

# 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. Green items note completion of the task, grey indicates an item is still scheduled to occur, but tabled for a future work plan.

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	<ul style="list-style-type: none"> <li>• Kristin attended the Tri-State WWUC meeting</li> <li>• Ron and Brandy attended WRIA meetings</li> <li>• Met with DOH and Squaxin Island Tribe re: URWSP</li> </ul>	ALL	ALL Qs
1.2	Consolidation			
1.2.1	Approval of Union Regional Water Systems Plan	Progress: Health will approve the plan and Ecology has stated they will not object to its approval. Health said they need more time to finish review. We will then work with Squaxin Island tribe on next steps for streamflow considerations. <b>Moved to early 2020.</b>	Kristin	Q1
1.2.2	Set up Plan for future Consolidations	Completed. Twanoh Consolidation on plan for 2020. We were not selected for the grant for Shelton Springs area. Will reapply next year.	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

<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>
1.4.3	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. Moved to 2020.	Staff	Q3
<b>1.4.4</b>	<b>Hood Canal Main line replacement</b>	<b>Completed for 2019.</b>	<b>Darin</b>	<b>Q2</b>
<b>1.4.5</b>	<b>Monitoring well Union</b>	<b>Completed. Data is being collected.</b>	<b>Darin</b>	<b>Q4</b>
1.4.6	Manzanita to Dalby RD install 8" main with electric project	Moved to 2020.	Darin	Q3
<b>1.4.8</b>	<b>Identify needed tools and resources for budget</b>	<b>Completed. Items ordered. Will be ongoing each budget process.</b>	<b>Darin</b>	<b>Q3</b>
<b>1.4.10</b>	<b>Evaluate free leak detection services from Evergreen Rural Water</b>	<b>Completed. View Ridge Heights &amp; 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.</b>	<b>Darin/Brandy</b>	<b>Q2</b>
<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>
<b>1.4.12</b>	<b>Well House Painting</b>	<b>Completed: View Ridge Heights, Union booster station, Madrona Park, Island Lake Manor, Harstene Retreat</b>	<b>Darin</b>	<b>Q3</b>
<b>1.4.13</b>	<b>Procure &amp; install generators. Union heights and View Crest Beach.</b>	<b>Completed.</b>	<b>Darin</b>	<b>Q2</b>
1.4.14	View Ridge Heights Booster Station	Moved to 2020.	Darin	Q4
<b>1.4.15</b>	<b>Treatment Upgrades- Lake Arrowhead, Canal Mutual, Minerva Terrace, Bayshore</b>	<b>Completed. Treatment systems installed.</b>	<b>Darin</b>	<b>Q2</b>
<b>1.4.16</b>	<b>Well Pump Replacements. Will evaluate and test pumps Q1 to create list.</b>	<b>Done. Lake Arrowhead, Canyonwood, Viewcrest Beach 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.</b>	<b>Darin</b>	<b>Q4</b>
1.4.17	Agate Beach- Lot for reservoir	Been in contact with property owners and they made an offer. Appraisal has been completed. Rob will contact the landowner and finish the process. <b>Should be complete by the end of 1<sup>st</sup> Qtr 2020.</b>	Darin	Q3
<b>1.4.18</b>	<b>Water System Plan- Part A Update</b>	<b>Revised according to DOH comments and resubmitted. Waiting for approval. Plan approved November 26th</b>	<b>Darin/BKI</b>	<b>Q1</b>
<b>1.4.19</b>	<b>Reservoir Cleaning &amp; Inspections. Bellwood, Hamma</b>	<b>Completed: Bellwood A, Cushman Inc (inspected), Hamma Ridge,</b>	<b>Darin</b>	

	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	Harstene Retreat, Highland Park, Hoodsport, Island Lake Manor, Lakewood Heights, Madrona Park, Shadowood, and Vuecrest. The rest moved to 2020 work plan.		
1.4.20	Backflow Device & CCC Campaign Highland Park and Union Ridge	Completed. Sent out enforcement letters to 2018's list of non-compliant properties and are now installing devices for those 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.	Completed: Water system plans submitted: WSP-Part A, Agate Beach, Viewcrest Beach, Twanoh Height, Twanoh Terrace, and Minerva Terrace (currently working on updating Twanoh consolidation, will submit comments and updates. DOH will not review Twanoh Heights or Twanoh Terrace WSP).	BKI	Ongoing
1.4.24	Develop messaging that we are the go-to agency for water: emergencies, questions, advice, SMAs, acquisition, etc.	Kristin was a panelist and a moderator at the WPUDA water workshop. We continue to assist neighboring water purveyors with information sharing and advice. Fielding several inquiries for acquisition.	Kristin & Brandy	Q4
1.4.25	Replace Main line Lake Arrowhead.	PROGRESS: Applied for grant funding through DWSRF to start the mainline replacement project. Project was selected for funding. <b>On schedule for 2020.</b>	Darin/BKI	Q3
1.4.26	Install streamflow monitoring stations	<b>DONE:</b> Installed at Shumacher, Big Bend, and Alderbrook creeks	James	Q3
1.4.26	Shadowood Reservoir coating	<b>DONE</b>	Darin/BKI	Q1
<b>1.5</b>	<b>COSA</b>			
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)	<b>DONE:</b> 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	COSA rates presented at September 10 <sup>th</sup> board meeting. Rate hearing scheduled for November 12 <sup>th</sup> . Rates approved November 27th	Kristin & Katie	Q1
<b>1.6</b>	<b>BKI- Water</b>			
1.6.3	Manzanita to Union transmission Water main	Moved to 2020.	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.	Darin	Q1
1.7.2	Education Campaign for Grinder Pumps	Completed. Sent out to customers.	Brandy	Q1
<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</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. Held meeting scheduled for July with PUD 3 to discuss an agreement to move this forward. Waiting to hear if they want to sign an MOU.	Darin	Q4
<b>2.1.3</b>	<b>Manzanita to union Substation phase 1</b>	<b>Design work is completed. No more work will be done until 2022 and beyond.</b>	<b>Darin</b>	<b>Q3</b>
2.1.2	Substation Solutions Install New Breaker North circuit Duckabush	Breaker is purchased – we moved to a different location for system reliability.	Darin	Ongoing
2.1.4	BIA Easement	Nothing to report this quarter. Have started to fund this for when the time comes, we have cash flow to pay for easement.	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>
<b>2.1.6</b>	<b>Replace URD Alderbrook, Seamount and Olympic Trails</b>	<b>Completed: Alderbrook, Seamount, Dosewallips, Alderney so far. OH to URD conversion at Pt. Whitney as well. Olympic Trails moved to 2020.</b>	<b>Darin</b>	<b>Q4</b>
2.1.7	Install 34/5 kVA regulators on Daley property	Moved to 2020.	Darin	Q3
2.1.8	Union Sub- rebuild remainder of the transmission to 115 kV With Distribution Underbuild	Moved to 2020.	Darin	Q3
<b>2.1.9</b>	<b>Contracted Vegetation Management</b>	<b>Contract awarded. Will be completed by end of year.</b>	<b>Darin</b>	<b>Q4</b>
<b>2.1.10</b>	<b>In-house Vegetation Management</b>	<b>Complete for 2019</b>	<b>Darin</b>	<b>Q4</b>

2.1.11	Danger Tree Removal	Completed – Kemp West and PUD Crew	Darin	Ongoing
2.1.12	New Fuel Management Program	Trying to get bids for a new vendor for this program.	Darin	MOVED TO 2020
<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?	Project opened for registration in December. Project to be commissioned in April 2020. BEF awarded us a \$50,000 grant for low income participants.	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. Also have inquire out to Bonneville Environmental Foundation for a fast charger at the Hoodsport site.	Kristin	If Feasible
<b>2.3</b>	<b>Electrical BKI Engineering</b>			
2.3.1	Manzanita Substation Site Preparation	Completed. Site location complete.	BKI	Q1
2.3.2	Facilities, Phase 2 – Covered Vehicle Storage	Bid awarded. Project to be completed by March 30, 2020. Start date of December 4, 2019	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. SEPA review completed. Waiting for DNR to approve and send invoice.	BKI	
2.3.8	Power Transformer – Manzanita	We decided not to do this due to the cost. Will look at other options in 2020, including some Korean transformers that Tacoma Power and Lakeview Power and Light have started using.	BKI	Ongoing
2.3.9	SPCC Plan Update – 2019	Completed.	BKI	Q1
<b>2.4</b>	<b>Pole &amp; Meter Audits</b>			
2.4.1	Do another round of 3PH/CT meter audits	Completed in Q4. We found and replaced several meters that weren't registering usage correctly. 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	Darin	Q4

		every 5 or so years.		
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 3-5 year deployment that fits in our budget. Reaching out to our neighboring utilities to ask for best practices. Darin and Shiane to visit Lakeview Power & Light to see their system and learn how they rolled theirs out. <b>This is on the 2020 work plan.</b>	Darin/Kristin	Q3
2.4.4	Sell/surplus AMI meters	We are removing equipment but we decided not to surplus it until we have a final AMI plan and are sure that we won't have to re-purchase any of it. We don't want to waste money. This item was evaluated and resolved.	Darin	Q3
2.5	<b>Create Plan for Large Load Customer(s)</b>			
2.5.1	Siting- valuation for lease, easements.	Customer has request into GDRCo. for access permit. Valuation for lease will come after we're sure he's secured access to the site.	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 both this customer and the future development at Pleasant Harbor.	Kristin/BKI	Q1
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.	Completed. BPA has capped our growth so we have instituted a moratorium on high density loads until BPA has resolved that issue and the District can establish policies on how to serve high density loads.	Kristin	Q2
3.0	<b>FACILITIES</b>	<b>Status:</b> 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	<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	<b>Provide re-brief and report on phases to staff/board</b>	<b>Completed in review of facilities plan at February board meeting.</b>	<b>Darin</b>	<b>Q1</b>
3.1.3	<b>Seal coat &amp; stripe parking lot</b>	<b>Completed.</b>	<b>Darin</b>	<b>Q3</b>
3.1.4	<b>Concrete planters in front of building</b>	<b>Completed.</b>	<b>Kristin/Rich</b>	<b>Q2</b>
3.1.5	<b>Exterior Paint buildings- ops building, trim on other buildings</b>	<b>Completed.</b>	<b>Darin</b>	<b>Q3</b>
3.1.6	Fencing Plan	Shadowood completed. Soliciting bids for one section per year for facilities is in the <b>2020 work plan.</b>	Darin	Q1
3.1.7	<b>Re-carpet front office</b>	<b>Completed.</b>	<b>Kristin</b>	<b>Q3</b>
3.1.8	<b>Interior paint front office, patch/repair drywall</b>	<b>Completed.</b>	<b>Kristin</b>	<b>Q3</b>
3.1.9	<b>Repair/replace kitchen area in front office</b>	<b>Completed. Just countertops and leaky faucet. Rest is fine.</b>	<b>Kristin</b>	<b>Q3</b>
3.1.10	<b>Install new door in Woman's Club</b>	<b>Completed</b>	<b>Darin</b>	<b>Q3</b>
3.1.11	<b>Replace window in water office to an opening window</b>	<b>Completed.</b>	<b>Darin</b>	<b>Q3</b>
3.1.12	Repair office doorway drywall/leak in entryway	No budget for this. Will move to 2020.	Darin	Q3
3.1.13	<b>Rebid Landscaping Contract</b>	<b>Completed. They have begun work in Q1.</b>	<b>Kristin</b>	<b>Q1</b>
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	<b>Mow all vaults on highway each year</b>	<b>Completed.</b>	<b>Darin</b>	<b>Q3</b>
3.1.16	Update landscaping along substations/clean sub signs	Completed washed substation signs. We will redo the landscaping at Hoodsport that is overgrown and looks bad by end of the year.	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	Completed. We held two finance committee meetings and will have all committee members present for rate hearing and budget workshop as well.	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	Completed. Will be incorporated in rate hearing and annual budget process.	Kristin/Katie	Q3
4.2.4	Schedule finance committee meetings where needed for review process on COSA	Done. Last one will occur in October.	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	Completed. Approved by finance committee and board through procurement policy.	Katie	Q3
4.3.3	Procurement Policy (use Cowlitz PUD's policy as model)	Completed. Approved by finance committee and board.	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
<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	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
<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 and vehicles 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	Done. 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 – waiting to be invited to submit full application. Applied for consolidation feasibility grants in August. DOH did not fund the feasibility grant, because other applicants had a greater health risk and scored higher. Will apply again in August 2020. Will apply for construction grants in October as soon as WSP-Part A is approved. Will submit pre-application for Hazard Mitigation funding for overhead to underground conversion in October.	Staff	Q1
4.7.2	Evaluate RUS long term capital facility loans	Completed: No need for additional funding sources. Will revisit if we determine a need for capital project loans.	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
<b>4.8</b>	<b>Inventory Process</b>			

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	Completed.	Katie	Q4
4.8.4	IT inventory	Completed.	Katie/HCC	Q4
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.	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	Completed in October.	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
<b>5.2</b>	<b>Continue Disaster Planning</b>			
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	Want to have a more robust exercise with all three departments present. Moved to 2020.	Staff	Q3
5.2.3	Conduct an office-specific safety training	Kim working with safety consultant on list of items to suggest to peers. Completed the earthquake drill and CPR/1 <sup>st</sup> Aid course has been scheduled for December.	Julie/Kim	Q4
5.2.4	Test panic alarms	Completed.	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 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	Moved to 2020. Not comfortable with how it functions yet in its current capacity. Need to find out if we can customize it to meet our business needs.	Shiane	MOVED TO 2020
<b>5.4</b>	<b>Records Management</b>			
5.4.1	Identify & digitize documents per budget	List created. Items ready to be picked up and scanned.	Julie	Q4
5.4.2	Clean out the vault	Completed.	Julie	Q1
5.4.3	Clean out the Outback	Completed. Julie and Joyce have cleaned this up and made sure all the boxes are organized and labeled with the DANS number and destruction dates.	Julie	Q3
5.4.4	Training for Julie	Completed. Attended records managers meeting at WPUDA in October.	Julie	Q4
5.4.5	Evaluate the need/cost for a consultant to assist in organization of recordkeeping (Tara-GHPUD)	Completed. Requests have been put in neighboring PUDs for assistance with contract management.	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. Evaluating possibility of paying for PUD3 or GHPUD to do our training for us since they have full time records managers on staff. Scheduled for January 2020.	Kristin/Julie	MOVED TO 2020

<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	Completed. Open enrollment was in November.	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	Completed.	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, and procurement policy have all been updated or created. <b>Employee Handbook approval will be moved to 2020.</b> Requested assistance through Archbright for WA PD FMLA policy and program management.	Kristin/Katie	Ongoing
<b>5.6</b>	<b>Conservation</b>			
5.6.1	Continue 200 LED streetlights replacements per year	Continuing to replace lights during downtime.	Darin	Q4
5.6.2	School partnerships	Done for 2019. Teresa held a conservation workshop with Brinnon Elementary school 5 <sup>th</sup> and 6 <sup>th</sup> graders.	Staff	As needed
5.6.3	Customer appreciation event/public power week	Done. Conservation boxes ordered for the September 27 <sup>th</sup> 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	Completed – updated to board on December board meeting, and staff at December 18 staff meeting.	Katie	Q4
<b>5.7</b>	<b>Canal Comfort Drive</b>			
5.7.1	Continue the annual drive	Started the 2019 campaign. Will occur through 2020.	Shiane/Kristin	Q3
5.7.2	Evaluate if we should manage this program in-house	Completed. Not ready to do this in house.	Shiane	Q2
5.7.3	Evaluate feasibility of any other type of discount for qualified customers	Created a low-income program for our community solar project. Any other low-income discount would impact the revenue collection from other customer classes. This was not evaluated in the electric COSA. Will revisit if/when new cash streams become available to the PUD that don't impact the revenue requirement.	Shiane/Julie/Katie	Q3
5.7.4	Give year-end report on program to staff	In 2018 we collected \$747.78 in Jefferson County and \$4,831.09 in	Shiane	Q3

		Mason County. This helped assist 37 families this last winter.		
<b>5.8</b>	<b>Website</b>			
<b>5.8.1</b>	<b>Finish refresh of website</b>	<b>Completed.</b>	<b>Kristin</b>	<b>Q1</b>
5.8.2	Spanish Language Page	Moved to 2020.	Kristin/Julie	Q2
5.8.3	ADA	Budgeted for 2020.	Kristin/Julie	Q3
5.8.4	Interlocal Agreements	Moved to 2020.	Kristin/Julie	Q3
<b>5.9</b>	<b>Public Involvement</b>			
5.9.1	Career Day- SHS/Olympic College	Joyce and Kyle attended in November.	Joyce	Q4
5.9.2	Science Fairs	Was not invited to any science fairs this year. Removed from plan.	Staff	If needed
<b>5.9.3</b>	<b>Parades</b>	<b>Completed- Participated in the Brinnon VFW parade and Forest Festival. If employees are interested, we may do Christmas Parade in Shelton.</b>	<b>Staff</b>	<b>Ongoing</b>
<b>5.9.4</b>	<b>Public Power Week</b>	<b>Completed. Handed out conservation kits over the counter.</b>	<b>Staff</b>	<b>Ongoing</b>
<b>5.9.5</b>	<b>EDC</b>	<b>Kristin continuing to attend board meetings and participate in committee work.</b>	<b>Kristin</b>	<b>Ongoing</b>
<b>5.9.6</b>	<b>Kiwanis</b>	<b>Completed. Kristin attended June meeting and presented on the electric rate increase. Crew helped re-install school bell for Kiwanis at Hood Canal School.</b>	<b>Kristin &amp; Jack</b>	<b>1x in 2019</b>
<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 Hoodsport</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>			
<b>5.10.1</b>	<b>Give report to board on IT/Phone Services- revisit pricing and service agreement</b>	<b>Completed – renewed service agreement with HCC. Their quote was almost half the prior year total.</b>	<b>Kristin</b>	<b>Q2</b>
<b>5.10.2</b>	<b>Set up recurring supervisor meeting every other month to touch base with crews and set messaging</b>	<b>Occurring every other month. Meetings have led to good discussions on safety, mentoring and positive workplace culture.</b>	<b>Kristin</b>	<b>Ongoing</b>
<b>5.10.3</b>	<b>Go Paperless! Campaign</b>	<b>Done.</b>	<b>Kim</b>	<b>Q3</b>
5.10.4	Evaluate kiosks in Brinnon and Belfair	PUD 3 reached out about sharing in the cost of one of these. Shiane is	Shiane	Q2

		following up with them about a potential site in Belfair and downtown Shelton. Will roll in to 2020.		
5.10.5	Evaluate disconnect threshold	Moved to 2020. Had new trainee in collections position so we will revisit these policies next year.	Shiane/Julie	Q2
5.10.6	<b>Hire temporary crew for summer</b>	<b>Completed.</b>	<b>Kristin/Darin</b>	<b>Q2</b>
5.10.7	<b>Complete scanning of all customer cards in the vault</b>	<b>Completed.</b>	<b>Trish/Kim</b>	<b>Q4</b>
5.10.8	<b>Start Campaign for Info Gathering for iVUE Messenger</b>	<b>Completed. We use Messenger now.</b>	<b>Kristin/Kim/Shiane</b>	<b>Q2</b>
5.10.9	Training on how to use Messenger	Shiane fully trained. Need to cross train Kristin and Julie in 2020.	Shiane	Q2
5.10.10	<b>Practice back-up support of all cross training duties for front office, operations' engineering techs.</b>	<b>Completed. Multiple staff training on GIS/Work Order process with absence of electrical engineering tech. Ongoing check-in training to retain backup support each quarter scheduled for 2020.</b>	<b>All employees</b>	<b>Q3</b>