

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.**

1.0	WATER	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
1.1	Engage with WPUA, DOH, DOE, Tribes & Legislators on issues that impact our water business			
1.1.1	Update on Meetings per Quarter	Kristin attended a meeting at Squaxin Island Tribe with DOH and DOE re: URWSP. Kristin has regular meetings and phone calls with DOH and DOE on water system plans. Kristin and Mike attended WPUA water meeting and Kristin attended the WWUC meeting.	ALL	ALL Qs
1.2	Consolidation			
1.2.1	Approval of Union Regional Water Systems Plan	Formally requested that it be approved by letter on 3/12/19. Submitted an addendum letter on 7/9/19.	Kristin	Q1
1.2.2	Set up Plan for future Consolidations- Line out the steps for this	We are revisiting the Twanoh Consolidation for 2020, following the uniform rate approval. Meeting with DOH on grants opportunities to help with consolidation of some of the new Thurston systems. Nothing new to report.	Darin & Kristin	Q2
1.2.3	Set up meeting with Bob Hunter	Done. Kitsap has helped us develop a monitoring network to address the saltwater intrusion issues and instream flow monitoring.	Darin & Kristin	Q1
1.3	Acquisitions			
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 as long as there are steps outlined in the agreement to transition ownership to the PUD.	Darin	Q2
1.4	Maintenance W-CWP			
1.4.1	Update Jocelyne's old Water CWP Spreadsheet- add 2019 Items to this list. Go through it with COSA findings/budget	Completed. Done for 2019 COSA.	Darin	Q1
1.4.2	Highland Park reservoir repairs	We think this is a typo- this isn't on our work plan. Removing from SP.	Darin	Q4
1.4.3	Purchase land for reservoir Union Ridge and Vuecrest	We are applying for a grant for this property purchase, as well as property for Minerva Terrace.	Staff	Q3
1.4.4	Hood Canal Main line replacement	Completed for 2019.	Darin	Q2
1.4.5	Monitoring well Union	James is costing this out and ordering materials.	Darin	Q4
1.4.6	Manzanita to Dalby RD install 8" main with electric project	This is delayed until we get an answer on URWSP.	Darin	Q3

1.4.8	Identify needed tools and resources for budget	Completed. Items ordered. Will be ongoing each budget process.	Darin	Q3
1.4.10	Evaluate free leak detection services from Evergreen Rural Water	Completed. View Ridge Heights & Arcadia Estates have been done. Contracting for Canal Beach Tracts and one other system in 2019. Will evaluate for 2020 budget the need for both this free service and contracted service.	Darin/Brandy	Q2
1.4.11	Rework Water Material Slips and print in-house	Completed.	Darin/Brandy	Q2
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.	Completed.	Darin	Q2
1.4.14	View Ridge Heights Booster Station	Moved to 2020.	Darin	Q4
1.4.15	Treatment Upgrades- Lake Arrowhead, Canal Mutual, Minerva Terrace, Bayshore	Progress: Have selected the treatment option- Flow Hawk. Will be completed in August.	Darin	Q2
1.4.16	Well Pump Replacements. Will evaluate and test pumps Q1 to create list.	Lake Arrowhead and Canyonwood and Alderbrook Well 3. Have not had time to test all pumps. Plan to develop this list and create standing budget item for scheduled replacements and also for emergency replacements.	Darin	Q4
1.4.17	Agate Beach- Lot for reservoir	Been in contact with property owners and are discussing options for purchase.	Darin	Q3
1.4.18	Water System Plan- Part A Update	Received comments and replying.	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	Completed. Will send out enforcement letters to 2018's list of non-compliant properties.	Brandy	Q4
1.4.21	Emergency Management Plan- Update the Water ERP	Completed as part of WSP-A process.	Staff	Q3
1.4.22.a	Identify regional wells as marshalling points	Done- submitted as part of grant process.	Staff	Q3
1.4.22.b	Line out items needed for each marshalling point	Done- submitted as part of grant process.	Staff	Q3
1.4.22.c	Seek grant funds for each list of items at each marshalling point	Done- submitted as part of grant process.	Staff	Q3
1.4.23	Water System Plans & Reports Hamma Ridge, Shadowood, Ripplewood, and Canyonwood.	Water system plans submitted: WSP-A, Twanoh Heights & Terrace, Minerva Terrace, Agate Beach and Viewcrest Beach. Waiting for comments on some, responding to comments on others. Canyonwood sent to Gray & Osborne to start updating.	BKI	Ongoing
1.4.24	Develop messaging that we are the go-to agency for water: emergencies, questions, advice, SMAs, acquisition, etc.	We are fielding calls regularly from systems looking to transfer ownership to the PUD, as well as DOH requests to evaluate ownership of some systems. Currently working on five different inquiries for this year. WPUDA has invited PUD 1 to be panel speakers and moderator for the annual water workshop.	Kristin & Brandy	Q4
1.4.25	Replace Main line Lake Arrowhead.	Nothing to report this quarter.	Darin/BKI	Q3
1.4.26	Shadowood Reservoir coating	DONE: This started in Q1. Due to snow, will be completed in Q2.	Darin/BKI	Q1
1.5	COSA			

1.5.1	Complete COSA & Present findings, make recommendations	Completed. Will hold another meeting for rate design workshop as part of our budget process.	Kristin & Katie	Q2
1.5.2	SMA- evaluate impacts, capture costs, marketing (use COSA to make sure costs are appropriate, develop marketing materials, evaluate labor impacts)	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.	Kristin & Katie	Q1
1.5.3	Water & Sewer Rates	This will be accomplished as part of our COSA rate design workshop in Q4 with the annual budget process.	Kristin & Katie	Q1
1.6	BKI- Water			
1.6.3	Manzanita to union transmission Water main	Engineering is completed. We are waiting for URWSP approval to start this.	BKI	Q1
1.7	Sewer Maintenance			
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
1.7.2	Education Campaign for Grinder Pumps	Completed. Sent out to customers.	Brandy	Q1
2.0	ELECTRIC	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
2.1	Infrastructure E-CWP			
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. Have meeting scheduled for July with PUD 3 to discuss an agreement to move this forward.	Darin	Q4
2.1.3	Manzanita to union Substation phase 1	Design work is completed. URWSP approval is holding this up.	Darin	Q3
2.1.2	Substation Solutions Install New Breaker North circuit Duckabush	Breaker is purchased. We plan to purchase one each year through the budget process to start upgrading them throughout the system.	Darin	Ongoing
2.1.4	BIA Easement	Nothing to report this quarter.	Darin	Ongoing
2.1.5	Equipment/Tool List for 2019 Budget	Completed. Added to 2019 budget.	Darin	Q1
2.1.6	Replace URD Alderbrook, Seamount and Olympic Trails	Progress: Alderbrook, Seamount, Dosewallips and Alderney so far. OH to URD conversion at Pt. Whitney as well.	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	Waiting for civil part of engineering to be completed on this and if we still have a window of construction weather, we will bid this out. Otherwise it will be moved to 2020.	Darin	Q3
2.1.9	Contracted Vegetation Management	Nothing to report this quarter.	Darin	Q4
2.1.10	In-house Vegetation Management	Trimming in different areas when schedule permits.	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. Actively seeking a new system quote.	Darin	Q4
2.2	Distributive Generation			

2.2.1	BEF- Community Solar: is a 2 nd project feasible, can we site it on top of the covered storage?	This project is moved to 2020 due to the delay in the construction of the metal warehouse building. Will start interest inquiry once we have a schedule for Phase 2 of the Facilities Project.	Kristin & Julie	Q3
2.2.2	Grant Writing for 101 Charger- partner with NODC on new grant; locate a 2 nd site if IGA installs their own	Energy Northwest is taking this project up. Had two meetings with EN so far. Nothing new to report this quarter.	Kristin	If Feasible
2.3	Electrical BKI Engineering			
2.3.1	Manzanita Substation Site Preparation	Completed. Site location complete.	BKI	Q1
2.3.2	Facilities, Phase 2 – Covered Vehicle Storage	Grading completed. Terminated agreement with contractor and will put the project back out bid this fall/winter.	BKI	
2.3.3	Manzanita to Union Double-Ckt Distribution	Design completed.	BKI	
2.3.4	Manzanita to Mason #3	Design completed.	BKI	
2.3.5	Union Substation, Voltage Regulation – construction	Completed.	BKI	
2.3.6	Implement Recloser and Regulator Metering	Completed.	BKI	
2.3.7	Road 24 Substation Permit Cont: Road 24 Substation Permit	Completed survey and route location. This application has been submitted.	BKI	
2.3.8	Power Transformer – Manzanita	We decided not to do this due to the cost. Will look at other options in 2020.	BKI	Ongoing
2.3.9	SPCC Plan Update – 2019	Completed.	BKI	Q1
2.4	Pole & Meter Audits			
2.4.1	Do another round of 3PH/CT meter audits	Completed one round in Q1 and again in Q2. Will have them back on site one more time this year. Will plan to do this for the next year or two until all the 3PH and CT meters have been audited. Then it will be every 5 or so years.	Darin	Q4
2.4.2	Conduct Meter Training	Completed one round of training for Q1 and again in Q2. Mason PUD 3 joined for the training in Q2. All line employees got the training this quarter.	Darin	Q4
2.4.3	Have a meeting to touch base on future AMI- come up with a plan	Staff is meeting internally to decide on a plan for this and then will solicit quotes so we can set up a 7-10 year deployment that fits in our budget.	Darin/Kristin	Q3
2.4.4	Sell/surplus AMI meters	This request has been put out to other utilities through WPUA. Waiting to hear back if any other PUDs are interested in buying the meters.	Darin	Q3
2.5	Create Plan for Large Load Customer(s)			
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. Put request into Green Diamond for a second point of access. Tribe legal department hasn't responded to information they asked for that we provided. Continuing to follow up with them.	Kristin	Q2
2.5.2	Power Agreement- Terry Mundorf	Completed. Customer reviewing and them will be placed on agenda for board approval.	Kristin	Q2
2.5.3	Engineering- BKI. Ensure appropriate cap on power usage.	Completed. BKI has provided basic engineering specs and deposit amounts for each phase of upgrades. Kristin worked with BPA to raise the moratorium on power usage to 5MW and has submitted a line/load study to BPA to encompass	Kristin/BKI	Q1

		both this customer and the future development at Pleasant Harbor.		
2.5.4	Construction- agree on footprint and building specs. Write assets into agreement.	Completed. Have decided to only allow mobile units at this point. If assets become a part of conversation, we will write them into the existing agreement.	Kristin	Q1
2.5.5	Rates- EES	COMPLETED	Kristin	Q1
2.5.6	Moratorium- Resolution just in case we reach capacity.	Katie is working on this. We will not have any opportunity to serve additional large load customers until BPA finishes their study. If we need a moratorium, we will have a resolution ready to pass.	Kristin	Q2
3.0	FACILITIES	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:
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	Insert new phase items.	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. Scheduled for Q3.	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	Bid has been awarded. Scheduled for Q3.	Darin	Q3
3.1.6	Fencing Plan	Shadowood completed. Soliciting bids for 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	Completed.	Darin	Q3
3.1.16	Update landscaping along substations/clean sub signs	Will have temps do this during the summer. We are redoing the landscaping at Hoodspout that is overgrown and looks bad. They are washing the signs at the other subs.	Darin	Q2
4.0	FINANCE	Status: Progress, On Track, Off Track, Completed, Removed	Assigned To:	Due Date:

4.1	Financial Planning			
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 st one scheduled for Water COSA review and recommendations. 2 nd one scheduled for Q3 in August to review water rate design, procurement policy, and mid-year check in for investments.	Katie	2x minimum in 2019
4.2	Complete the COSAs			
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 after rate design workshop.	Kristin/Katie	Q3
4.2.4	Schedule finance committee meetings where needed for review process on COSA	Done for electric. Will occur in August.	Katie	Q1
4.3	Financial Policies			
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	This is included in the procurement policy that is set to go to finance committee for review in August.	Katie	Q3
4.3.3	Procurement Policy (use Cowlitz PUD's policy as model)	Draft completed. Ready for review by finance committee and then policy committee and the placed on board agenda for approval in August.	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.	Completed. This is now normal operating procedure and the policy we passed for the finance committee formation dictates the frequency of meetings.	Katie	Ongoing
4.4	Investments			
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
4.5	Pole Attachments			
4.5.1	Set new rates	Completed in June.	Kristin/Rob	Q4
4.5.2	Create a new agreement with CenturyLink that addresses overtime issues as well as responding to emergencies	Completed. We addressed all of these issues through the Pole Attachment Contract requirements. Will be signed by CenturyLink and other attachers by the end of September.	Kristin/Rob	Q4

4.5.3	Send out 18 month termination notice letters for negotiations	Completed.	Kristin	Q1
4.6	Continue to Look at Cost Savings			
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 and vehicles bought off state contract for operations; investigating options for office services.	Joyce	Q2
4.7	Loans & Grants			
4.7.1	Evaluate USDA/PWTF/SRF grant opportunities	Katie and Kristin attended pre-grant conference with Janet Cherry and Fern Schultz from DOH and then another funding meeting with multiple agencies. This gives us a bonus "point" in our scoring for grant funding. We applied for FEMA grants for three different projects. Will apply for DOH and any applicable DOE grants in August and October.	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
4.8	Inventory Process			
4.8.1	Begin new cycle counting process for inventory	Completed. Electric has begun already 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
5.0	INTERNAL DEVELOPMENT	Status: 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	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. Sent three employees to NWPPA foreman leadership training hosted at Grays Harbor PUD. Completed for 2019.	Kristin	If Available
5.2	Continue Disaster Planning			
5.2.1	Set up Water Emergency Plan (see water section for deliverables)	Completed as part of WSP-A. Working on grant for marshalling points. If funded, will include this in the ERP and WSP-A.	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	Kim working with safety consultant on list of items to suggest to peers.	Julie/Teresa	Q4
5.2.4	Test panic alarms	Kim scheduling this for Q3.	Julie/Teresa	Q4
5.3	Continue NISC Module roll-outs			
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 did a great job implementing this module and will continue to develop it each year. For 2020 budget we are changing the way we do our engineering planning and work plan so everything matches the budget. No more manual entry of spreadsheets and duplicating work over and over again.	Katie	Q1
5.3.3	Solar Module	Completed. Julie worked with PUD3 and NISC to get this implemented and did a really good job of seeing it through from start to finish.	Julie	Q1
5.3.4	Cycle Counting	Completed. Rich, Katie and Darin have implemented this and it's working well.	Katie	Q1
5.3.5	Evaluate Mapping Solutions/Options for Water	Completed. Brandy and Mary set up an on-site meeting with our NISC account rep and the rep was able to put them in touch with NISC team members that specialized in mapping and could correct our ongoing water mapping issues.	Darin & Brandy	Q4
5.3.6	ACH Withdrawals for customers	Completed. Shiane researched this, did the cost/benefit analysis to see what it was saving the PUD and the customers annually, and then set this new service up.	Shiane	Q2
5.3.7	SmartHub Payment Arrangements Feature	Nothing to report this quarter.	Shiane	Q2
5.4	Records Management			
5.4.1	Identify & digitize documents per budget	Nothing to report this quarter.	Julie	Q4
5.4.2	Clean out the vault	Julie and Kristin have this scheduled for July.	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
5.4.6	In-house training for all employees	Julie received samples of Kristin French's training that she does at PUD 3 and we are working to customize it to our utility and will conduct an all-employee series of trainings by the end of the year.	Kristin/Julie	Q4
5.5	Continue HR & Employee Relations Functions			
5.5.1	Hold benefits meeting/workshops with employees as needed: i.e. open enrollment	Colonial insurance was on-site to meet with employees.	Kristin/Katie	Ongoing
5.5.2	Employee picnic	Completed. Julie did a great job organizing her first picnic event.	Kristin/Julie	Q2
5.5.3	Service Awards	Completed. Recognized two employees for service milestones.	Kristin/Julie	Q2
5.5.4	Two in-house potluck events	Completed.	Julie	Q4

5.5.5	Customer appreciation event	Scheduled for September 27 th . Julie has started ordering supplies and Kristin has begun working on advertising for the event.	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, cash receipting, public records, and electric service line extension policies have all been updated or created. Working on procurement policy and employee handbook for Q3.	Kristin/Katie	Ongoing
5.6	Conservation			
5.6.1	Continue 200 LED streetlights replacements per year	We ran out of conservation funds early. We are able to pre-spend next period's funds to continue this. Darin will do another chunk of replacements before the end of the year. We've been focusing on underground work instead while the weather has been good.	Darin/Teresa	Q4
5.6.2	School partnerships	Done for 2019. Teresa held a conservation workshop with Brinnon Elementary school 5th and 6th graders.	Staff	As needed
5.6.3	Customer appreciation event/public power week	Done. Conservation boxes ordered for the September 27th event. Water conservation kits also ordered and given away in July in coordination with our water conservation mandate.	Katie	Q3
5.6.4	Give a year-end report on the program to staff/board	Nothing to report this quarter.	Katie	Q4
5.7	Canal Comfort Drive			
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
5.8	Website			
5.8.1	Finish refresh of website	Kristin is working with the new web service to complete this. It's about 90% done.	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	Julie is working on collecting all of these as part of our vault clean-out.	Kristin/Julie	Q3
5.9	Public Involvement			
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	Completed- Participated in the Brinnon VFW parade and Forest Festival. If employees are interested, we may do Christmas Parade in Shelton.	Staff	Ongoing
5.9.4	Public Power Week	Have begun advertising for this and have ordered giveaways and conservation kits.	Staff	Ongoing
5.9.5	EDC	Kristin continuing to attend board meetings.	Kristin	Ongoing
5.9.6	Kiwanis	Kristin attended June meeting and presented on the electric rate increase.	Kristin & Jack	2x in 2019 for presentation

5.9.7	WPUDA PUD Day on the Hill	Completed. Attended rotunda booth display and luncheon downstairs.	Joyce	Q1
5.9.8	Port of Hoodport	Completed. Kristin and Jack presented at April meeting to discuss electric rates, water COSA, facilities planning and EV charging grant.	Kristin	1x in 2019 for presentation
5.10	Miscellaneous Items			
5.10.1	Give report to board on IT/Phone Services- revisit pricing and service agreement	Staff is working on this. We've moved a bunch of phone services back to CenturyLink and tech support back to Olympic Telephone. Reviewing IT agreement as well to make sure contract still holds as much value today as before.	Kristin	Q2
5.10.2	Set up recurring supervisor meeting every other month to touch base with crews and set messaging	Occurring every other month. Meetings have led to good discussions on safety, mentoring and positive workplace culture.	Kristin	Ongoing
5.10.3	Go Paperless! Campaign	Just started this in the Summer newsletter.	Kim	Q3
5.10.4	Evaluate kiosks in Brinnon and Belfair	PUD 3 reached out about sharing in the cost of one of these. Shiane is following up with them about a potential site in Belfair.	Shiane	Q2
5.10.5	Evaluate disconnect threshold	Nothing to report this quarter.	Shiane/Julie	Q2
5.10.6	Hire temporary crew for summer	Completed.	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. Reiterated this with Summer newsletter and an outage notice in July. Will do a bill stuffer in Q3.	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.	Multiple staff training on GIS/Work Order process with absence of electrical engineering tech. Kristin set deadline for all front office critical duties to be mapped, cross trained, and exercised by the end of Q3.	All employees	Q3