

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	Monitor & Engage on Water Regulatory Issues			
1.1.1	Engage with WPUDA, DOH, DOE & legislators on issues that impact the water business	We continue to meet with WPUDA, DOE/DOH re: Union Regional.	Staff/Board	Ongoing
1.2	Address Water System Leakage Issues			
1.2.1	Identify leaks to reduce water loss on all systems	Completed. The water use efficiency goals were adopted 3 rd quarter and high loss systems put on the 2019 work plan. Evergreen Rural Water will contract to do leak detection on those systems.	Darin/Steve/BKI	All Qs
1.2.2	Pressure Reducing Valve Replacement	Completed for the year.	Darin	All Qs
1.3	Water Capital Improvement Plan - WCPI			
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	Replacing meters in Thurston systems.	Darin	As needed
1.3.7	Source meter replacements	Completed for 2018.	Darin	Ongoing
1.3.8	Valve maintenance	Completed for 2018.	Darin	3Q
1.3.9	Well House Painting	Completed for 2018. Thurston systems and Ripplewood.	Darin	3Q
1.3.10	Reservoir painting and coating- Alderbrook	Completed.	Darin	1Q
1.3.11	Generator- Union Heights, Viewcrest Beach	No responsive bids. Putting out to bid again. Included in 2019 budget.	Darin	3Q
1.3.12	View Ridge Heights Booster Station	Moved to 2019.	Darin	4Q
1.3.13	Treatment upgrades- Lake Arrowhead, Canal Mutual, Minerva Terrace, Bayshore	On strategic plan and budget for 2019.	Staff/BKI	Ongoing

1.3.14	Water Rights	Held meeting regarding Highland Estates water rights. Will add this to 2019's plan.	Staff/BKI	As Needed
1.3.15	Water System Planning & Reports	See below for individual WSP updates. BKI starting WSP Part A to be submitted in early 2019.	BKI	Ongoing
1.3.16	WSP update- Agate Beach	WSP submitted to DOH for review and approval 12/26/18 BAW	Staff/BKI	2Q
1.3.17	WSP update- Twanoh Terrace	WSP submitted to DOH for review and approval 12/26/18 BAW	Staff/BKI	1Q
1.3.18	WSP update- Twanoh Heights	WSP submitted to DOH for review and approval 12/26/18 BAW	Staff/BKI	1Q
1.3.19	WSP update- Viewcrest Beach	WSP submitted to DOH for review and approval 12/26/18 BAW	Staff/BKI	2Q
1.3.20	WSP update- View Ridge Heights*	WSP submitted to DOH for review and approval 12/26/18 BAW	Staff/BKI	3Q
1.3.21	Union Regional WSP completion	Replying to letter from DOE. Holding meetings with Kitsap, WPUA, Tribes, etc.	Staff/BKI/Gray&Osborne	1Q
1.3.22	Update SMA plan	Will be addressed in COSA. Moved to 2019.	Staff/BKI	4Q
1.4	Satellite Management			
1.4.1	SMA- Evaluate impacts to staff and resources; marketing; capturing costs	Will be done with COSA in 2019.	Steve	3Q
1.4.2	Evaluate future acquisitions of Group A water systems wanting Mason #1 to take over	Completed. Purchase and Sale agreement ratified. Inputting new accounts and meter reads. Redesigning meter reading routes. Ready to transfer July 1 st .	Steve/Darin/Kristin	1Q-2Q
1.5	Water Projects			
1.5.1	Automate chlorination testing- continue to evaluate options	Included in 2019's plan and budget.	Darin	4Q
1.5.2	Well Pump Replacement: Viewcrest Beach, Bay East, Bayshore	Nothing new to report this quarter.	Darin	3Q
1.5.3	Main line replacement: all lines as needed	Hood Canal Water System and Highland Park.	Staff/BKI	1Q -2Q
1.5.4	Union Regional Projects; (see below)	See below.		
1.5.5	Hood Canal fire hydrant painting	Hood Canal Improvement Club did this last year.	Darin	3Q
1.5.6	Hood Canal Water System main replacements (Union Regional)	Nothing to report this quarter.	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.	Staff/BKI	
1.5.10	Emergency Pump Replacement: Booster or Well Pump	Pickering View replaced.	Darin	Ongoing
1.5.11	Mainline extension for Viewcrest Beach	Contingent upon completion of WSP.	Darin	
1.5.12	Reservoir Recoating (exterior): Union Ridge tank	Removed from plan.	Darin	

1.5.13	Water System Plan Part A update	This has begun. Awaiting information from Mason PUD to include in report. 10/08/18 BAW . <u>Including Thurston County systems acquired this year, also waiting for staff to complete mapping. 12/26/18 BAW</u>	Staff/BKI	2Q
1.5.14	Reservoir cleaning and inspection- Lake Arrowhead, Hoodspout, Hood Canal, Vuecrest, Highland Park, Harstene Retreat, Cushman, Inc., and Canal Mutual	Completed.	Darin	3Q
1.5.15	Roll out Backflow Device & Cross Connection Campaign to Union Ridge, Highland Park & Vuecrest	Started this in June.	Brandy/Kristin	Ongoing
1.6	Sewer Maintenance			
1.6.1	Grinder Pump Replacements (as needed)	Nothing to report.	Darin	Ongoing
1.6.2	Onsite Septic Maintenance	Completed.	Darin	Ongoing
1.6.3	Education Campaign for Septic Users	Completed.	Kristin	3Q
1.6.4	Ensure cost capture/rate analysis	Will be done with COSA and presented in early 2019.	Katie/Steve	2Q
2.0	ELECTRIC	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
2.1	Infrastructure			
2.1.1	Complete phase 2 of Duckabush	<p>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</p> <p>Outage for final installation is being scheduled; tentatively will be in early May. 4/24/18</p> <p>The replacement transformer has been refurbished and is installed. The old transformer has been pulled out of service and is being refurbished now. EJK 5/15/2018</p> <p>The project is complete! The new transformer is in service and the old transformer is a spare. Final close-out paperwork with the contractor is in progress. EJK 6/7/2018</p>		
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. The CIP was updated based on the Cost of Service Study. Applicable changes are noted in this Strategic Work Plan document. EJK 7/9/2018		
2.1.3	Continue CT Conversion	Completed 10 so far this year.	Darin	Ongoing
2.1.4	Replace 3 miles of primary underground	Completed.	Darin	3Q
2.1.5	Develop a 3 year conservation plan	COMPLETED. We have come to an agreement with IBEW on the conservation duties. We will continue to staff and actively promote this program with our current conservation specialist.	Kristin	2Q
2.1.6	Continue to replace submersible transformers (143 left to	Replaced 10-15 this year so far.	Darin	Ongoing

	replace).			
2.1.7	Install 34.5kVa Regulators on Daley property	One regulator has been received. Waiting for the second regulator from the manufacturer. EJK 6/7/2018. Both regulators have been received, but have a manufacturing defect. The manufacturer is fixing the issues under warranty. EJK 7/9/2018 The regulators have been repaired under warranty. They are ready for installation. EJK 8/6/2018 Waiting until property is cleared in 2019.	Darin/Steve	2Q
2.1.8	3PH/CT Metering Audit	Completed.	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. This project has been moved to 2019-2020 due to COSA impacts.	Darin/BKI/Steve	On hold
2.1.10	Install 50 AMI collection meters	Completed. Will start utilization next quarter.	Darin	1Q
2.1.11	Install conduit for feeder loop from Alderbrook to Jenn's Way	Moved to very end of Capital Work Plan due to priority and budget impacts.	Darin/BKI/Steve	3Q (due to Green Diamond issues, this project will likely extend into 2019 or beyond) On hold
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 phases are all completed.	Darin	
2.1.16	Manzanita Substation: permit, grub and install fencing	Permits submitted. The Forest Practices Application has been submitted and is in the final stages of approval at the County.	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
2.1.22	Increase wire size for Dosewallips Phase 1	Completed.	Darin	2Q
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	Completed.	Darin	2Q
2.1.26	Distribution pole replacement (10 units)	Completed.	Darin/Vicky	Ongoing
2.1.27	Complete URD cable replacement at Pleasant Tides	Completed.	Darin	2Q
2.1.28	Complete URD cable replacement at Seamount Estates	Phase 1 complete.	Darin	3Q
2.1.29	Complete URD cable replacement at Union & Alderbrook	Completed. 5,000' in Alderbrook and Highland Park replaced.	Darin	3Q
2.1.31	Replace buried service pancake pedestals	Replaced several this quarter.	Darin	Ongoing
2.1.32	Balance feeder loading in all substation areas	Completed. Vicky assigned correct phases to balance load.	Darin	Ongoing
2.1.33	Continue LED streetlight replacements	55 streetlights replaced to date.	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	Completed.	Darin/BKI/Steve	2Q
2.2	Electrical Fleet Management			

2.2.1	Take trailers to be repainted	Replaced the trailer instead. Removed from plan.	Darin	1Q
2.2.2	Make sure all costs are being captured in Fleet Management- fuel costs, etc.	This is occurring with our current capabilities. However, we have put a new fuel management system out to bid for 2019.	Darin/Kristin	Ongoing.
2.3	Electrical BKI Engineering			
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 Still moving forward; nothing new to report. The Mason Environmental Permit application is in progress including a survey and environmental study.	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: 500 kmil Al. UG	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 The boundary line and right-of-way survey is in progress, scheduled to be completed in May. Once the legal survey is complete, the path will be refined and then reviewed with the County. EJK 4/24/18 The surveyor is still working on his research and survey; expected completion is in June. EJK 6/7/2018 The surveyor has completed the survey of the entire path. Preliminary layout drawing for water and power is being completed, to be followed by a detailed field review. EJK 8/6/2018 The preliminary layout was reviewed on site with the County road department. Multiple obstacles were noted by the County. The routing will now follow the existing 34.5kV transmission easement.	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. 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 Pre-application conference with the County was completed. Waiting for the official pre-application letter from the County. EJK 4/24/18 Pre-application letter was received. The County is requesting a design change to move the entire substation location by 30' and add a landscape buffer. We will	BKI	2Q: County FPA 3Q: Clearing and grading

		<p>research to determine if this requirement is actually in the county code. Also, the county has reviewed the FPA and has requested updates to the SEPA. These changes to the SEPA will be made and sent to the county for the FPA. EJK 6/7/2018</p> <p>Pre-application conference and report to Mason 1 for changes in site plan. Finalize application for FPA and revise application for permitted use. BAW 6/11/18</p> <p>The finalized FPA was submitted to the county in July. Waiting for County response. EJK 8/6/2018</p> <p>Completed for 2018. Necessary items moved to 2019 budget and strategic plan.</p>		
2.3.5	Tacoma Pole Yard Clean-up/Environmental engineering	Poles removed from Tacoma Site. Still waiting on Tacoma Power's response for what they're requiring for environmental cleanup.	BKI/Darin/Steve	There are four Phases to complete the new facility site.
2.3.6	On call design & permitting for special projects	Nothing to report.	BKI	Ongoing
2.3.7	Get a design & cost for 106 Rebuild including permitting	<p>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</p> <p>Once the surveying is complete for the Manzanita to Union Sub distribution and Manzanita to Mason #3 tie, the surveyor will start on this project. EJK 6/7/2018</p> <p>Due to COSA impacts, this project has been delayed for several years. EJK 7/9/2018</p>	BKI	On hold (see explanation)
2.3.8	Alderbrook to Jenn's Way URD replacement- secure easements	<p>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</p> <p>It appears Green Diamond has slowed their development plans. Continuing to work on this, as Green Diamond provides information. 4/24/18</p> <p>Green Diamond has significantly slowed down their plans. Tacoma Power transmission ROW is also causing some concern. The overall project has been scaled back for now to include only Manzanita road from the substation to the end of the pavement, so the easements on Green Diamond are now on hold. EJK 6/7/2018</p> <p>Due to concerns with Green Diamond / Tacoma Power easements and impacts to the COSA, this project has been split into two parts, with the first part commencing in 2019 and the second part commencing in 2024. EJK 7/9/2018</p>	BKI	<p>3Q: Design</p> <p>4Q: Permits</p> <p>On hold (see explanation)</p>
2.3.9	Enable recording metering on all form 6 and 7 reclosers and regulators on the line and in each substation	Completed.	BKI	2Q
2.3.10	Bid and administer phase 2 of Duckabush	Completed.	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.		4Q

2.4	Tree Trimming			
2.4.1	Contract out 15 miles of line trimming	Completed.	Darin	4Q
2.4.2	Conduct 7 miles of in-house trimming	Completed.	Darin	3Q
2.5	Improve Outage Communications			
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	Completed.	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
3.0	FACILITIES	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
3.1.1	Start planning for warehouse	Preliminary Layout change of Covered storage and Warehouse to complete grading plans for Building submittal. BAW 4-30-18 The design documents for the entire site were completed and submitted to the County mid-July for permitting. EJK 8/6/2018 Warehouse not on schedule for 2019. Vehicle covered storage planning is complete. Permitting in process. All 2018 items completed.	BKI	
3.1.2	Develop schedule and budget to install fencing to secure transformers and wire	We are not doing this. New facilities plan will address security for equipment. Removed from plan.	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
3.1.5	Continue facility maintenance	Landscape contract is out to bid. New bollards have purchased and put in front of windows for safety. Trim on admin building repainted.	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.	Completed. Material sheets are printed in-house now.	Vicky & Brandy	Q2
3.1.8	Determine if iVUE can print usable material slips and "push" notifications to appropriate persons.	Printing slips in house now to save money on printing costs.	Vicky	Q2
3.1.9	Comb through Master Inventory List and clean it up	Completed.	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	Removed from plan. Not good cost-benefit.	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	Completed.	Staff	Q3

3.1.15	Do a beta test period for material sheets through the iPad. Determine if it is a good, accurate tool.	Will be part of our Mobile Workforce. Moved to 2019.	Vicky	Q3
3.1.16	Schedule & complete inventory for 2018.	Completed.	Darin	Q4
3.1.17	Install windows and door in manager's office	Removed from plan.	Steve	Q2
3.1.18	Install dishwasher and update sinks, countertop and carpet in lunchroom	Removed from plan.	Steve	Q2
3.1.19	Phase 2 of facilities: Vehicle covered storage (pole barn)	The County has approved the permits.	Darin/BKI	Q2
3.1.20	Seal coat parking lot	Moved to 2019. Not needed this year.	Darin	Q3
3.1.21	Install new door & gutters at Woman's Club	Gutters completed. Doors will be done in 2019 budget.	Darin	Q4
3.1.22	Pave road to water warehouse	Completed.	Darin	Q3
4.0	FINANCE	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
4.1.1	Rates			
4.1.2	Work with Rob on a new rate and contract for pole contacts	Moved to 2019	Steve	Q4
4.1.3	Send 6 month notice once rate formula is established	Notice sent.	Kristin	Q2
4.1.4	Electric COSA- present findings & make recommendations	Completed.	Steve	Q2
4.1.5	Water COSA- present findings & make recommendations	Will be presented in Spring 2019.	Kristin/Katie	Q4
4.2	Miscellaneous Goals			
4.2.1	Develop a 10-year financial plan: how to pay for CIP, financial policies, reserve structures	Completed.	Staff	Q4
4.2.2	Continue to look for cost savings- Energy Northwest, Streamline Processes, Loans & Grants	Joined purchasing agreement with EN for wire. Utilizing EN for recruitment. Evaluating applications for state water system loans/grants.	Staff	Ongoing
4.2.3	Monitor 2028- Engage and risk mitigation "what ifs"	Continuing to engage in WPAG and PPC.	Staff/Board	Ongoing
4.2.4	Set a board policy for funding capital improvements- using rates vs. outside financing	Completed.	Kristin/Katie	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	Completed.	Kristin/Katie	Q1
4.2.7	Bring Bond Resolution & Preliminary Official Statement to Board for Approval	Completed.	Kristin/Katie	Q2
4.2.8	Determine if we will consider a Rate Action & take steps with Rating Agency	Completed. Decided to go with bond insurance instead of rating. Gave us an AA rating due to insurance.	Kristin/Katie	Q2
4.2.9	Bond Closing	Completed in Q3.	Kristin/Katie	Q3
4.2.10	Hold a staff and a board workshop on budget	Completed.	Kristin/Katie	Q3
4.2.11	Departmental budgeting training on NISC Budget Tool	Completed.	Katie	Q3

4.2.12	Determine if there is a way to streamline the invoice approval process- "authorize all" feature	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.	Kristin/Joyce	Q2
4.2.13	Ensure quarterly reports are filed on time- L&I, Unemployment, IRS	Completed.	Kristin/Katie	All Qs
4.2.14	Present Bond Resolution to Board	Completed.	Steve	May
4.2.15	Cross train Katie on payroll	Occurring. It will likely take many months until Katie does it independently.	Kristin	Q1
4.2.16	Ensure that EMMA filings are all up to date and enroll in auto-reminders to ensure that they are done on time each year.	Completed. 2016's is uploaded as well and reminders going to Katie's email.	Katie	Q2
4.3	Treasurer Functions			
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	Complete. Date for transfer is tentatively set for September 1 st . Deliverables below.	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.	Completed. Columbia Bank awarded 4 year contract.	Kristin	Q2
4.3.5	Create policies for investment and debt	Completed.	Kristin	Q2
4.3.6	Pass resolutions & policies at board meeting- Appoint Treasurer, Authorize Investments, Designate Bank & Signors, Investment policy, Indemnification of Officers	Completed.	Kristin	Q2
4.3.7	Bonds- Notify US Bank of transfer of duties	Completed.	Katie	Q2
4.3.8	Begin Process with Columbia Bank for Account Set Up	Completed.	Katie	Q2
4.3.9	Sent Notice to County Treasurer	Completed.	Kristin	Q2
4.3.10	Public investment training	Moved to 2019	Katie	2019
4.3.11	Staff training on Bank Rec Module for NISC	Joyce & Katie held WebEx for this. Reconciling through this module now as of June 1 st .	Katie/Joyce	Q2
4.3.12	Staff training on Remote Deposit/Check Scanner	Evaluated two different vendor options for this and decided there's not enough benefit to justify the cost of the program at this time. Removed from plan.	Teresa/Shiane/Julie/Joyce	Q2
5.0	Customer Service	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
5.1.1	Miscellaneous Goals			
5.1.2	Continue the conservation program: LED lighting, industrial and grocery, customer rebates	Ongoing. Handed out lots of conservation items (350 boxes) at Public Power Week & Customer Appreciation event.	Kristin/Teresa	Ongoing
5.1.3	Use conservation dollars for 200 LED streetlight replacements	We have replaced 112 since the new funding cycle in October.	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	Nothing to report this quarter.	Kristin/Shiane	All Qs

5.1.5	Continue Employee and Staff Education	<ul style="list-style-type: none"> Barney attended water tech training. Kristin & Katie attended HR conference. Shiane & Katie attended annual NISC user conference. Katie attended WPUA finance officers meeting. Julie attended WPUA customer service meeting. Shaine attended NWPPA credit & collections conference. Brandy attended WPDUA water workshop. 	Staff	Ongoing
5.1.6	Continue to develop the Canal Comfort Fund donation drive & process	Sending out a poll to donors to ask if they have a preference to which county their monies go toward or if it can be pooled and used for all Mason PUD 1 customers.	Kristin/Shiane	Q4
5.1.7	Complete scanning of all agreement cards	Ongoing. Are on letter R 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	Q4
5.1.9	Evaluate ability to make agreement cards purely electronic with an electronic signature	Not feasible with current set-up. Will look at other options in 2019.	Kristin/Shiane	Q3
5.1.10	Get the ADA information on the website	Moved to 2019	Kristin	Q4
5.1.11	Promote the GO Paperless Campaign & Report enrollment data	Completed for 2018.	Kristin	Q3
5.1.12	Community solar module	Completed.	Kristin/Julie	Q1
5.1.13	Complete the Community Solar & Net Metering Incentive Payments and Bill Credits, per the contracts- merge to WSU	Completed.	Kristin/Julie	Q2 & Q4
5.1.14	Complete refresh of website	New design completed. Waiting for Kristin to proofread it and push it live.	Kristin	Q2
5.1.15	Evaluate possibility of counterfeit training from local bank	Not able to find training for this. Asked multiple sources.	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	Completed. Ongoing now quarterly.	Kristin/Julie	All Qs
5.1.19	Determine if there's a way to map or identify life support customers easier	Completed. Occurring.	Kristin	Q2
6.0	INTERNAL DEVELOPMENT	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
6.1.1	Hire temporary crew for summer- water & electric	Completed. Crews started in June.	Darin/Kristin	Q2
6.1.2	Identify job shadow opportunities for students	Hosted two students- a junior from SHS and a senior from MMK. Will be ongoing as needed.	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. Mobile workforce with NISC moved to 2019.	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 needs hands on assistance with projects/programs	Determined no need for in-house training. We have sent employees to several trainings/annual NISC meeting.	Kristin	Q2

6.1.7	Add all interlocal agreements to the website	Nothing to report this quarter.	Kristin	Q4
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	Held strategic planning meetings for all departments.	Kristin & Darin	Ongoing
6.1.9	Hold benefits meetings/workshops with employees as needed: Sep. 30 deductible	Completed.	Kristin	Q3
6.1.10	Continue disaster planning	Great Washington Shake Out Drill with a safety meeting in October to practice the ERP.	Kristin	Ongoing
6.1.11	Continue emphasis on safety	Participated in Great Washington Shake Out Drill this year.	Darin/Staff	Ongoing
6.2	Continue to Develop the Safety Program			
6.2.1	Seek opportunities for group trainings.	We are sending 3 employees to a foreman leadership class at Grays Harbor PUD. Kristin attended WA FMLA training at Mason PUD 3. We had respectful workplace/anti-harassment training.	Darin	Ongoing
6.2.2	Conduct ERP exercise and RUS Report	Great Washington Shake Out Drill with a safety meeting in October to practice the ERP.	Kristin	Q3
6.2.3	Report all reportable accidents to the Board	Ongoing.	Darin	All Qs
6.2.4	Active shooter drill- ask Sheriff's office	Completed.	Kristin	Q4
6.2.5	Reasonable Suspicion Training for Supervisors	Completed.	Kristin	Q2
6.2.6	Office Safety Trainings	Had discussion back safety/lifting at staff meeting. Active shooter training.	Kristin	All Qs
6.3	Continue to Develop Records Compliance Program			
6.3.1	Annual Outback Clean up day	Completed. Occurred for 2017.	Kristin	Q1
6.3.2	Attend one training for records managers	Moved to 2019.	Kristin	Q4
6.3.3	Utilize the retention date schedule in Document Vault	Moved to 2019.	Kristin/Joyce	Q3
6.3.4	Conduct a records training for employees	Moved to 2019.	Kristin	Q4
6.3.5	Set a budget and scope of work for external scanning/storage \$5,000	Completed. Scanned and digitized old payroll records.	Kristin	Q3
6.4	Continue HR & Employee Relations Functions			
6.4.1	Employee Annual Appreciation Event	Completed. June 22 at Potlatch State Park.	Kristin	Q2
6.4.2	Employee Service Awards	Completed. June 22 at Potlatch State Park.	Kristin	Q2
6.4.3	Two employee potluck events for lunchtime	Completed.	Kristin	2x/year
6.4.4	Showcase employees in public forums- press, awards, schools	New GM press releases out.	Kristin	All Qs
6.4.5	Customer Appreciation BBQ	Completed Sept. 28.	Kristin	Q3
6.4.6	Outreach to Schools	Conservation project for 6 th grade students in Brinnon & HC Schools.	Kristin	All Qs

6.4.7	EDC participation	Kristin continuing to serve as vice chair of EDC board this year.	Kristin	All Qs
6.4.8	Hire consultant to do a benefits competitiveness analysis	Removed from plan.	Kristin	Q2
6.4.9	Kiwanis Club	Nothing to report.	Steve & Jack	All Qs
6.4.10	Public Power Week	Celebrated Oct 1-5 with conservation giveaways and bbq.	Kristin	Q3
6.4.11	Continue to build customer registration for online communications	Listserv grows with each newsletter. Registration now at 1,796.	Kristin	All Qs
6.4.12	Continue emphasis for paperless billing	Completed campaign for 2018.	Kristin	Q3
6.4.13	Continue outreach on social media	1,523 page likes; 801 followers on twitter.	Kristin	All Qs
6.4.14	Submit utility and employees for industry awards	Nothing to report this quarter.	Kristin	All Qs
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	We forgot to do this! 😞 Will put on plan for next year.	Kristin/Steve & Darin	Q2
6.4.19	Promote Earth Day	Promoted conservation through newsletter.	Kristin	Q1
6.4.20	Promote NWRP/Fish mitigation	Nothing to report this quarter.	Kristin	Q3
6.4.21	Participation in Parades and community events	Completed for 2018. Nate and Kyle drove the line truck in the Brinnon parade. PUD 1 supported the 101 Mixer festival at Port of Shelton in partnership with HCC. Had signage at the event.	Kristin	Ongoing
6.4.22	Publish the Fuel Mix Summary	Completed.	Kristin	Q4