



## **Advisory and Risk Management Meeting Minutes**

July 10, 2019

### **Committee Directors:**

<b>P</b>	Reginald Beliveau, Swanton	<b>X</b>	Steve Fitzhugh, Northfield
	James Pallotta, Ludlow		

### **Other Directors present:**

<b>X</b>	John Morley, Orleans		
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*X indicates attendance in person, P indicates attendance by phone.*

### **Alternates present:**

None	

### **Others present:**

Ken Nolan, VPPSA	Crystal Currier, VPPSA	Julia Leopold, VPPSA
Amy Parah, VPPSA		

### **Numbers in bold type correspond with agenda item numbers:**

1. The meeting was called to order at 9:34 a.m. at the office of the Authority, located at 5195 Waterbury-Stowe Road, Waterbury Ctr., Vermont.
2. Director Morley asked if there were requests for changes and/or modifications to the current agenda. There were none.
3. Director Morley asked if there were public comments and/or individuals who would like to address the Board. There were no public comments.
4. Director Beliveau made a motion to approve the minutes of the Advisory & RMC meeting held on November 14, 2018. The motion was seconded by Director Morley. The motion was approved. Director Fitzhugh abstained.
5. Director Fitzhugh made a motion to approve the minutes of the Advisory & RMC meeting held on May 8, 2019. The motion was seconded by Director Morley. The motion was approved. Director Beliveau abstained.
6. VPPSA staff informed the Committee that a full review of all VPPSA organizational policies, procedures and benefits are taking place. The staff met to review the organizational policies and the comments/changes based on those discussions (if applicable) are highlighted in the policies

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that were distributed to the Committee. The staff provided a brief overview of the policy changes. The Committee specifically discussed the following:

- G2- Director interaction with the media
- OP1 - Computer security, passwords and cyber security
- P3- Power supply ratios (forecasted vs actual)

The Committee did not object to any of the changes as presented. It was noted that the Board will be requested to approve the policies as revised at the August BOD meeting.

- 7.** The General Manager reminded the Committee that one of the goals stated at the offsite retreat was having VPPSA manage the RES Tier 3 programs on behalf of the members. This goal implies a higher level of activity and involvement than VPPSA has taken in the past. At the same time, the VPPSA staff has been discussing how to maximize its communications capabilities, as well as, how to comply with regulatory requirements that members provide “best practice load control” as part of their Tier 3 programs. It was noted that in order to accomplish these and other related activities, VPPSA will need access to members’ customer information. The Committee and staff discussed what information is readily available, the concerns that might arise from VPPSA having this information and other general marketing programs that might be useful.

The General Manager informed the Committee that staff has reached out to Great Blue Research about the feasibility of conducting a member-wide customer survey. This survey would provide key information regarding customer satisfaction, knowledge, attitudes and interest in a variety of areas. Since this type of outreach would require contact with end-use customers, the Committee was asked if there were any concerns or parameters members may want to place on the effort. The primary concerns were related data privacy and Great Blue’s company history (who are they, references, etc.)

Director Morley asked what VPPSA will do with the information once they have it. The General Manager indicated that the intent is for the customer information to be used to conduct the survey and potentially to allow outreach on Tier 3 and load control programs (such as e-mail/text messages being sent to notify customers of peak times). Any other uses would also need to be approved by the members. It was noted that VPPSA staff is continuing to work with Great Blue to develop a budget that is manageable and Great Blue would be invited to the next Board meeting so that the Directors can gain more information and become comfortable with the company.

- 8.** The General Manager reminded the Committee that the Strategic Planning Retreat was conducted on June 18<sup>th</sup> (Board) and June 19<sup>th</sup> (staff), with Tim Blodgett from HomeTown Connections facilitating. The feedback subsequent to the retreat was positive and both the Directors and staff were satisfied with the results. The Committee discussed the vision, mission, values and the list of “goals” and the “areas of focus” that resulted from the effort. It was noted that the staff has subsequently had several discussions/debates regarding the vision and mission and the changes in those statements were discussed. The goals and areas of focus were reviewed in more detail and it was noted that the staff continues to develop these further.

The General Manager reminded the Committee of the many hours over the past several months that staff has dedicated to strengthening the relationship with EVT leadership. That effort seems to be working, in that the PUC will soon be beginning several cases related to the utility/EVT structure and EVT has put forward initial positions that are more in alignment with VPPSA’s viewpoints. One key area of discussion is earmarking a portion of EEC funds for individual utility programs. Given that one of the strategic goals was to have VPPSA be more involved with electrification efforts, VPPSA would not want EVT directly related in that realm and EVT agreed. VPPSA has suggested that 50-75% of the EEC be earmarked for local programs. The Committee discussed the idea of

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aggregating the VPPSA member's EEC funds and the fact that EVT may be willing to increase the amount earmarked if the funds are aggregated. The idea was well received.

9. During the strategic planning effort, the General Manager noted that he was able to spend a significant amount of time with Tim Blodgett discussing the public power landscape in Vermont. The VPPSA membership was discussed and it was noted that VPPSA is entering a time of risk. Mr. Blodgett highlighted that this same issue is prevalent across the country and that there is a need for a focused communications strategy and a detailed understanding of the specific value the public power utility brings to the community. With the addition of VPPSA's new Communication Specialist, VPPSA is rapidly developing the tools we need to perform these types of communications; however, VPPSA may not fully understand all of the benefits each member brings to their specific communities. Hometown Connections provides a service designed to help public power utilities identify and quantify the intrinsic value of these benefits. HCI has provided a proposal for helping VPPSA's members understand this issue. The General Manager requested feedback from the Committee as to whether utilizing HCI to develop "Value of Public Power" material would be worthwhile. The Committee liked the concept but questioned whether HCI would be needed to actually perform that analysis or whether higher level guidance in what types of issues to consider might be sufficient. The committee asked for more information on how HCI would obtain the information, the types of information that would be used and what types of results would be provided.

### 10. Other Business: NONE

The meeting was adjourned at 12:00 p.m.

Respectfully submitted,

***Crystal L Currier***

Crystal Currier, Secretary