

METROPOLITAN UTILITIES DISTRICT
Committee Meetings

8:15 a.m.

January 2, 2020

AGENDA

1. Safety Briefing
2. Roll Call
3. Open Meetings Act Notice

Construction and Operations – Frost, Cavanaugh, Friend

1. Capital Expenditures [Dave DeBoer, SVP & Chief Operations Officer] – **Tab 6**
2. Acceptance of Contracts and Payment of Final Estimates [Dave DeBoer, SVP & Chief Operations Officer] – **Tab 7**
3. Bids on Materials and Contracts [Jon Zellars – Director, Purchasing] – **Tab 8**

Services & Extensions – Howard, Friend, Begley

1. Main Extensions [Cory O'Brien, VP – Engineering & Construction] – **Tab 9**

Personnel – Begley, Frost, Friend

1. Wage and/or Salary Increases and Ratifications [Bonnie Savine, VP – Human Resources] - **Tab 10**
2. 2019 Wage Reopener Recommendations [Bonnie Savine, VP – Human Resources] - **Tab 11**

METROPOLITAN UTILITIES DISTRICT
Regular Meeting

9:00 a.m.

January 2, 2020

AGENDA

- | | |
|------------------------------|--|
| | 1. Roll Call |
| | 2. Open Meetings Act Notice |
| | 3. Pledge of Allegiance |
| | 4. Approval of Minutes – Committee Meetings, Public Hearing & Regular Board Meeting for December 5, 2019 |
| | 5. Election of Chairperson (new Chairperson presides) and Election of Vice-Chairperson |
| CONSTRUCTION & OPERATIONS | 6. Capital Expenditures |
| | 7. Acceptance of Contracts and Payment of Final Estimates |
| | 8. Bids on Materials and Contracts |
| SERVICES & EXTENSIONS | 9. Main Extensions |
| PERSONNEL | 10. Wage and/or Salary Increases and Ratifications |
| | 11. 2019 Wage Reopener Recommendations |
| BOARD | 12. Appointment of Committees |
| | 13. Other Matters of District Business for Discussion |

Adjourn Regular Board Meeting

METROPOLITAN UTILITIES DISTRICT

Minutes of Committee Meetings

December 5, 2019

Safety Briefing

Vice-President of Safety, Security and Business Continuity Shane Hunter provided a briefing regarding safety and security protocol for all individuals in attendance at the Board Meeting in the event of an emergency.

Roll Call

Chairman Tim Cavanaugh called the Committee Meetings to order at 8:15 a.m. On a roll call vote, the following members were present:

Tanya Cook
Dave Friend
Mike McGowan
Gwen Howard
Tim Cavanaugh
Jim Begley
Mark Doyle, Secretary and President

Also present were various members of the staff, representatives from IBEW #1521, and other members of the public.

Mr. Frost was absent.

Open Meetings Act Notice

Chairman Cavanaugh advised those in attendance that a copy of the Open Meetings Act was available on the wall of the Legislative Chamber.

Recognition of United Way Members

Chairman Cavanaugh announced that M.U.D. employees and retirees participated in the District's annual United Way Drive earlier this fall, raising more than \$107,000 in donations. He thanked all those who took part and presented a plaque to the Committee chairperson Geneva Patterson and certificates to each of the Committee members, including Padma Chigurupati (Information Technology), Kyle Crum (Construction), Darrell James (Field Services), Stephanie Lemonds (Accounting), Melissa Polito (Water Pumping), Forrest Roos (Construction), Bill Sargent (Plant Engineering), Caleb Sturgeon (Field Services), and Janetta Walker (Meter Reading). In addition to fundraising, the group also volunteered at the Nebraska Children's Home Society as part of the United Way's Day of Caring by organizing a diaper drive and collecting 4,500 diapers from employees for the Home which provides adoption and fostering assistance and family support services.

Construction and Operations - Frost, Cavanaugh, Friend

Senior Vice-President and Chief Operations Officer Dave DeBoer reviewed the proposed capital expenditures as outlined in his letter to the Committee dated November 22, 2019.

Mr. DeBoer reviewed the proposed acceptance of contracts and payment of final estimates as outlined in his letter to the Committee dated November 19, 2019.

Mr. DeBoer reviewed the proposed amendment to the contract for professional engineering services and general contracting services for the 117th Street propane air plant cavern pump inspections, as outlined in his letter to the Committee dated November 22, 2019. The amendment to the contract ratifies the additional expenditures incurred for repair of the pumps. The extent of the needed repairs was not known at the time the contract was executed because the pumps needed to be removed and shipped to the manufacturer in order for the inspection to take place.

Mr. McGowan questioned the need for maintaining two operational propane air plants in addition to the LNG (liquefied natural gas) plant, which prompted a broader discussion regarding an internal study currently being conducted associated with the potential "rebuild" of the LNG plant and the associated implications on the best way to address our peak shaving needs. Mr. Doyle reported on some of the internal ad hoc committee findings, and indicated the results of the completed study will be shared with the Board in the coming months.

Director of Purchasing Jon Zellars presented the bids for materials and contracts as outlined in his letter to the Committee dated November 22, 2019.

Services and Extensions - Howard, Friend, Begley

Vice-President of Engineering and Construction Cory O'Brien reviewed the proposed main extensions as outlined in his letter to the Committee dated November 22, 2019.

Marketing and Consumer Information

Director of Marketing and Contractor Services Jason Stanek reviewed his letter dated November 21, 2019 outlining the Marketing Department's proposed 2020 budget and highlighting programs that promote and invest in expanded use of natural gas appliances and compressed natural gas (CNG) vehicles, energy efficiency and water conservation.

Personnel - Begley, Frost Friend

Vice-President of Human Resources Bonnie Savine reviewed the proposed wage and/or salary increases and ratifications as outlined in her letter to the Committee dated November 25, 2019.

Judicial & Legislative – Cook, Cavanaugh, Howard

Senior Vice-President and General Counsel Mark Mendenhall presented the updated boundary changes for M.U.D. service territory in his letter to the Committee dated November 25, 2019. Four of the seven M.U.D. voting subdivisions have been modified. Board approval was needed for submission to the appropriate county Election Offices to ensure that customers residing in each of the newly added service areas would be eligible to participate in District elections of M.U.D. representatives.

Public Hearing – Proposed 2020 Gas and Water Budget

Senior Vice-President Joseph Schaffart and Manager of Rates and Regulatory Affairs Geneva Patterson presented the proposed 2020 gas and water budget.

Mr. Schaffart reviewed his December 3, 2019, letter to the Committee entitled “2020 Gas Rate Increase,” explaining that the District is able to manage without a rate increase for 2020, but a proposed increase to “pass through” costs (cost of gas and transportation/delivery costs) is necessary due to a projected increase in the underlying cost of gas as well as a contractual increase for transportation / delivery charges.

Committee of the Whole – Board Meeting Location Discussion

Senior Vice-President and Chief Information Officer Raied Stanley presented updated information on public transportation options and costs for members of the public attending monthly Board Meetings at the new headquarters building at 7350 World Communications Drive. As outlined in his letter to the Committee dated December 5, 2019, the options included Uber for Business and possible extensions of local Metro bus routes.

Chairman Cavanaugh asked whether any Board Member or member of the public had comments to share. There were none.

At 10:00 a.m., Chairman Cavanaugh announced that the Committee Meetings were concluded and the regular Board Meeting would begin in ten minutes.



Mark E. Doyle
Secretary and President

MED/mjm

METROPOLITAN UTILITIES DISTRICT
Minutes of Regular Board Meeting
December 5, 2019

The Board of Directors of the Metropolitan Utilities District of Omaha met in the Legislative Chamber Suite LC-4 in the Omaha Douglas Civic Center at 1819 Harney Street in regular session at 10:10 a.m. on December 5, 2019.

Advance notice of the meeting was posted on the first floor of the Headquarters Building from November 7, 2019 to December 5, 2019. Notice of the meeting was published in *The Omaha World-Herald* on Sunday, November 24, 2019. The agenda of the meeting was available for public inspection at the office of the Secretary and President and delivered to Board Members on November 27, 2019. The agendas and accompanying board documents were posted to the M.U.D. website on November 27, 2019.

AGENDA NO. 1

ROLL CALL

Chairman Tim Cavanaugh called the meeting to order at 10:10 a.m. On a roll call vote, the following members were present:

Tanya Cook
Dave Friend
Mike McGowan
Gwen Howard
Tim Cavanaugh
Jim Begley
Mark Doyle, Secretary and President

Also present were various members of the staff, representatives from IBEW #1521, and other members of the public.

Mr. Frost was absent.

AGENDA NO. 2

OPEN MEETINGS ACT NOTICE

Chairman Cavanaugh advised those in attendance that a copy of the Open Meetings Act was posted on the wall of the Legislative Chamber.

AGENDA NO. 3

PLEDGE OF ALLEGIANCE

Chairman Cavanaugh invited those who wished to participate, to stand and recite the Pledge of Allegiance.

AGENDA NO. 4

APPROVAL OF MINUTES FOR COMMITTEE MEETINGS AND REGULAR BOARD MEETING FOR NOVEMBER 7, 2019

Mr. Friend moved to approve the minutes for the Committee Meetings and regular Board Meeting for November 7, 2019, which was seconded by Mr. Begley and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley

Voting No: None

MINUTES FILE DOCUMENT NO. 137994

AGENDA NO. 5

CAPITAL EXPENDITURES

Mr. Friend moved to approve the capital expenditures as outlined in Mr. DeBoer's letter to the Committee dated November 22, 2019, which was seconded by Ms. Howard and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley

Voting No: None

MINUTES FILE DOCUMENT NO. 137995

AGENDA NO. 6

ACCEPTANCE OF CONTRACTS AND PAYMENT OF FINAL ESTIMATES

Mr. Friend moved to approve the acceptance of contracts and payment of final estimates as outlined in Mr. DeBoer's letter to the Committee dated November 19, 2019. The motion was seconded by Ms. Howard and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley

Voting No: None

MINUTES FILE DOCUMENT NO. 137996

AGENDA NO. 7

AMENDMENT NO. 1 TO THE PROFESSIONAL ENGINEERING SERVICES CONTRACT WITH WSP

Mr. Friend moved to approve the amendment to the contract as outlined in Ms. Henn's letter to the Committee dated November 22, 2019. The motion was seconded by Ms. Howard and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley

Voting No: None

MINUTES FILE DOCUMENT NO. 137997

AGENDA NO. 8**BIDS ON MATERIALS AND CONTRACTS**

Mr. Friend moved to approve the recommendations for the bids on materials and contracts as outlined in Mr. Zellars' letter dated November 22, 2019. The motion was seconded by Mr. Begley and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley

Voting No: None

MINUTES FILE DOCUMENT NO. 137998

AGENDA NO. 9**NOTICE OF PURCHASES BETWEEN \$25,000 AND \$50,000**

Mr. Friend requested that the Notice of Purchases letter dated November 22, 2019, be placed on file.

MINUTES FILE DOCUMENT NO. 137999

AGENDA NO. 10**MAIN EXTENSIONS**

Ms. Howard moved to approve the main extensions as outlined in Mr. O'Brien's letter dated November 22, 2019 which was seconded by Ms. Cook and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley

Voting No: None

MINUTES FILE DOCUMENT NO. 138000

AGENDA NO. 11**2020 MARKETING BUDGET**

Mr. Friend moved to approve the annual Marketing budget as outlined in Mr. Stanek's letter to the Committee dated November 21, 2019. The motion was seconded by Mr. Begley and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley

Voting No: None

MINUTES FILE DOCUMENT NO. 138001

AGENDA NO. 12**WAGE AND/OR SALARY INCREASES AND RATIFICATIONS**

Mr. Begley moved to approve the wage and/or salary increases and ratifications as outlined in Ms. Savine's letter to the Committee dated November 25, 2019. The motion was seconded by Mr. Friend and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley
Voting No: None

MINUTES FILE DOCUMENT NO. 138002

AGENDA NO. 13

DISTRICT BOUNDARY ADJUSTMENT

Ms. Cook moved to approve the proposed District boundary adjustments as outlined in Mr. Mendenhall's letter to the Committee dated November 25, 2019. The motion was seconded by Ms. Howard and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley
Voting No: None

MINUTES FILE DOCUMENT NO. 138003

AGENDA NO. 14

APPROVAL OF 2020 GAS AND WATER BUDGET (RESOLUTION)

Mr. McGowan moved to approve the proposed gas and water budget as discussed during the presentation by Mr. Schaffart and Ms. Patterson during the public hearing. The motion was seconded by Mr. Friend and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley
Voting No: None

MINUTES FILE DOCUMENT NO. 138004

AGENDA NO. 15

APPROVAL OF 2020 GAS RATE INCREASE (RESOLUTION)

Mr. McGowan clarified prior to making his motion that the gas rate increase pertained only to "pass through" costs as discussed in the Committee Meetings and is not due to the District raising the portion of the rates over which it has control. He moved to approve the Resolution authorizing the gas rate increase, which was seconded by Mr. Friend and carried on a roll call vote.

Voting Yes: Friend, McGowan, Cavanaugh, Begley
Voting No: Cook, Howard

MINUTES FILE DOCUMENT NO. 138005

AGENDA NO. 16

BOARD MEETING LOCATION

Chairman Cavanaugh questioned whether a vote was necessary to move forward with the decision to hold future Board Meetings at the new headquarters building at 7350 World Communications Drive. Mr. Friend suggested that the matter be tabled if a vote

was to be taken to ensure all seven Board Members have an opportunity to voice their preference.

Mr. Doyle suggested that the topic was most appropriately one for the Board to decide, and Management would not be offering any specific recommendations other than providing information on the cost to construct and equip a meeting room and gathering information on public transportation options. Mr. Doyle continued that Management needed direction from the Board on the matter but that either location would work, whether it was the downtown Legislative Chamber or the new headquarters location. Chairman Cavanaugh indicated his preference was to move forward with the new headquarters location and questioned the need for a year to prepare the space. Mr. Doyle responded that remodeling and reconstruction at the new headquarters was being conducted in phases. All employees currently occupying workspace on the ground level will eventually be moved to the upper levels as work space becomes available, thereby making space available on the ground floor to convert to a meeting room.

Further discussion took place regarding the costs associated with the relocation. No vote was taken.

MINUTES FILE DOCUMENT NO. 138006

AGENDA NO. 17

OTHER MATTERS OF DISTRICT BUSINESS FOR DISCUSSION

Chairman Cavanaugh asked if any Board Members or any members in the audience had any comments to share. There were none.

Mr. Friend moved to adjourn the regular Board Meeting which was seconded by Ms. Cook and carried on a roll call vote.

Voting Yes: Cook, Friend, McGowan, Howard, Cavanaugh, Begley

Voting No: None

MINUTES FILE DOCUMENT NO. 138007

The regular board meeting and public hearing were adjourned at 10:42 a.m.


Mark E. Doyle
Secretary and President

MED/mjm

METROPOLITAN UTILITIES DISTRICT

Inter-Department Communication

December 16, 2019

Subject: CAPITAL EXPENDITURES

To: Committee on Construction and Operations
cc: all Board Members, Doyle, Mendenhall, Schaffart, Ausdemore, Stanley and all Vice Presidents

From: Dave W. DeBoer, Senior Vice President, Chief Operations Officer

The following items will be on the January 2, 2019 Committee Agenda for consideration and the January 2, 2019 Board Agenda for approval:

ANNUAL AUTHORIZATIONS

1. 100072000862 - \$1,000,000 – Crossbore inspection and repairs at various locations around the District's gas distribution system, March 1, 2020 through February 28, 2021. A crossbore occurs when a gas or water pipe is installed using a trenchless installation method and that pipe inadvertently penetrates or damages a sanitary sewer lateral. A sanitary sewer lateral is the pipe that connects a home or building to the sanitary sewer main line which is typically located under the street. This type of crossbore occurs because sewer laterals are not located when calling Digger's Hotline since they are owned by each individual homeowner rather than by a specific entity. A crossbore poses a danger because a person could sever the gas pipe when using mechanical cleaning equipment to clean the sewer lateral and thus cause a harmful release of natural gas into a home. These inspections will involve one or two professional plumbing companies inserting small cameras into sewer laterals and televising each lateral between a house's foundation and the sanitary sewer main. During the inspections, the contractors will be looking for crossbores and/or damage that may have occurred due to the District's construction work in the area.

2. 100082000000 and associated job numbers - \$12,717,000 – 2020 annual authorization for gas service installations. This request is for all commercial and residential gas services installations for 2020, including new installations, replacements and reconnections. Approximately \$2,625,000 is for new installations, \$2,050,000 is for the replacement of leaking gas services, and in conjunction with infrastructure replacement, \$7,950,000 to replace gas services and \$92,000 to reconnect gas services.

3. 100080000000 and associated job numbers - \$1,900,000 – 2020 annual authorization for gas meters and regulators. This request is for material, meters and labor associated with all customer gas meters and regulators in 2020. This expenditure includes the purchase and installation costs of all gas meters and regulators for new customers and customers impacted by our infrastructure replacement program. The purchase of all replacement meters as part of our meter change-out program is also included in this request.

4. 100097000000 and associated job numbers - \$5,475,000 – 2020 annual authorization for reconnection and replacement of water services. This request is for the reconnection and replacement of water services required in conjunction with water main relocation and infrastructure replacement projects.

INFRASTRUCTURE REPLACEMENT – ANNUAL AUTHORIZATIONS

1. 10009200XXXX and 10004200XXXX - \$12,446,000 – 2020 annual authorization for gas infrastructure replacement. These mains will be replaced as part of the District's Infrastructure Replacement Program. This is a request for an annual blanket authorization for various projects throughout the District's gas distribution system to replace approximately 40 miles of low- and high-pressure cast iron gas mains with high-pressure plastic gas mains by District crews and Q3 Contracting, Inc. The scope of individual projects may range from several hundred feet to several miles, depending on circumstances. Individual projects will be authorized by Management before work commences.

2. 10009300XXXX and 10004100XXXX - \$19,950,000 – 2020 annual authorization for water infrastructure replacement. These mains will be replaced as part of the District's Infrastructure Replacement Program. This is a request for an annual authorization for various projects through the District's water distribution system. Of the 13 miles of work slated for 2020, approximately 5.25 miles is planned for construction by District crews with the remainder being completed by outside contractors. The scope of individual projects may range from several hundred feet to a mile or more. Individual projects will be authorized by Management before work commences.

With approval of this annual authorization, the Board will be provided with regular periodic updates on the individual projects processed.

SYSTEM IMPROVEMENTS

1. 100093001271 and associated job numbers - \$1,194,000 – Install 4,920 feet of 6- and 8-inch water main, 78th Street, Pacific Street to Mercy Road. This work is required to eliminate conflicts with proposed grading, paving and storm sewer work for a City of Omaha project. All work will be joint contracted with the City of Omaha. This work is not reimbursable as the mains are in public right-of-way.

2. 100051001047 - \$81,700 – Install 24-inch gate valve and 6-inch run-around piping, 30th Street and Interstate 480 on ramp. The installation of this valve will limit an otherwise long shutdown while the 24-inch steel transmission main on the Douglas Street Bridge over Interstate 480 is slip-lined. The 6-inch run-around piping will provide a needed feed into the midtown area when the new valve is closed. Without the slip-lining work, large customers would be entirely without water and the midtown area would be inadequately supplied when the transmission main is shut down.

3. 100053001412 and 10067001393 - \$150,000 – Install 400 feet of 12-inch water main in 192nd Street between Harney and Leavenworth Streets. This work is required to eliminate conflicts with proposed grading, paving and storm sewers being done for a Douglas County project. This work is not reimbursable as the mains are in public right-of-way.

4. 100093001276 and associated job numbers - \$742,000 – Install 875 feet of 6- and 8-inch water mains, two 16-inch vertical offsets, 2,780 feet of 2- and 4-inch gas main and 125 feet of 3-inch gas main, 157th Street to N. Molley Street, Warehouse Street to C.W. Hadan Drive. This work is required to eliminate conflicts with proposed grading, paving and storm sewers being done for a City of Bennington project. As part of this project, the District entered into an agreement with the City of Bennington to redesign and realign the sewer to avoid 1,200 feet of 16-inch water main relocation for an estimated cost of \$16,355.63. There will be 24

residence and three commercial gas services replaced and connected to the new gas main for an estimated cost of \$97,000. There will be six residential and two commercial water services reconnected to the new main at an estimated cost of \$30,000.

5. 100093001297 and associated job numbers - \$529,500 – Install 600 feet of 12-inch water main and 1,110 feet of 4-inch gas main, 11th to 12th Streets, Jackson to Jones Streets. This work is required to eliminate conflicts with proposed grading, paving, brick replacement and storm sewers being done for a City of Omaha project. Five commercial gas services will be replaced and connected to the new gas main at an estimated cost of \$25,000. Two commercial water services will be reconnected to the new water main at an estimated cost of \$12,000.

6. 100053001437 and associated job numbers - \$110,000 – Offset 150 feet of cast iron water main with ductile iron water main at three locations and install 570 feet of 2- and -inch gas main, 60th Avenue to 56th Street, Taylor to Ruggles Streets. This work is required to eliminate conflicts with proposed grading, paving and storm sewers being done for a City of Omaha project. Eleven residential gas services will be replaced and connected to the new gas mains at an estimated cost of \$33,000. This work is not reimbursable as the mains are in public right-of-way.

BUILDINGS, PLANTS AND EQUIPMENT

1. 100085000651 - \$200,000 – Install smoke detection systems at eight pumping stations per Affiliated FM reports. There currently are no fire detection systems in eight pump stations. District property insurance providers have recommended that fire detection systems be installed at all pump stations.

2. 100086000728 - \$265,000 – Migration to Click Field Service Edge. The current Click Software solution at the District runs on Microsoft Silverlight. Microsoft confirmed that Silverlight is going to end support in October 2021. In January 2020, Silverlight will only be supported on Internet Explorer 11. This project consists of selecting a partner to migrate our current on-premise Click solution to Click Field Service Edge on the cloud.

3. 100083001079 and 100083001080 - \$1,360,322 – Design and construction of 36th and Edna Pump Station electrical upgrades. The natural gas engine for the number 3 pump and the electrical distribution equipment are original to the mid-1960s and is nearing the end of its useful service life. The District has had trouble continuing maintenance and procurement of replacement parts in the event of an equipment failure. A feasibility study recommended that the complete electrical distribution be replaced, and the obsolete natural gas driver be replaced with a new electric motor and backup diesel generator that can be used for any of the three existing pumps in the event the station loses power.

4. 100083001068 - \$540,000 – Professional engineering services for the design and construction phase services for the West Dodge Road Pump Station, 156th and West Dodge Road. The proposed pump station would be constructed on a tract of land purchased from Lifegate Church, approved at the September 2018 Board Meeting, and would be large enough to house four pumps. This size pump station would meet future supply requirements for the significant developmental growth in the northwest metropolitan area, as well as allow for redundancy and backup pumps to be available during the maintenance or repair of a pump in zone 3 during the peak season.

This request is for approval to hire an engineering firm to perform the design of the pump station, develop construction drawings and specifications, and provide construction phase services. The current schedule is to begin the design process in coordination with the completion of a hydraulic model that is currently being developed.

In order to select a consultant, Engineering solicited Request for Qualifications and Proposals from multiple engineering firms. After reviewing and evaluating the proposals obtained, Olsson was determined to be the best firm to perform these services. Approval of this request will allow the President to enter into a Professional Services Agreement with Olsson for the design and construction phase services for the West Dodge Road Pump Station.

5. 100084001258 - \$500,000 – Facilities security replacement and upgrade, District facilities. The current security system that controls access to District facilities through security card readers requires an enhancement due to the upgrade of the District's operating system to Windows 10. The current security access control system operates under Windows 7 and will no longer be supported after January 14, 2020. The system will be upgraded from the current AMAG proprietary platform with the Genetec open platform security access control system. Utilizing an open platform system will allow expansion and enhancements to the system utilizing other viable equipment manufacturers and service providers. The project will include the replace of various card readers not supported through the new system while retaining various enclosures and multi-class readers reducing the overall cost of the project. This project includes all District facilities with the exception of the new headquarters. Security of the headquarters will be part of the overall renovation and remodeling of the headquarters building. We are requesting the President be authorized to enter into a contract with Prime Communications to install the upgraded security access control system.



Dave W. DeBoer
Senior Vice President, Chief Operations Officer

Approved:



Mark E. Doyle
President

METROPOLITAN UTILITIES DISTRICT

Inter-Department Communication

December 20, 2019

Subject: ACCEPTANCE OF CONTRACTS AND PAYMENT OF FINAL ESTIMATES

To: Committee on Construction and Operations
cc: all Board Members, Doyle, Mendenhall, Schaffart, Ausdemore, Stanley and all Vice Presidents

From: Dave W. DeBoer, Senior Vice President, Chief Operations Officer

Work has been satisfactorily completed on the following contracts and final payment is recommended:

| Contract | Board Approval Date | Amounts | | |
|---|---------------------|-----------------|--------------|-------------|
| | | *Unit Price Bid | Actual | Final |
| a. Est. 2 - Cedar Construction, 100055001271, Install water mains in Chestnut Hills, 174 th Ave. and State St. | May 1, 2019 | \$248,637.00 | \$246,028.15 | \$12,871.41 |

Comments: There was a reduction in unit quantities of \$2,608.85.

| Contract | Board Approval Date | Amounts | | |
|--|---------------------|-----------------|-------------|-------------|
| | | *Unit Price Bid | Actual | Final |
| b. Est. 2 - Tab Construction, 100055001257, Install water mains in Coventry Ridge Phase 3, 210 th and Polk Sts. | May 2, 2018 | \$55,110.00 | \$57,560.05 | \$15,000.02 |

Comments: There was a reduction in unit quantities of \$732.20 and increases of \$3,182.25 for increased material cost and removal and replacement of sidewalk.

| Contract | Board Approval Date | Amounts | | |
|---|---------------------|-----------------|-------------|------------|
| | | *Unit Price Bid | Actual | Final |
| c. Est. 2 - Kersten Construction, 100055001266, Install water mains in Coventry Replat 10, 205 th St. and Coventry Dr. | March 6, 2019 | \$73,232.00 | \$68,934.54 | \$5,906.79 |

Comments: There was a reduction in unit quantities of \$4,887.00 and an increase of \$589.54 for seeding furnishing and installing erosion control blankets and furnishing backfill material.

| Contract | Board Approval Date | Amounts | | |
|---|---------------------|-----------------|--------------|-------------|
| | | *Unit Price Bid | Actual | Final |
| d. Est. 4 - Kersten Construction, 100055001246, Install water mains in Lions Gate, 48 th St. and Helwig Ave. | May 2, 2018 | \$455,387.00 | \$442,643.20 | \$30,001.01 |

Comments: There was a reduction in unit quantities of \$15,635.80 and an increase of \$2,892.00 for seeding and furnishing and placing crushed rock for trench subgrade.

| Contract | Board Approval Date | Amounts | | |
|---|---------------------|-----------------|--------------|-------------|
| | | *Unit Price Bid | Actual | Final |
| e. Est. 3 - Cedar Contracting, 100055001186, 100055001224-5, 100065001578, Install water mains in LaVista City Centre Phase 2, 83 rd St. and Brentwood Dr. | May 2, 2018 | \$198,810.50 | \$207,999.70 | \$17,010.56 |

Comments: There was an increase in unit quantities of \$703.20 and an increase of \$8,486.00 to install water mains, air tap and vault and installation and removal of a temporary flush hydrant and to remove and replace sidewalk.

| Contract | Board Approval Date | Amounts | | |
|--|---------------------|-------------------|---------------|--------------|
| | | *Bid + Unit Price | Actual | Final |
| f. Est. 4 – McGill Restoration, WP 1643, 100083001096, Rehabilitation of Basin 1 at Florence Water Treatment Plant | June 5, 2019 | \$2,244,244.00 | \$2,698,266.2 | \$689,706.22 |

Comments: Bids for this job were taken as a lump sum with estimated quantities for unit priced items that could not be accurately determined beforehand. During construction a considerable amount of spalling was discovered as the top layer of concrete was removed. Additional unit quantities in the amount of \$454,022.20 are included for removal of this unsound material and replacement with shotcrete as priced in the bid.

**Based upon Engineering's estimated unit quantities.*



Dave W. DeBoer
Senior Vice President, Chief Operations Officer

Approved:


 Mark E. Doyle
 President

METROPOLITAN UTILITIES DISTRICT
Inter-Department Communication

December 19, 2019

Subject: BIDS ON MATERIALS AND CONTRACTS DURING THE MONTH OF DECEMBER

To: Construction & Operations Committee
cc: All Board Members, Doyle, Ausdemore, DeBoer, Mendenhall, Schaffart, Stanley
and all Vice Presidents

From: Jon A. Zellars, Director, Purchasing

The following items will be on the January 2, 2020 Committee Agenda for consideration and the January 2, 2020 Board Agenda for approval. The recommended bid is bolded and listed first.

WATER/GAS MAIN CONTRACTS

| <u>Item</u> | <u>Bids Sent / Rec'd</u> | <u>Bidders</u> | <u>Bid Amount</u> |
|---|-------------------------------------|---|--|
| Install Water Mains in Fountain Ridge West Lot 1, N. 192 nd Street and N. HWS Cleveland Boulevard 100055001311 WP1704 Engineering Estimate: \$262,855.00 (A C&A in the amount of \$304,950.00 will be presented to the Board on January 2, 2020 for approval.) | 18/2 | Kersten Construction Cedar Construction | \$240,409.00 \$262,313.00 |
| Install Water Mains in Lot 2 Ginger Creek Replat 1, N. 164 th and Pinkney Streets 100055001312 100051001045 WP 1707 Engineering Estimate: \$70,115.00 (A C&A in the amount of \$82,682.00 will be presented to the Board on January 2, 2020 for approval.) | 18/3 | Pat Thomas Constr. Cedar Construction Kersten Construction | \$56,885.60 \$72,652.00 \$96,683.00 |

| | | |
|---|------|--|
| Install Water Mains in The Villas of Piney Creek, N. 200 th Avenue and Piney Creek Drive 100055001314 WP1709 Engineering Estimate: \$144,365.00 (A C&A in the amount of \$158,945.00 will be presented to the Board on January 2, 2020 for approval.) | 18/2 | Kersten Construction \$122,470.00 Cedar Construction \$129,863.00 |
|---|------|--|

JOINT CONTRACT

| <u>Item</u> | <u>Bids Sent / Rec'd</u> | <u>Bidders</u> | <u>Bid Amount</u> |
|--|------------------------------|--|-------------------|
| Joint Contract – City of Omaha Project OPW 52281; 78 th Street Improvement, Pacific Street to Mercy Road 100093001271 100053001417 100041000058 100067001398 R1975 Engineering Estimate: \$1,160,000.00 (A C&A in the amount of \$1,194,000.00 will be presented to the Board on January 2, 2020 for approval.) | 2/2 | TAB Construction \$795,769.05 L.G. Roloff Construction 1,043,951.50 | |

INFORMATION TECHNOLOGY

| <u>Item</u> | <u>Bids Sent / Rec'd</u> | <u>Bidders</u> | <u>Bid Amount</u> |
|---|------------------------------|----------------|---------------------|
| Annual Microsoft License Renewal (Year 3 of 3 Year Contract) | 1/1 | CDW-G | \$206,372.76 |

OTHER

| <u>Item</u> | <u>Bids Sent / Rec'd</u> | <u>Bidders</u> | <u>Bid Amount</u> |
|--|------------------------------|--|-------------------|
| Three (3) 24" M.J. Resilient Seated Gate Valves | 5/5 | Mueller \$40,757.49 Omaha WinWater 42,345.00 American Underground 42,735.00 Clow 44,739.00 Kennedy 47,091.00 | |

36th and Edna Pump Station
Upgrade
100083001079 10083001080
WP 1630

13/1

Commonwealth Elec. \$1,022,525.00

(A C&A in the amount of \$1,360,322.00 will be presented to the Board on January 2, 2020 for approval.)

ANNUALS

| <u>Item</u> | <u>Bids Sent / Rec'd</u> | <u>Bidders</u> | <u>Bid Amount</u> |
|---|------------------------------|------------------|-------------------|
| Polyethylene Pipe (January 1, 2020 to December 31, 2020) Extension #1 | 1/1 | Performance Pipe | \$507,833.80 |
| Traffic Model Fire Hydrant Item 17-210-00 (168 Units) (January 1, 2020 to December 31, 2020) Extension #1 | 1/1 | Clow | \$226,050.72 |
| Water Meters w/ERT (Sizes 5/8", 3/4", 1", 1-1/2" & 2") (January 1, 2020 to December 31, 2020) Extension #2 | 1/1 | Badger Meter | \$1,344,850.00 |



Jon A. Zellars
Director, Purchasing
(402) 504-7253

Approved:



Joseph J. Schaffart
Senior Vice President, CFO



Mark E. Doyle
President

METROPOLITAN UTILITIES DISTRICT

Inter-Department Communication

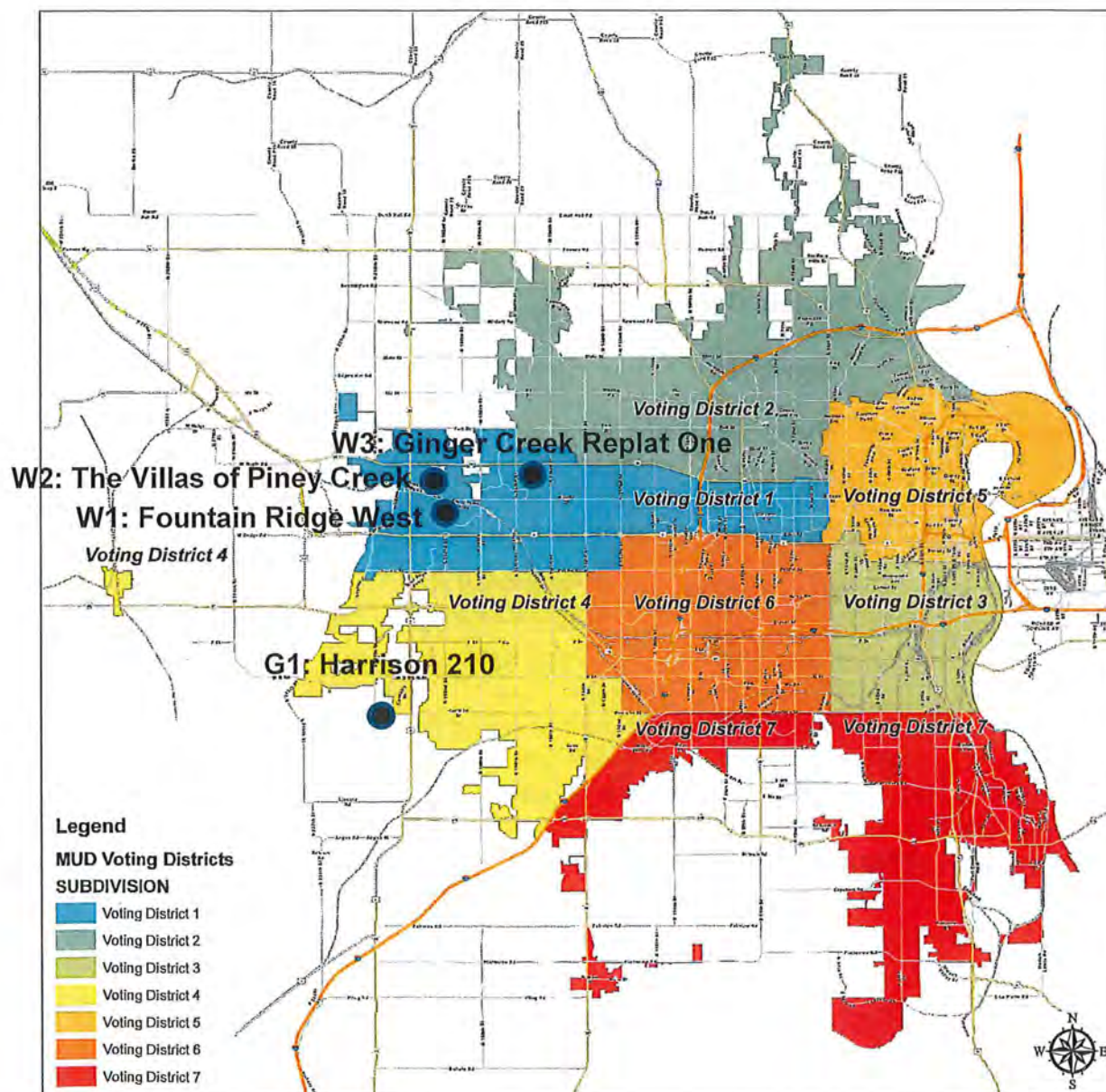
December 23, 2019

Subject: MAIN EXTENSIONS

To: Services and Extensions Committee
cc: All Board Members, Doyle, Mendenhall, Schaffart, Ausdemore, DeBoer, Stanley
and all Vice Presidents

From: Cory J. O'Brien, Vice President, Engineering and Construction

The following main extensions will be on the January 2, 2020 Committee Agenda for consideration and the January 2, 2020 Board Agenda for approval:



| GAS | | | | | | |
|---|----------------|-----------------|----------------------|--------------------|---------------------------|------------|
| | Project Number | Total Estimated | Cost | | Revenue Credits Developer | Deficiency |
| | | | Developer Equivalent | Developer Estimate | | |
| 1. | GP 2466 | \$200,431 | \$182,362 | \$161,177 | \$563,087 | \$0 |
| Voting District 4, Cavanaugh: This main is being installed to provide gas service to 258 single-residence lots in Harrison 210 Subdivision, 213 th and Harrison Streets. Management is recommending oversizing approximately 1,870 feet of main as a 4-inch main at an estimated District cost of \$18,069. (City of Omaha zoning, Celebrity Homes) | | | | | | |

| WATER | | | | | |
|-------|---|--------------|------------------------|---------------------------|-------------|
| | Project Number | Project Cost | Applicant Contribution | Construction by Applicant | M.U.D. Cost |
| | WP 1704 | \$335,222 | \$335,222 | \$0 | \$0 |
| 1. | Voting District 1, Begley: These mains are being installed to provide domestic water service and fire protection to one commercial lot in Fountain Ridge West Subdivision, 192 nd and H.W.S. Cleveland Boulevard. There is a pioneer main fee of \$30,272 due to the existing 30-inch water mains in Pacific Street and 192 nd Street. (City of Omaha zoning, Fountain II, LLC) | | | | |
| | WP 1709 | \$193,384 | \$193,384 | \$0 | \$0 |
| 2. | Voting District 1, Begley: These mains are being installed to provide domestic water service and fire protection to 60 single-residence lots in The Villas of Piney Creek, 200 th Avenue and Piney Creek Drive. There is a pioneer main fee of \$34,439 due to the existing 30-inch water mains in Pacific Street and 192 nd Street. (City of Omaha zoning, Lonetree Holdings, LLC) | | | | |
| | WP 1707 | \$82,682 | \$60,301 | \$0 | \$22,381 |
| 3. | Voting District 1, Begley: About 460' of this main is being installed to provide domestic water service and fire protection to a day care on lot 2 of Ginger Creek Replat One, 164 th and Pinkney Street. About 180' of this main is being installed to extend the proposed main to the end of the block to interconnect the mains for reliability and increased fire flow to the area. The District will cover this cost and will be reimbursed when abutting property requests service. (City of Omaha zoning, Spire Fountain, LLC) | | | | |



Cory J. O'Brien
Vice President, Engineering and Construction

Approved:



Dave W. DeBoer
Senior Vice President, Chief Operations Officer



Mark E. Doyle
President

METROPOLITAN UTILITIES DISTRICT
Inter-Department Communication

December 23, 2019

Subject: Wage and/or Salary Increases and Ratifications, January 2020 Board Meeting

To: Personnel Committee members Begley, Friend, and Frost

cc: Board Members Cavanaugh, Cook, Howard, and McGowan

President Doyle, and Senior Vice Presidents Ausdemore, DeBoer, Mendenhall, Schaffart and Stanley

From: Bonnie Savine, Vice President, Human Resources

The Human Resources Department is recommending the Board of Directors approve the wage or salary increases outlined below. All positions involve District employees earning more than \$10,000 per year and therefore require your approval.

1. Operating and Clerical (OAC) Wage Increases Due To Promotion

The Human Resources Department is recommending the Board of Directors approve wage increases for the following Employees within the OAC classification. These wage increases are based on a job selection process, are in compliance with the Collective Bargaining Agreement, and are made following the posting and application process for a job opening in the District. The effective date for these increases will be the beginning of the next OAC pay period following Board approval.

| | |
|---------------------------------------|--|
| Employee: | James Bartman |
| Current position (department): | Gas Plant Engineer (Gas Production) |
| New position (department): | Gas Instrument Technician (Gas Production) |
| Current rate; step/grade: | \$41.77; Step 04 |
| Proposed rate; step/grade: | \$43.86; Step 04 |
| Percent of increase: | 5.00% |
| District hire date: | December 28, 1998 |

| | |
|---------------------------------------|--|
| Employee: | Joey Blecha |
| Current position (department): | Plant Maintenance Person II (Platte West) |
| New position (department): | Plant and Wellfield Maintenance Worker (Platte West) – Re-classification |
| Current rate; step/grade: | \$33.34; Step 04 |
| Proposed rate; step/grade: | \$33.96; Step 04 |
| Percent of increase: | 1.85% |
| District hire date: | March 27, 1995 |

| | |
|---------------------------------------|---|
| Employee: | William Brennan |
| Current position (department): | Gas Distribution Crew Leader (Gas Distribution) |
| New position (department): | Gas Distribution Crew Leader (Gas Distribution) – Re-classification |
| Current rate; step/grade: | \$41.03; Step 04 |
| Proposed rate; step/grade: | \$41.62; Step 04 |
| Percent of increase: | 1.43% |
| District hire date: | September 23, 1996 |

Employee: **Colan Carpenter**
Current position (department): Gas Distribution Crew Leader (Gas Distribution)
New position (department): Gas Distribution Crew Leader (Gas Distribution) – Re-classification
Current rate; step/grade: \$41.03; Step 04
Proposed rate; step/grade: \$41.62; Step 04
Percent of increase: 1.43%
District hire date: December 4, 2000

Employee: **Guilivado Carrera**
Current position (department): Gas Distribution Crew Leader (Gas Distribution)
New position (department): Gas Distribution Crew Leader (Gas Distribution) – Re-classification
Current rate; step/grade: \$41.03; Step 04
Proposed rate; step/grade: \$41.62; Step 04
Percent of increase: 1.43%
District hire date: May 7, 1990

Employee: **Christopher Ethen**
Current position (department): Pipe Layer Trainee (Construction)
New position (department): Customer Service Clerk I (Customer Service)
Current rate; step/grade: \$21.82; Entry
Proposed rate; step/grade: \$23.62; Step 01
Percent of increase: 8.25%
District hire date: April 1, 2019

Employee: **Steven Glup**
Current position (department): Gas Distribution Crew Leader (Gas Distribution)
New position (department): Gas Distribution Crew Leader (Gas Distribution) – Re-classification
Current rate; step/grade: \$41.03; Step 04
Proposed rate; step/grade: \$41.62; Step 04
Percent of increase: 1.43%
District hire date: September 5, 2000

Employee: **David Miller**
Current position (department): Gas Plant Engineer – Odorant (Gas Production)
New position (department): Gas Instrument Technician (Gas Production)
Current rate; step/grade: \$41.77; Step 04
Proposed rate; step/grade: \$43.86; Step 04
Percent of increase: 5.00%
District hire date: September 10, 2001

| | |
|---------------------------------------|--|
| Employee: | Che Torchia |
| Current position (department): | Maintenance Mechanic II (Maintenance) |
| New position (department): | Sr. Maintenance Mechanic (Maintenance) |
| Current rate; step/grade: | \$40.59; Step 04 |
| Proposed rate; step/grade: | \$42.52; Step 04 |
| Percent of increase: | 4.75% |
| District hire date: | June 2, 2003 |

2. Operating and Clerical (OAC) Wage Increases Due To Job Transfer

The Human Resources Department is recommending the Board of Directors approve wage increases for the following Employees within the OAC classification. A transferring employee who is at less than Standard Wage will be moved to an equal rate in the new job classification or, if there is not an identical wage rate, to the nearest higher wage rate in the new job classification. These wage increases are based on a formal selection process, are in compliance with the Collective Bargaining Agreement, and are made following the posting and application process for a job opening in the District. The effective date for these increases will be the beginning of the next OAC pay period following Board approval.

There are no recommendations for approval this month

3. Operating and Clerical (OAC) Wage Increases Due To Job Progression

The Human Resources Department is recommending the Board of Directors approve the following wage increases for the OAC employees who have successfully completed required training and who have been recommended by their supervisor for promotion as they progress within their job family. All increases are based on the bargaining unit wage structure. The effective date for these increases will be the beginning of the next OAC pay period following board approval.

| | |
|---------------------------------------|--|
| Employee: | Paul Contreras |
| Current position (department): | Gas Maintenance Trainee (Gas Distribution) |
| New position (department): | Gas Maintenance Worker (Gas Distribution) |
| Current rate; step/grade: | \$28.47; Step 04 |
| Proposed rate; step/grade: | \$31.67; Step 01 |
| Percent of increase: | 11.24% |
| District hire date: | September 20, 2004 |

4. Supervisory, Professional and Administrative (SPA) Salary Increases Due To Job Promotion

The following SPA employees are selected for promotion. It is recommended the President be authorized to increase the salary of these employees. These SPA positions have been evaluated, graded, appropriate job descriptions completed, and posting guidelines fulfilled. The effective date for these salaries will be the beginning of the next SPA pay period following board approval.

| | |
|---------------------------------------|---------------------------------------|
| Employee: | Lettice Blair |
| Current position (department): | Administrative Clerk IV (Purchasing) |
| New position (department): | Purchasing Administrator (Purchasing) |
| Current rate; step/grade: | \$29.37; Step 04 |
| Proposed rate; step/grade: | \$64,145; SPA - 01 |
| Percent of increase: | 5.00% |
| District hire date: | June 26, 2006 |

| | |
|---------------------------------------|---|
| Employee: | Brad Hopkins |
| Current position (department): | Water Plant Engineer (Water Pumping) |
| New position (department): | Water Plant Shift Foreman (Water Pumping) |
| Current rate; step/grade: | \$40.25; Step 04 |
| Proposed rate; step/grade: | \$87,906; SPA - 03 |
| Percent of increase: | 5.00% |
| District hire date: | June 15, 2009 |

| | |
|---------------------------------------|---------------------------------------|
| Employee: | Mark Kriegler |
| Current position (department): | Field Engineer I (Plant Engineering) |
| New position (department): | Field Engineer II (Plant Engineering) |
| Current rate; step/grade: | \$75,319; SPA - 01 |
| Proposed rate; step/grade: | \$79,085; SPA - 02 |
| Percent of increase: | 5.00% |
| District hire date: | April 26, 2010 |

| | |
|---------------------------------------|---|
| Employee: | Masahide Niiya |
| Current position (department): | Director, Infrastructure Integrity (Infrastructure Integrity) |
| New position (department): | Director, Infrastructure Integrity (Infrastructure Integrity) – Job Re-evaluation |
| Current rate; step/grade: | \$121,843; SPA 07 |
| Proposed rate; step/grade: | \$127,935; SPA 08 |
| Percent of increase: | 5.00% |
| District hire date: | May 15, 2000 |

| | |
|---------------------------------------|---|
| Employee: | Theodore Wiles |
| Current position (department): | Sr. Customer Service Technician (Field Services) |
| New position (department): | Field Foreman, Field Services (Field Services Administration) |
| Current rate; step/grade: | \$42.18; Step 04 |
| Proposed rate; step/grade: | \$92,121; SPA - 04 |
| Percent of increase: | 5.00% |
| District hire date: | May 23, 1988 |

5. Supervisory, Professional and Administrative (SPA) New Hire Ratification

Board of Director Ratification of salaries, for new SPA employees hired from outside the District, is required to confirm the salary within the grade established for the position. Authorization to ratify the annual salary of SPA employees hired from outside the District will be requested each month, if appropriate.

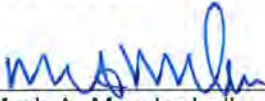
| | |
|---------------------------------------|--|
| Employee: | Samuel Blair |
| Current position (department): | Engineer I – Engineering Design (Engineering Design) |
| Current rate; step/grade: | \$65,283; SPA - 02 |
| District hire date: | December 16, 2019 |

| | |
|---------------------------------------|---------------------------------------|
| Employee: | Tammie Hinline |
| Current position (department): | Safety Technician (Safety & Security) |
| Current rate; step/grade: | \$67,000; SPA - 02 |
| District hire date: | December 16, 2019 |



Bonnie Savine
Vice President, Human Resources

APPROVED:



Mark A. Mendenhall
Senior Vice President, General Counsel



Mark E. Doyle
President

METROPOLITAN UTILITIES DISTRICT

December 23, 2019

Subject: 2019 BARGAINING UNIT WAGE RE-OPENER

To: Personnel Committee members Begley, Friend, and Frost

cc: Board Members Cavanaugh, Cook, Howard, and McGowan
President Doyle, and Senior Vice Presidents Ausdemore, DeBoer,
Mendenhall, Schaffart and Stanley

From: Bonnie Savine, Vice President, Human Resources

The District's Collective Bargaining Agreement with the IBEW #1521 ("Agreement") includes language that an annual wage re-opener will be conducted each year. This language provides the opportunity for employees occupying positions covered by the Agreement to petition a committee consisting of two (2) union and two (2) management representatives to adjust the pay for their position based upon significant changes in their respective duties and responsibilities that have taken place since either the date the job description was created or last updated. Supervisors and employees meet with the Committee to present their position(s) and to answer any questions the Committee may have. In accordance with the Labor Agreement language, the Committee as a whole must agree to the adjustment of a wage rate or no change will occur.

For the 2019 Wage Re-Opener, the Committee held twelve (12) meetings with eighteen (18) employees reviewing eleven (11) jobs. The Committee is recommending adjustments to two (2) jobs, affecting wages for twelve (12) employees.

The Committee is recommending the following wage adjustments:

Administrative Clerk III (10011) – Measurement

The Administrative Clerk III job classification is assigned to the Measurement Division. There is one (1) employee assigned to this position.

The review of this position indicated the employee of the Administrative Clerk III job classification is performing similar duties and responsibilities that are identified in a separate, existing job classification titled Administrative Clerk IV. Duties that are new include assigning, managing, and dispatching work to employees in Measurement through Click Software.

It is the conclusion of the Committee the duties performed by the employee of this Administrative Clerk III position are better identified by the Administrative Clerk IV job classification. The Committee recommends employee Nicole Molzer be promoted to the position of Administrative Clerk IV.

The Committee is recommending the following wage adjustments:

Salary Adjustment:

The employee is at Standard Wage of the position, which is \$27.53 per hour. In accordance with the District's Personnel Policy Manual which directs bargaining unit employees will be moved to the closest higher step in the new job classification wage progression provided the employee receives a wage increase that is at least five percent (5%) when promoted. Nicole Molzer will be placed at \$29.37 per hour – Standard Wage effective January 11, 2020.

This recommendation has been reviewed and approved by Senior Vice President, Raied Stanley.

Communications Clerk II (10062) – Safety and Security

The Communications Clerk II job classification is assigned to the Safety and Security Division. There are eleven (11) employees assigned to this position.

The Communications Clerk II job is handling a wider array of tasks, which includes barricade requests, permits for paving cuts, notifications of gas and water emergencies, and assigning and working Gas Work Orders and Water Work Orders. In addition, the Communications Clerk II job has absorbed job duties that include handling locate requests, and receiving and processing phone calls from the Nebraska One Call Center. These added duties have been determined to result in a significant change in duty and responsibility.

The Committee is recommending the following wage adjustments:

Salary Adjustment:

Celeste Garvis, Jena Hall, Shelley Hansen, Lora Monjarez, Carissa Rodrigues, Nikol Smith, Julie Teuscher, and Diane White are all at the Standard Wage \$34.07 per hour. Adjustment will be a 1.85% increase, which increases the Standard Wage to \$34.70 per hour.

Laura Milenkovich and Laura Shaffar are at Step 3 of the position, which is \$32.37 per hour. After the 1.85% increase, Laura Milenkovich and Laura Shaffar will be placed at \$32.97 per hour – Step 3.

Danita Stanfield is at Step 2 of the position, which is \$30.66 per hour. After the 1.85% increase, Danita Stanfield will be placed at \$31.23 per hour – Step 2.

Salary adjustments for all eleven (11) employees will be effective January 11, 2020.

This recommendation has been reviewed and approved by Senior Vice President, Steven Ausdemore.



Bonnie Savine
Vice President, Human Resources

APPROVED:



Mark A. Mendenhall
Sr. Vice President, General Counsel



Mark E. Doyle
President

Customer Service Update

January 2020



What we do – Our Mission

To deliver superior customer service to our community through accurate, timely, and respectful interactions.

2019 Year in Review

- ✓ Organizational & Leadership Changes
 - Credit Services becomes Branch Delivery at Energy Plaza
 - New VP & Director
 - Dedicated Scheduling & Analytics Role
- ✓ Simplified CSR Productivity Measures
- ✓ Rolled out revised incentives within the Call Center
- ✓ Introduced Searchable Engine for Reference Materials
- ✓ Began effort to simplify IVR options
- ✓ Initiated due diligence for a scheduling tool
- ✓ Began CS Forums



Drivers



**Customer
Experience**



Leadership



**Employee
Experience**



**Productivity
& Efficiency**

2020 – 2021 Plans



Customer Experience

- ✓ Simplify IVR
- ✓ Enhance self-service options on myAccount
- ✓ Introduce post-call customer survey option
- ✓ Enable Customer Communication Preferences
- ✓ Expand Call Center hours
- ✓ Implement Customer Chat



Leadership

- ✓ Automate reporting; introduce dashboard
- ✓ Develop & Execute leadership development program
- ✓ Collaborate with industry peers



Employee Experience

- ✓ Introduce flexible scheduling
- ✓ Develop cross-divisional training opportunities
- ✓ Leverage move to new Headquarters



Productivity & Efficiency

- ✓ Evaluate ACD options; Obtain staff scheduling tool
- ✓ Enhance collection activity
- ✓ Expand QA function
- ✓ Execute campaign for paperless billing and self-service

Q & A