</b>	<b>Maintenance W-CWP</b>			
<b>1.4.1</b>	<b>Update Jocelyne's old Water CWP Spreadsheet- add 2019 Items to this list. Go through it with COSA findings/budget</b>	<b>Completed. Done for 2019 COSA.</b>	<b>Darin</b>	<b>Q1</b>
1.4.2	Highland Park reservoir repairs,	Nothing to report this quarter.	Darin	Q4
1.4.3	Purchase land for reservoir Union Ridge and Vuecrest	Nothing to report this quarter.	Staff	Q3
1.4.4	Hood Canal Main line replacement	50% completed.	Darin	Q2
1.4.5	Monitoring well Union	Nothing to report this quarter.	Darin	Q4
1.4.6	Manzanita to Dalby RD install 8" main with electric project	Nothing to report this quarter.	Darin	Q3
1.4.8	Identify needed tools and resources for budget	Will be done in budget process this fall. Nothing to report this quarter.	Darin	Q3

1.4.10	Evaluate free leak detection services from Evergreen Rural Water	Nothing to report this quarter.	Darin/Brandy	Q2
<b>1.4.11</b>	<b>Rework Water Material Slips and print in-house</b>	<b>Completed.</b>	<b>Darin/Brandy</b>	<b>Q2</b>
1.4.12	Well House Painting. Tiger lakes, Woodland Manor, Wonder Land, Union and Hamma Ridge.	Nothing to report this quarter.	Darin	Q3
1.4.13	Procure & install generators. Union heights and View Crest Beach.	This was put out to bid.	Darin	Q2
1.4.14	View Ridge Heights Booster Station	Nothing to report this quarter.	Darin	Q4
1.4.15	Treatment Upgrades- Lake Arrowhead, Canal Mutual, Minerva Terrace, Bayshore	Progress: Have selected the treatment option- Flow Hawk.	Darin	Q2
1.4.16	Well Pump Replacements. Will evaluate and test pumps Q1 to create list.	Lake Arrowhead and Canyonwood this quarter.	Darin	Q4
1.4.17	Agate Beach- Lot for reservoir	Been in contact with property owners.	Darin	Q3
1.4.18	Water System Plan- Part A Update	Submitted to DOH for approval. Waiting for comments.	Darin/BKI	Q1
1.4.19	Reservoir Cleaning & Inspections. Bellwood, Hamma Ridge, island Lake Manor, Madrona Park, Lakewood, Madrona Beach, Pirates Cove, Tiger Lake, Twahoh Heights, Union, View Ridge, Canal Mutual, Cushman INC, Hoodsport, Hoodcanal B, Vuecrest, Highland Park, Harstene Retreat and Lake Arrowhead	This went out to bid in Q1. Will be completed by Q3. Only had budget for 8 systems. The rest moved to 2020 work plan.	Darin	
1.4.20	Backflow Device & CCC Campaign Highland Park and Union Ridge	Nothing to report this quarter.	Brandy	Q4
1.4.21	Emergency Management Plan- Update the Water ERP	Nothing to report this quarter.	Staff	Q3
1.4.22.a	Identify regional wells as marshalling points	Nothing to report this quarter.	Staff	Q3
1.4.22.b	Line out items needed for each marshalling point	Nothing to report this quarter.	Staff	Q3
1.4.22.c	Seek grant funds for each list of items at each marshalling point	Nothing to report this quarter.	Staff	Q3
1.4.23	Water System Plans & Reports Arcadia Estates, Hamma Ridge, Shadowood, Ripplewood, and Canyonwood.	Water system plans submitted: WSP-A, Twanoh Heights & Terrace, Minerva Terrace. Waiting for comments on some, responding to comments on others.	BKI	Ongoing
1.4.24	Develop messaging that we are the go-to agency for water: emergencies, questions, advice, SMAs, acquisition, etc.	This is occurring through press releases for industry awards and also through our participation in local water meetings. We get lots of calls.	Kristin & Brandy	Q4
1.4.25	Replace Main line Lake Arrowhead.	Nothing to report this quarter.	Darin/BKI	Q3
<b>1.4.26</b>	<b>Shadowood Reservoir coating</b>	<b>DONE: This started in Q1. Due to snow, will be completed in Q2.</b>	<b>Darin/BKI</b>	<b>Q1</b>
<b>1.5</b>	<b>COSA</b>			
1.5.1	Complete COSA & Present findings, make recommendations	Workshop scheduled for April 9, Public Hearing for April 23. The 23 <sup>rd</sup> meeting will have the rate recommendations for adoption at the 23 <sup>rd</sup> 's business meeting.	Kristin & Katie	Q2
<b>1.5.2</b>	<b>SMA- evaluate impacts, capture costs, marketing (use COSA to make sure costs are appropriate, develop marketing materials, evaluate labor impacts)</b>	<b>DONE: This occurred through the COSA. Staff's opinion is that unless systems are outright stating they're interested in acquisition, we are not interested in long term SMAs.</b>	<b>Kristin &amp; Katie</b>	<b>Q1</b>
1.5.3	Sewer Rates	Nothing to report this quarter.	Kristin & Katie	Q1
<b>1.6</b>	<b>BKI- Water</b>			

1.6.3	Manzanita to union transmission Water main	This is almost completed. Will be done in Q2.	BKI	Q1
<b>1.7</b>	<b>Sewer Maintenance</b>			
1.7.1	Sewer Easement for Edwards/Manke	The work on this is ongoing but the actual purchase is on hold until we can agree on appropriate compensation for easements. Working with Rob on easement language.	Darin	Q1
<b>1.7.2</b>	<b>Education Campaign for Grinder Pumps</b>	<b>Completed. Sent out to customers.</b>	<b>Brandy</b>	<b>Q1</b>
<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 E-CWP (Darin/BKI add items for 2019)</b>			
2.1.1	Manzanita Permitting and clearing of property	Moving to 2020 due to budget restrictions.	Darin/BKI	Ongoing
2.1.2	Manzanita to Mason#3 Feeder	Design work is completed on this. Began discussions with PUD 3.	Darin	Q4
2.1.3	Manzanita to union Substation phase 1	Design work is completed.	Darin	Q3
2.1.2	Substation Solutions Install New Breaker North circuit Duckabush	Breaker is purchased.	Darin	Ongoing
2.1.4	BIA Easement	Nothing to report this quarter.	Darin	Ongoing
<b>2.1.5</b>	<b>Equipment/Tool List for 2019 Budget</b>	<b>Completed. Added to 2019 budget.</b>	<b>Darin</b>	<b>Q1</b>
2.1.6	Replace URD Alderbrook, Seamount and Olympic Trails	Currently working on Alderbrook.	Darin	Q4
2.1.7	Install 34/5 kVA regulators on Daley property	Nothing to report this quarter.	Darin	Q3
2.1.8	Union Sub- rebuild remainder of the transmission to 115 kV With Distribution Underbuild	Transmission design is completed.	Darin	Q3
2.1.9	Contracted Vegetation Management	Nothing to report this quarter.	Darin	Q4
2.1.10	In-house Vegetation Management	Nothing to report this quarter.	Darin	Q4
2.1.11	Danger Tree Removal	Crew removed danger trees on transmission lines.	Darin	Ongoing
2.1.12	New Fuel Management Program	Nothing to report this quarter.	Darin	Q4
2.1.13	Look for opportunities for CATEX	Nothing to report this quarter.	Darin & Kristin	Ongoing
<b>2.2</b>	<b>Distributive Generation</b>			
2.2.1	BEF- Community Solar: is a 2 <sup>nd</sup> project feasible, can we site it on top of the covered storage?	Held first meetings with WSU-Energy program and Bonneville Environmental Foundation. Target goal is to open it up to applications in June and commission by October. To be sited on covered storage.	Kristin & Julie	Q3
2.2.2	Grant Writing for 101 Charger- partner with NODC on new grant; locate a 2 <sup>nd</sup> site if IGA installs their own	Energy Northwest is taking this project up. Had two meetings with EN so far.	Kristin	If Feasible
<b>2.3</b>	<b>Electrical BKI Engineering</b>			
<b>2.3.1</b>	<b>Manzanita Substation Site Preparation</b>	<b>Completed. Site location complete.</b>	<b>BKI</b>	<b>Q1</b>

2.3.2	Facilities, Phase 2 – Covered Vehicle Storage	Bid awarded. Phase to be completed by end of July 2019.	BKI	
<b>2.3.3</b>	<b>Manzanita to Union Double-Ckt Distribution</b>	<b>Design completed.</b>	<b>BKI</b>	
<b>2.3.4</b>	<b>Manzanita to Mason #3</b>	<b>Design completed.</b>	<b>BKI</b>	
2.3.5	Union Substation, Voltage Regulation – construction	Nothing to report this quarter.	BKI	
<b>2.3.6</b>	<b>Implement Recloser and Regulator Metering</b>	<b>Completed.</b>	<b>BKI</b>	
2.3.7	Road 24 Substation Permit Cont: Road 24 Substation Permit	Completed survey and route location.	BKI	
2.3.8	Power Transformer – Manzanita	Looking at Q3 for information.	BKI	Ongoing
<b>2.3.9</b>	<b>SPCC Plan Update – 2019</b>	<b>Completed.</b>	<b>BKI</b>	<b>Q1</b>
<b>2.4</b>	<b>Pole &amp; Meter Audits</b>			
2.4.1	Do another round of 3PH/CT meter audits	Completed one round in Q1.	Darin	Q4
2.4.2	Conduct Meter Training	Completed one round of training for Q1.	Darin	Q4
2.4.3	Have a meeting to touch base on future AMI- come up with a plan	Darin met with Tantalus. Will schedule a meeting later this year.	Darin/Kristin	Q3
2.4.4	Sell/surplus AMI meters	Nothing to report this quarter.	Darin	Q3
<b>2.5</b>	<b>Create Plan for Large Load Customer(s)</b>			
2.5.1	Siting- valuation for lease, easements.	Working with customer and tribe for permit to access roadway. No new movement until site access is secured.	Kristin	Q2
2.5.2	Power Agreement- Terry Mundorf	Nothing to report this quarter.	Kristin	Q2
2.5.3	Engineering- BKI. Ensure appropriate cap on power usage.	Got preliminary figures from BKI to establish deposits.	Kristin/BKI	Q1
2.5.4	Construction- agree on footprint and building specs. Write assets into agreement.	Nothing to report this quarter.	Kristin	Q1
<b>2.5.5</b>	<b>Rates- EES</b>	<b>COMPLETED</b>	<b>Kristin</b>	<b>Q1</b>
2.5.6	Moratorium- Resolution just in case we reach capacity.	Nothing to report this quarter.	Kristin	Q2
<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	Continue Next Phase of Facilities Plan- Covered Storage	Addressed in 2.3.2	Darin/BKI	Q4
3.1.1.a	Complete mass grading for all phases	Addressed as part of 2.3.2. To be completed in Phase 2 work.	Darin/BKI	Q2
3.1.1.b	<b>Insert new phase items.</b>	Phase 2 is the final phase until 2030, which is the target date to start Phase 3. We do not need to revisit this until 2028 or until the bond is paid off, whichever is sooner.	Darin/BKI	

3.1.2	Provide re-brief and report on phases to staff/board	Completed in review of facilities plan at February board meeting.	Darin	Q1
3.1.3	Seal coat & strip parking lot	Nothing to report this quarter.	Darin	Q3
3.1.4	Concrete planters in front of building	Completed. Will be planted this spring.	Kristin/Rich	Q2
3.1.5	Exterior Paint buildings- ops building, trim on other buildings	Soliciting bids for this now.	Darin	Q3
3.1.6	Fencing Plan	Will do Shadowood this year and one section per year for facilities.	Darin	Q1
3.1.7	Re-carpet front office	Completed.	Kristin	Q3
3.1.8	Interior paint front office, patch/repair drywall	Completed.	Kristin	Q3
3.1.9	Repair/replace kitchen area in front office	Completed. Just countertops and leaky faucet. Rest is fine.	Kristin	Q3
3.1.10	Install new door in Woman's Club	Nothing to report this quarter.	Darin	Q3
3.1.11	Replace window in water office to an opening window	Completed.	Darin	Q3
3.1.12	Repair office doorway drywall/leak in entryway	No budget for this. Will move to 2020.	Darin	Q3
3.1.13	Rebid Landscaping Contract	Completed. They have begun work in Q1.	Kristin	Q1
3.1.14	Remove all groundcover and old shrubbery; replace with sustainable, low-maintenance vegetation	Not part of new landscaping plan or budget for 2019. Removing from plan.	Kristin/Rich	Q1
3.1.15	Mow all vaults on highway each year	Will have temps do this during the summer.	Darin	Q3
3.1.16	Update landscaping along substations/clean sub signs	Will have temps do this during the summer.	Darin	Q2
<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</b>	<b>Financial Planning</b>			
4.1.1	Create a 5 year Financial Plan for Expenditures	Completed. In conjunction with COSAs.	Katie	Q3
4.1.2	How to Pay for CWP- COSA/RATES	Completed.	Katie	Q1
4.1.3	Long Term Debt Pay-Off Plan	Completed.	Katie	Q1
4.1.4	Revise & recommend new reserve structures	Completed.	Katie	Q1
4.1.5	Schedule finance committee meetings for review process	1 <sup>st</sup> one scheduled for Water COSA review and recommendations. 2 <sup>nd</sup> one scheduled for second.	Katie	2x minimum in 2019
<b>4.2</b>	<b>Complete the COSAs</b>			
4.2.1	Hold electric rate hearing in January re: COSA findings	Completed. Rates effective 4/1/19.	Kristin/Katie	Q1
4.2.2	Present Water COSA and hold rate hearing re: findings	Completed in April.	Kristin/Katie	Q1
4.2.3	Create a funding plan for CWP from COSA- show board levels and impacts on each rate percentage	Done for electric. Water will be completed with annual budget process.	Kristin/Katie	Q3
4.2.4	Schedule finance committee meetings where needed for review process on COSA	Done for electric. Will occur in June for Water.	Katie	Q1

<b>4.3</b>	<b>Financial Policies</b>			
4.3.1	Financial policy booklet- board level funding policies cash vs. financing	Completed. Achieved through long term debt pay off strategy, 1% dedicated revenue to debt, and financial metric targets reported each month- i.e. TIER, Days Cash on Hand (90 is the goal), funding reserves.	Katie	Q1
4.3.2	Spending authorities, utilizing RPA process	Utilizing RPA ongoing and spending authority draft being created. Targeted for June.	Katie	Q3
4.3.3	Procurement Policy (use Cowlitz PUD's policy as model)	Nothing to report this quarter.	Katie	Q4
4.3.4	Establish appropriate Reserves and pass through finance committee and then the board through budget process. Evaluate annually.	Completed for 2019 budget cycle. Will re-review annually. Removing from plan after this because this is now standard operating procedure for the annual budget process now that we have a finance committee.	Katie	Q4
4.3.5	Schedule finance committee meetings where appropriate for policy review and then schedule policy committee meetings for final recommendation to board.	This is now normal operating procedure and the policy we passed for the finance committee formation dictates the frequency of meetings. Removing from plan.	Katie	Ongoing
<b>4.4</b>	<b>Investments</b>			
4.4.1	Set up Cushion of Credit- RUS	Farm Bill killed this program. Removed from plan.	Katie	Q1
4.4.2	Training for Katie on public investments	Completed. Went to a class through TVI in March. Will attend more as they're available.	Katie	Q4
<b>4.5</b>	<b>Pole Attachments</b>			
4.5.1	Set new rates	Nothing to report this quarter.	Kristin/Rob	Q4
4.5.2	Create a new agreement with CenturyLink that addresses overtime issues as well as responding to emergencies	Nothing to report this quarter.	Kristin/Rob	Q4
4.5.3	Send out 18 month termination notice letters for negotiations	Completed.	Kristin	Q1
<b>4.6</b>	<b>Continue to Look at Cost Savings</b>			
4.6.1	Identify opportunities where Energy Northwest can assist in 2019 strategic plan goals- use the 40 hours of in-kind services each year	Completed. Had meeting with Jenni Harper. Using EN for grant writing and review as well as direct recruiting for open positions.	Kristin	Q1
4.6.3	Ask Joyce to research what is available on the State Contract and present to staff	Tires and fuel bought off state contract for operations; investigating options for office services.	Joyce	Q2
<b>4.7</b>	<b>Loans &amp; Grants</b>			
4.7.1	Evaluate USDA/PWTF/SRF grant opportunities for Union Regional	Have meeting scheduled in Q2 with DOH for this. Waiting for approval of plan.	Staff	Q1
4.7.2	Evaluate RUS long term capital facility loans	Nothing to report this quarter.	Staff	Q4
4.7.3	Evaluate BPA foundation grants for community projects	Completed. Received a \$40,000 low income grant for community solar.	Staff	Q4
4.7.4	Get on the EDC CEDS list for 2019	Nothing to report this quarter.	Kristin	Q3
<b>4.8</b>	<b>Inventory Process</b>			
4.8.1	Begin new cycle counting process for inventory	Interdepartmental meetings occurred. Electric is set up to begin and water inventory list is being reviewed.	Katie	Q2
4.8.2	Train Katie on entry	Completed.	Katie	Q1

4.8.3	Small & Attractive Assets inventory	Nothing to report this quarter.	Katie	Q3
4.8.4	IT inventory	Nothing to report this quarter.	Katie/HCC	Q3
4.8.5	Nuts & Bolts of Work Orders Training- See if necessary for 2019	Not in close proximity areas. Travel expenses would be too high for budget. Will look at for 2020.	Katie/Darin	Q4
<b>5.0</b>	<b>INTERNAL DEVELOPMENT</b>	<b>Status:</b> Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
5.1.1	Implement Staffing Plan for 2019	Completed and ongoing. Staffing plan is being executed this quarter. No new planned hires after the two open engineering positions are filled.	Kristin	Q4
5.1.2	Training program for all employees- outlined in budget, including tuition and trainings	Completed for 2019. Will be ongoing process during each budget cycle moving forward. New tuition application and approval policy written and new travel budget process rolled out to employees to make their requests.	Kristin	Q4
5.1.3	GM- Pathways to Leadership Training	Kristin attended the 2 <sup>nd</sup> class in January. Have one final long class in October and will be finished with the program.	Kristin	Ongoing
5.1.4	NWPPA- Rigging and operations class in-house	Rigging class held in 2018.	Kristin	If Available
<b>5.2</b>	<b>Continue Disaster Planning</b>			
5.2.1	Set up Water Emergency Plan (see water section for deliverables)	Nothing to report this quarter.	Staff	Q2
5.2.2	Practice the ERP for power & water	Nothing to report this quarter.	Staff	Q3
5.2.3	Conduct an office-specific safety training	Nothing to report this quarter.	Julie/Teresa	Q4
5.2.4	Test panic alarms	Nothing to report this quarter.	Julie/Teresa	Q4
<b>5.3</b>	<b>Continue NISC Module roll-outs</b>			
5.3.1	Mobile Workforce- line out the timeframe/deliverables for this	Due to turnover in staff for this position, this has been put on hold and will be rescheduled for 2020. Do not want to do a bad job of rolling it out and frustrating all of our employees. We need to take our time and do it right the first time.	Shiane/Vince & Vicky	MOVED TO 2020
5.3.2	Budget Module	Completed.	Katie	Q1
5.3.3	Solar Module	Ready to go- Waiting for NISC to complete programming.	Julie	Q1
5.3.4	Cycle Counting	Occurring for electric.	Katie	Q1
5.3.5	Evaluate Mapping Solutions/Options for Water	Nothing to report this quarter.	Darin & Brandy	Q4
5.3.6	ACH Withdrawals for customers	Nothing to report this quarter.	Shiane	Q2
5.3.7	SmartHub Payment Arrangements Feature	Nothing to report this quarter.	Shiane	Q2
<b>5.4</b>	<b>Records Management</b>			
5.4.1	Identify & digitize documents per budget	Nothing to report this quarter.	Julie	Q4
5.4.2	Clean out the vault	A bunch of this was done in Dec. 2018. Nothing new to report this quarter.	Julie	Q1
5.4.3	Clean out the Outback	Nothing to report this quarter.	Julie	Q3



5.4.4	Training for Julie	Nothing to report this quarter.	Julie	Q4
5.4.5	Evaluate the need/cost for a consultant to assist in organization of recordkeeping (Tara-GHPUD)	Nothing to report this quarter.	Julie/Kristin	Q3
<b>5.5</b>	<b>Continue HR &amp; Employee Relations Functions</b>			
5.5.1	Hold benefits meeting/workshops with employees as needed: i.e. open enrollment	Nothing to report this quarter.	Kristin/Katie	Ongoing
5.5.2	Employee picnic	Scheduled for June 21 <sup>st</sup> .	Kristin/Julie	Q2
5.5.3	Service Awards	Scheduled for June 21 <sup>st</sup> .	Kristin/Julie	Q2
<b>5.5.4</b>	<b>Two in-house potluck events</b>	<b>Completed.</b>	<b>Julie</b>	<b>Q4</b>
5.5.5	Customer appreciation event	Scheduled for September 27 <sup>th</sup> .	Kristin/Julie	Q3
5.5.6	Update Policies- tuition reimbursement, employee handbook, WA Paid FML, etc. do an audit and schedule committee work	Tuition reimbursement and cash receipting done.	Kristin/Katie	Ongoing
<b>5.6</b>	<b>Conservation</b>			
5.6.1	Continue 200 LED streetlights replacements per year	Our money is spent for the BPA period. We are on hold until we find out if there are more funds available.	Darin/Teresa	Q4
5.6.2	School partnerships	Teresa held a conservation workshop with Brinnon Elementary school.	Staff	As needed
5.6.3	Customer appreciation event/public power week	Nothing to report this quarter.	Teresa	Q3
5.6.4	Give a year-end report on the program to staff/board	Nothing to report this quarter.	Teresa	Q4
<b>5.7</b>	<b>Canal Comfort Drive</b>			
5.7.1	Continue the annual drive	Nothing to report this quarter.	Shiane/Kristin	Q3
5.7.2	Evaluate if we should manage this program in-house	Nothing to report this quarter.	Shiane	Q2
5.7.3	Evaluate feasibility of any other type of discount for qualified customers	Nothing to report this quarter.	Shiane/Julie/Katie	Q3
5.7.4	Give year-end report on program to staff/board	Nothing to report this quarter.	Shiane	Q3
<b>5.8</b>	<b>Website</b>			
5.8.1	Finish refresh of website	Moving hosting to new website service. This is slow going.... Good news is we will have complete control over our site and hosting moving forward.	Kristin	Q1
5.8.2	Spanish Language Page	Nothing to report this quarter.	Kristin/Julie	Q2
5.8.3	ADA	Nothing to report this quarter.	Kristin/Julie	Q3
5.8.4	Interlocal Agreements	Nothing to report this quarter.	Kristin/Julie	Q3
<b>5.9</b>	<b>Public Involvement</b>			
5.9.1	Career Day- SHS/Olympic College	Nothing to report this quarter.	Joyce	Q4



5.9.2	Science Fairs	Nothing to report this quarter.	Staff	If needed
5.9.3	Parades	Nothing to report this quarter.	Staff	Ongoing
5.9.4	Public Power Week	Nothing to report this quarter.	Staff	Ongoing
5.9.5	EDC	Kristin continuing to attend board meetings monthly.	Kristin	Ongoing
5.9.6	Kiwanis	Kristin & Jack scheduled to attend upcoming meeting.	Kristin & Jack	2x in 2019 for presentation
<b>5.9.7</b>	<b>WPUDA PUD Day on the Hill</b>	<b>Completed. Attended rotunda booth display and luncheon downstairs.</b>	<b>Joyce</b>	<b>Q1</b>
<b>5.9.8</b>	<b>Port of Hoodspout</b>	<b>Completed. Kristin and Jack presented at April meeting to discuss electric rates, water COSA, facilities planning and EV charging grant.</b>	<b>Kristin</b>	<b>1x in 2019 for presentation</b>
<b>5.10</b>	<b>Miscellaneous Items</b>			
5.10.1	Give report to board on IT/Phone Services- revisit pricing and service agreement	Nothing to report this quarter.	Kristin	Q2
5.10.2	Set up recurring supervisor meeting every other month to touch base with crews and set messaging	Been occurring so far in 2019. Meetings have led to good discussions on safety, mentoring and positive workplace culture.	Kristin	Ongoing
5.10.3	Go Paperless! Campaign	Nothing to report this quarter.	Kim	Q3
5.10.4	Evaluate kiosks in Brinnon and Belfair	Nothing to report this quarter.	Shiane	Q2
5.10.5	Evaluate disconnect threshold	Nothing to report this quarter.	Shiane/Julie	Q2
5.10.6	Hire temporary crew for summer	Nothing to report this quarter.	Kristin/Darin	Q2
5.10.7	Complete scanning of all customer cards in the vault	Nothing to report this quarter.	Kim, Shiane & Teresa	Q4
5.10.8	Start Campaign for Info Gathering for IVUE Messenger	First step occurred with Spring newsletter and email listserv announcement.	Kristin/Kim/Shiane	Q2
5.10.9	Training on how to use Messenger	Nothing to report this quarter.	Shiane	Q2
5.10.10	Practice back-up support of all cross training duties for front office, operations' engineering techs.	Occurring for call capture process and accounts payable this quarter. Multiple staff also training on GIS/Work Order process with absence of electrical engineering tech.	All employees	Q3