

AGENDA  
SHAKOPEE PUBLIC UTILITIES COMMISSION  
REGULAR MEETING  
JANUARY 22, 2019

1. **Call to Order** at 5:00pm in the SPUC Service Center, 255 Sarazin Street.
2. **Approval of Minutes**
3. **Communications**
4. **Approve the Agenda**
5. **Approval of Consent Business**
6. **Bills: Approve Warrant List**
7. **Liaison Report**
8. **Reports: Water Items**
  - 8a) Water System Operations Report – Verbal
  - 8b) WCC and TWC Discussion
  - 8c) Resn. #1235 – Approving Payment for the Pipe Oversizing Costs on the Watermain Project: Stagecoach at Southbridge
9. **Reports: Electric Items**
  - 9a) Electric System Operations Report – Verbal
  - 9b) State Conservation Improvement Plan - 2019
10. **Reports: Human Resources**
11. **Reports: General**
  - 11a) E-Bill Update
  - 11b) Saints Healthcare Foundation Donation Request
12. **New Business**
13. **Adjourn to Closed Session** - Annual Review of Utilities Manager
14. **Reconvene to Regular Session**
15. **Tentative Dates for Upcoming Meetings**

- Mid Month Meeting	--	February 4
- Regular Meeting	--	February 19 (Tuesday)
- Mid Month Meeting	--	March 4
- Regular Meeting	--	March 18
16. **Adjourn to 2/4/19** at the SPUC Service Center, 255 Sarazin Street

MINUTES  
OF THE  
SHAKOPEE PUBLIC UTILITIES COMMISSION  
(Regular Meeting)

President Weyer called the regular session of the Shakopee Public Utilities Commission to order at the Shakopee Public Utilities meeting room at 5:00 P.M., January 7, 2019.

MEMBERS PRESENT: Commissioners Joos, Amundson, Meyer and Weyer. Also present, Utilities Manager Crooks, Finance Director Schmid, Planning & Engineering Director Adams, Electric Superintendent Drent and Marketing/Customer Relations Director Walsh.

Motion by Amundson, seconded by Joos to approve the minutes of the December 3, 2018 Commission meeting. Motion carried.

Under Communications, Utilities Manager Crooks presented Thank You notes from Shakopee Community Assistance and the Shakopee Schools AED Project for the SPU donations provided to each organization.

President Weyer offered the agenda for approval.

Motion by Meyer, seconded by Joos to approve the agenda as presented. Motion carried.

Motion by Joos, seconded by Amundson to approve the Consent Business agenda as presented. Motion carried.

President Weyer stated that the Consent Items were: Item 8f: Quarterly Nitrate Report, Item 8g: Quarterly Website Analytics and Item 11d: Financial Results for November 2018.

The warrant listing for bills paid December 17, 2018 was presented.

Motion by Joos, seconded by Amundson to approve the warrant listing dated December 17, 2018 as presented. Motion carried.

The warrant listing for bills paid January 7, 2019 was presented.

Motion by Meyer, seconded by Amundson to approve the warrant listing dated January 7, 2019 as presented. Motion carried.

There was no Liaison Report.

Mr. Crooks provided a report of current water operations. Well #2 has been pulled for preventative maintenance and Well #21 will follow once #2 is back in service. Well House preventative maintenance is also taking place.

Mr. Crooks provided the Commission with information regarding recent discussions concerning SPU's Water Connection and Trunk Water Charges. Staff was directed to bring further information to the next Commission meeting. Those items being; the data used for the Chamber of Commerce presentation, comparable charges with surrounding communities, the memos to the Commission during a similar discussion that took place in late 2015 and to work on an attempt to compare/analyze higher water rates vs. Water Connection and Trunk Water charges.

Motion by Meyer, seconded by Amundson to direct Staff to contact the Shakopee City Administrator and request a presentation to the City Council in regards to issues with the Water Connection and Trunk Water Charges, with the information being the same as presented to the Public Policy Committee of the Chamber of Commerce on December 11, 2018. Motion carried.

Motion by Joos, seconded by Amundson to offer Resolution #1231. A Resolution Approving Payment For The Pipe Oversizing Costs On The Watermain Project: Windermere Way. Ayes: Commissioners Amundson, Meyer; Joos and Weyer. Nay: none. Motion carried. Resolution passed.

Motion by Amundson, seconded by Meyer to offer Resolution #1232. A Resolution Approving Payment For The Pipe Oversizing Costs On The Watermain Project: Windermere Second Addition. Ayes: Commissioners Amundson, Meyer, Joos and Weyer. Nay: none. Motion carried. Resolution passed.

Motion by Meyer, seconded by Joos to offer Resolution #1233. A Resolution Approving Payment For The Pipe Oversizing Costs On The Watermain Project: Vierling Drive Connection CP 2017-10. Ayes: Commissioners Amundson, Meyer, Joos and Weyer. Nay: none. Motion carried. Resolution passed.

Item 8f: Quarterly Nitrate Report was received under Consent Business.

Item 8g: Quarterly Website Analytics was received under Consent Business.

Electric Superintendent Drent provided a report of current electric operations. Six electric outages were reviewed and construction projects were brought up to date.

The LED Streetlight Project has been completed. In 2018, 1550 street lights were converted to LEDs. The project came in \$110,000 under budget.

Mr. Crooks presented the SPU Donations Policy and a review of contributions made in 2018.

Finance Director Schmid presented the MN State Statute on Competitive Bidding. The amounts required for competitive/formal bidding was increased in August, 2018. SPU policy of abiding with the Statute was discussed.



Motion by Joos, seconded by Meyer to follow the State of Minnesota Competitive Bidding requirements as outlined by the attachment presented and published by the League of Minnesota Cities. Motion carried.

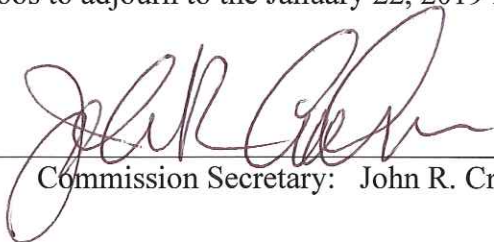
Motion by Meyer, seconded by Joos to offer Resolution #1234. A Resolution Establishing Electric Rates For Customers Served By Shakopee Public Utilities. Ayes: Commissioners Amundson, Meyer, Joos and Weyer. Nay: none. Motion carried. Resolution passed.

Item 11d: Financial Results for November 2018 was received under Consent Business.

Under New Business, Commission Meyer referred to a statement made by Councilor/Liaison Mocol at the December 4, 2018 City Council implying SPU does not respond to complaints. Staff responded by explaining the procedure used in responding to customer complaints and questions.

The tentative commission meeting dates of January 22 (Tuesday) and February 4 were noted.

Motion by Amundson, seconded by Joos to adjourn to the January 22, 2019 meeting. Motion carried.




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Commission Secretary: John R. Crooks



**SHAKOPEE PUBLIC UTILITIES  
MEMORANDUM**

**TO: SHAKOPEE PUBLIC UTILITIES COMMISSION**

**FROM: JOHN R. CROOKS, UTILITIES MANAGER** 

**SUBJECT: WATER CONNECTION AND TRUNK WATER CHARGES  
OVERVIEW AND DISCUSSION**

**DATE: JANUARY 16, 2019**


At our January 7, 2019 Commission meeting there was a lengthy discussion regarding both the Water Connection Fund and the Trunk Water Fund. It was at that meeting Staff was directed to bring further information to the January 22, 2019 meeting as well as contacting the City Administrator to request SPU present information to the City Council that was provided to the Chamber of Commerce Public Policy Committee on December 11, 2018.

There were 4 items which were to be brought back to the Commission, with those items being:

1. An overview of discussions with the SPU Commission during the Fall of 2015
2. The information that was presented to the Public Policy Committee of the Chamber of Commerce at their December 11, 2018 meeting
3. The comparative analysis of water connection and trunk water charges from surrounding communities
4. An attempt to correlate increases with SPU water rates versus the collection of water connection and trunk water charges

The first three items are attached for your review and comments. The fourth item will be presented at the meeting, to provide examples of required rate increases to eliminate/offset both the Water Connection and Trunk Water Charges.

**SHAKOPEE PUBLIC UTILITIES  
MEMORANDUM**

**TO:** SHAKOPEE PUBLIC UTILITIES COMMISSSION  
**FROM:** JOHN R. CROOKS, UTILITIES MANAGER   
**SUBJECT:** APPA ECONOMIC DEVELOPMENT CONFERENCE  
REVIEW AND DISCUSSION  
**DATE:** OCTOBER 30, 2015

**ISSUE –**

Should Shakopee Public Utilities be in the business of economic development in the City of Shakopee? This question has recently been asked by developers, the City of Shakopee and even to mayoral candidates at the October 19 mayoral debate.

The answer is yes and that we are already in that business. Although we are not a bank or a lending organization, there are currently many ways SPU is critically involved in the growth of our community and service area.

**DISCUSSION –**

Over the past year there has been much discussion during SPU Commission meetings in regards to SPU's efforts, or lack of efforts, in the economic development arena. The issue was reviewed during the annual Goals and Objectives Work Session in February.

APPA held an Economic Development Conference October 18-21. I was asked by the Commission to attend the conference to learn about current trends in the public power community. Over the course of three days, I was able to attend ten different 90 minute sessions. There were panel discussions, roundtables and presentations.

Several of the presentations were made available to download and can be provided if so desired. I will present an overview and touch the highpoints from the Conference. It was satisfying to learn, that SPU falls in line with a majority of municipal utilities when it comes to economic incentives, opportunities in attracting new customers and working with existing key accounts.

First, it is important to review what SPU is doing to promote the growth of Shakopee. Residential, commercial and industrial growth is at the core of any thriving community and it goes without saying that Shakopee has fared quite well during the past 20 years. The efforts in Shakopee are a model to other communities on attracting and retaining commercial/ industrial companies. This is accomplished by the efforts of many participating parties. Credit goes to the Scott County First Stop Shop, the City of Shakopee, numerous consultants, developers and yes, the Shakopee Public Utilities Commission.

The attachment to this memorandum identifies current and potential economic development efforts for Shakopee Public Utilities.

#### **RECOMMENDATION –**

SPU needs, at a minimum, to educate the community of the positive effects that the Utilities have on economic development within our community. This would include the generation of a detailed packet that would be available to potential customers, the City of Shakopee and the Scott County First Stop Shop. This would explain our reasons for the fees we collect, rebate opportunities, electric and water comparisons, among many other opportunities available to new development and redevelopment. This effort has been discussed with our Customer Relations/ Marketing Department.

In combination with the packet, Staff will utilize our quarterly newsletter and our social media outlets to emphasize economic development opportunities with SPU.

If so directed by the Commission, it would be proposed to have this material available before April 2016. Drafts of this material would be brought forward to the Commission for their review and input.




### **Current Economic Development Efforts –**

- Contributions to the City of Shakopee
- Energy Efficiency Programs
- Low Rates and Excellent Reliability
- SPU Energy Sustainability Portfolio
- APPA RP3 Diamond Designation
- Joint Effort with Economic Development Coordinator for WCC/SAC
- Individual Efforts with Current Development – 2015
  1. Duke Realty/City of Shakopee/SPU Regional Ponding
  2. Water Main Looping with Rahr Redevelopment
  3. Rahr WCC credits
  4. Midas Muffler WCC credits
  5. Jennifer Lane
  6. Hilldale Drive
  7. 3 Year payment Option for WCC
  8. Shakopee Pet Center Water Tap
  9. MVTA Deposit Waiver

### **Potential Economic Development Opportunities –**

- Incentive Rate for Large Customers
- Fast Tracking Projects
- Single Account Rep for Each New Customer
- Concentrate on Downtown Redevelopment
- Set Aside Economic Development Fund
- Closing Costs Fund for Impact Fees
- Annexation Opportunities
- Promotion, Promotion and more Promotion

**SHAKOPEE PUBLIC UTILITIES  
MEMORANDUM**

**TO:** SHAKOPEE PUBLIC UTILITIES COMMISSION  
**FROM:** JOHN R. CROOKS, UTILITIES MANAGER   
**SUBJECT:** ECONOMIC DEVELOPMENT BROCHURE OUTLINE  
**DATE:** DECEMBER 30, 2015

**ISSUE-**

By motion at the November 2, 2015 Commission meeting, a directive was given to Staff to develop a detailed brochure educating and promoting economic development opportunities with Shakopee Public Utilities. The brochure is to be ready for publication by April, 2016.

**DISCUSSION -**

There were several items that were discussed during the November 2 meeting that could be a part of the materials for the brochure. I would like to provide a draft outline of what would be in the actual brochure. A list of the proposed items to be included in the brochure are listed as follows:

- Welcome to the Community and SPU/Public Power Overview
- Current Rates for Water and Electric and Comparison of Rates
- Explanation of Fees and Charges (WCC, TWC, etc...)
- Commercial/Industrial Rebates
- Explanation of Typical Bill (Power Factors, Demand Charges, etc...)
- MMPA's Renewable Portfolio and DG Opportunities
- FAQ's
- Contact Information

Initial drafts of the materials will be brought back at future meetings for the Commission to stay involved in the development of the information.

**REQUEST –**

If the Commission agrees to the described outline, direct Staff to develop the first draft of the materials to be included in the brochure and bring back for review in February.

**SHAKOPEE PUBLIC UTILITIES  
MEMORANDUM**

**TO: SHAKOPEE PUBLIC UTILITIES COMMISSION**  
**FROM: JOHN R. CROOKS, UTILITIES MANAGER**  
**SUBJECT: ECONOMIC DEVELOPMENT DISCUSSION**  
**DATE: JANUARY 29, 2016**

**Water Connection Charge / Sewer Availability Charge Policies**

The Commission has directed Staff to work with the City of Shakopee Economic Development Coordinator on a similar, but separate, policy to address concerns with Utility charges associated with water and sewer connection fees.

Shakopee Public Utilities requires the payment of Water Connection Charges (WCC's) prior to receiving water service for a property. In certain circumstances, Staff is allowed to have those payments paid over a three year period. To date just a few times has this option been allowed by SPU Staff.

The City has had the ability to credit qualifying customers the Sewer Availability Charges (SAC's). There are only a limited number of SAC credits available to customers as the SAC units have been mostly already been credited. With that being said, the City is developing a new SAC Policy.

This proposed policy is to allow City assistance on projects with their SAC payments. The Policy proposed certain types of projects that would be allowed this consideration, the financing structure and the application process that would be involved.

This proposed SAC Policy was brought forward to the City Council at their January 19 meeting. The Council directed City Staff that changes should be made to the proposed Policy and to bring back those changes at a future Council meeting. Thus the Policy was not adopted nor approved.

SPU Staff may want wait with the development of a similar WCC Policy once the City Council agrees on the final SAC Policy.



### **Economic Development Brochure**

Staff continues to work on the brochure as directed by the Commission at the January 4 meeting. A preliminary draft of the brochure will be discussed at the March 4 meeting. As part of the brochure is the yet to be developed WCC Payment Policy.

### **REQUEST –**

The development of the WCC Payment Policy could be drafted prior to City Council acceptance of their SAC Policy, if so warranted. The WCC Policy could also wait until the details of the City SAC Policy are determined. Staff is asking direction if a draft Policy should be brought to the Commission for review and discussion before the City adopts their SAC Policy.

# Agenda

Public Policy Committee of the Shakopee Chamber of Commerce

3 pm, Tuesday, December 11, 2018

Resonate Community Church Office, 327 Marschall Road, Suite 365, Shakopee

## Committee Projects (2018 Priorities are Bolded)

1. **Cost of Starting a Business in Shakopee Comparison**
  - a. SPU Commission John Crooks
  - b. Study Presentation Wayde Johnson & Bruce Loney
  - c. Brochure? Michael Klemm
  - d. Additional Development & Redevelopment Conditions
  - e. Conversations with developers about the obstacles they face:
    - i. Bruce: D. R. Horton
    - ii. Rob: Scott O'Brien
    - iii. Wayde: Gonzalo Medina and his consultant Paul Tucci
2. Candidate Forums Revised Policy Statement Becky Ribbich
3. **TIFF**
4. **R4 Housing Plan**

## Reports

City Council Meetings

Planning Commission Meetings

Grown MN Visits

City Council (7 pm)		Planning Commission (7 pm)	
Date	Committee Member	Date	Committee Member
December 18		January 3	
January 2		February 7	
January 15			
February 5			
February 19			

## Funding Mechanisms

### 1. **Operations Fund – rate based with fixed charge**

Rates – Residential – up to 5000 gallons 2.49/1000gallons

Over 5000 gallons 2.98

Commercial – 2.28

Industrial – 1.98

23.77% of water sales revenue is contributed to the City of Shakopee - \$1.1 Million in 2018

### 2. **Reconstruction Fund – rate based**

Rate – all customers - .25/1000 gallons

With the decrease of the reconstruction fee and with no raising of water rates our customers will see the following in 2019 – Residential and Commercial rates down 6.6% Industrial rates down 7.5%

*THE FOLLOWING FUNDS ARE ESTABLISHED TO PROVIDE THE SPU COMMISSION DEFINITION OF LEVEL "A" SERVICE TO THE COMMUNITY – A ROBUST, REDUNDANT, LOOPED SUPPLY AND A DISTRIBUTION SYSTEM CAPABLE OF SUPPLYING WATER SAFE FOR HUMAN CONSUMPTION AT ADEQUATE PRESSURE FOR DOMESTIC, COMMERCIAL AND INDUSTRIAL APPLICATIONS AND FOR FIRE PROTECTION USES*

### 3. **Trunk Water Fund – fee based**

Definition – this fund finances trunk watermain oversizing agreements and fully financed SPU projects.....

Policy – (1979) if it is found to be in the best interest of the water system that larger size mains than standard be installed for the overall benefit of the water system, that the Commission may elect to pay for the difference in the cost of materials necessary to provide for the larger mains

Calculation methodology

Collection Process

Financials and History



#### **4. Water Connection Fund – fee based**

What it is not.....

Definition – This fund finances wells, pump houses, storage tanks, booster stations, water storage tanks and water transmission line projects

Policy – (1983) that the Water Connection Charge shall be applied to all water connections made to, or newly drawing water from the Shakopee water system; and that the Water Connection Charge shall also be applied to all instances where increased water usage is indicated by an increase in SAC units or by other means, ie. metered water usage

Calculation Methodology

Collection Process

Financials and History

#### **5. WCC/TWC Comparatives**

# Water Capacity Charge Fees

<b>Fees</b>	<b>Water Capacity</b>		<b>Plus Cents Per Sq. Ft.</b>	<b>By Res.</b>
<b>Effective</b>	<b>Charge Fees</b>		<b>for</b>	<b>No.</b>
<b>Date</b>	<b>(per equivalent SAC unit)</b>	<b>Percentage</b>	<b>Industrial Use Only</b>	
1/1/2010	\$3,895.00		9.2	953
1/1/2011	\$4,136.00	6.2%	9.8	977
1/1/2012	\$4,322.00	4.5%	10.2	1005
1/1/2013	\$4,504.00	4.2%	10.6	1027
1/1/2014	\$4,743.00	5.3%	11.2	1058
1/1/2015	\$4,927.00	3.9%	11.6	1080
1/1/2016	\$5,134.00	4.2%	12.1	1106
1/1/2017	\$5,416.00	5.5%	12.8	1144
1/1/2018	\$5,730.00	5.8%	13.5	1178
1/1/2019	\$6,039.00	5.4%	14.2	1218

# Trunk Water Charge Fees

<b>Fees</b>	<b>Trunk Water</b>	<b>By</b>
<b>Effective</b>	<b>Charge</b>	<b>Resolution</b>
<b>Date</b>	<b>Fees</b>	<b>No.</b>
1/1/2010	\$2,210.00	952
1/1/2011	\$2,347.00	976
1/1/2012	\$2,452.00	1006
1/1/2013	\$2,555.00	1028
1/1/2014	\$2,690.00	1059
1/1/2015	\$2,794.00	1081
1/1/2016	\$2,911.00	1107
1/1/2017	\$3,071.00	1145
1/1/2018	\$3,749.00	1179
1/1/2019	\$4,451.00	1219



CITY	UNIT	WATER			TRUNK	
Chanhassen	2018 SAC	Water Hook Up Fee	2233/unit		Water Lateral Charge	9186/unit
		WAC	5210/unit			
Prior Lake	2018 SAC	WCC	9000		Water Aceage Charge	7217/acre
		WCC	1136/unit			
		Water Tower Charge	1452/unit			
Chaska	2018 SAC	WCC	4230/unit		Water Area Fee	2523/acre
Savage	2018 SAC	WCC	2984.49		Trunk Fee	4447.43/acre
		Tank, Source Supply	2012.19/acre			
BellePlaine	2018 City Code	WCF	4040/unit			
Jordan	2018 City Code	WCC	3206.93/unit			
		WAC	Res. 1664.3/unit			
			Non-Res. 3699.94/unit			
Eden Prairie	2019 REC/SAC	system access charge	Res. 3100/unit			
			Non-Res. 4030/unit			
		WCC	2897/acre			
		WCC*	7368/acre			
SPU	2019 SAC	WCC	6039/unit		TWC	4451/acre

## RESOLUTION #1235

A RESOLUTION APPROVING PAYMENT FOR THE PIPE OVERSIZING  
COSTS ON THE WATERMAIN PROJECT:Stagecoach at Southbridge

WHEREAS, the Shakopee Public Utilities Commission had previously approved of an estimated amount of \$43,570.21 with Resolution #1209 for oversizing on the above described watermain project, and

WHEREAS, the pipe sizes required for that project have been installed as shown on the engineering drawing by Sambatek, Inc. and

WHEREAS, a part, or all, of the project contains pipe sizes larger than would be required under the current Standard Watermain Design Criteria as adopted by the Shakopee Public Utilities Commission, and

WHEREAS, the policy of the Shakopee Public Utilities Commission calls for the payment of these costs to install oversize pipe above the standard size.

NOW THEREFORE, BE IT RESOLVED, that the payment by the Shakopee Public Utilities Commission for the oversizing on this project is approved in the amount of \$66,193.52, and

BE IT FURTHER RESOLVED, that all things necessary to carry out the terms and purpose of this Resolution are hereby authorized and performed.

Passed in regular session of the Shakopee Public Utilities Commission, this 22<sup>nd</sup> day of January, 2019.

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Commission President: Aaron Weyer

ATTEST:

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Commission Secretary: John R. Crooks



# SHAKOPEE PUBLIC UTILITIES

"Lighting the Way – Yesterday, Today and Beyond"

January 15, 2019

TO: John Crooks, Utilities Manager   
FROM: Sharon Walsh, Director of Marketing and Customer Relations   
SUBJECT: 2019 Conservation Improvement Program

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## Overview

January will launch the new 2019 Conservation Improvement Program. As in previous years, we will have both Residential and Commercial Rebate Programs totaling more than 20 rebate opportunities for SPU customers.

Residential rebate offerings include Energy Star appliances (3), recycling (3), LED lightbulbs (2), and SEER-rated cooling (5) or heating systems (4).

Commercial rebate offerings cover a wide range of energy saving initiatives, both prescriptive and custom, including: VFDs, HVAC, lighting, EMS, retrocommissioning studies and other kWh savings opportunities, if deemed eligible and approved by the state. The majority of commercial rebates are considered 'custom' and fall into the lighting category.

Solar rebates are available for both residential and commercial customers with a rebate cap at 6000W.

Absent the 2017 CIP Results and 2019 Plan Review letter from the MN Department of Commerce, SPU is proposing the following modifications for our 2019 Conservation Improvement Program.

The 2019 CIP program mirrors the 2018 program with enhanced rebate amounts for select Residential programs, specifically:

- Recycling: Refrigerator and Freezer Recycling - \$200/each (previously \$100) and Room Air Conditioner - \$50 (previously \$25)
- Energy Star Appliances: Refrigerator - \$200 (previously \$100); Dishwasher - \$100 (previously \$25); and Clothes Washer - \$50 (previously \$25).
- Central Air Conditioning: SEER 14.5 \$200 (previously \$150); SEER 15.0 \$350 (previously \$300) and SEER 16.0 \$500 (previously \$450)
- Air Source Heat Pumps: SEER 14.5 \$200 (previously \$100); SEER 15.0 \$250 (previously \$150) and SEER 16.0 \$500 (previously \$200)



# SHAKOPEE PUBLIC UTILITIES

“Lighting the Way – Yesterday, Today and Beyond”

LED lightbulb rebates will be reduced from a maximum of \$8/ea to \$5/ea.

Additionally, the custom rebate program for commercial projects has increased the per kWh savings from \$0.085 to \$0.095.

As with previous adjustments, these modified rebate amounts align with the increased product costs, resulting energy savings and those rebates of other utilities’ programs.

## Action Requested

Staff requests approval of 2019 Conservation Improvement Program as submitted.







11a

# SHAKOPEE PUBLIC UTILITIES

"Lighting the Way – Yesterday, Today and Beyond"

January 17, 2019

TO: John Crooks, Utilities Manager   
FROM: Renee Schmid, Director of Finance and Administration   
SUBJECT: Ebill Project Overview and Update

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Below is an update on the Ebill project including work completed to date and tasks yet to be completed to bring this project to closure.

## Project Overview

- September 4th, 2012 - The SPU Commission elected to proceed with implementing an online electronic payment system offering to SPU Customers. Six vendor proposals were reviewed including product options to offer on line bill statements. Paymentus was selected as the vendor of choice due to product offering and costs.
- May 29<sup>th</sup>, 2013 – SPU launched the customer online payment system with the intent to add online bill presentment at a later date.
- Summer 2016 – Ebill project started. Major work completed included developing and modification of export of customer files from the Daffron Customer Information System (CIS) to Impact, SPU's bill print vendor, and developing and programming and to transfer customer billing statement in PDF files formats from Impact to Paymentus. This also included development of programming to suppress printing of customer bills via coding in the Daffron Customer Information System and development of programming at Impact to suppress bill printing and continue to create a customer PDF bill statement for transfer to Paymentus.
- 2017 – Ebill project was put on hold to allow staff to complete Daffron system upgrades.
- 2018 – Ebill project restarted. Project Scope, a detailed project plan, a testing plan, and open issues log were developed. A copy of the project scope, project plan, and current open issues log is attached for reference. Work completed included the following:
  - Initial work focused on testing and validation of historical customer bill file loads and presentment at Paymentus from Impact to ensure all customer files were included and presenting correctly.
  - The second phase included testing of the Paymentus ebill platform from a customer perspective including processing payments, setting up an account in the Paymentus customer portal, validation of accuracy of ebill presentment statements and customer information file (CIF) file loads, testing of customer ebill text and email notifications including bill statement summary, pay now functionality, bill payment reminders,



# SHAKOPEE PUBLIC UTILITIES

“Lighting the Way – Yesterday, Today and Beyond”

validation of customer requests to suppress statements, and revamp of customer portal landing page information.

- Additional time has been spent reporting, resolving, and retesting open issues identified in the testing process.
- Completed training of customer service staff including overview of the system and dashboard training.

## Current Project Status and Action Items to Complete

- There are five open issues that need to be resolved by Paymentus and “fixed” in the test environment before we can consider moving this project to a production or live status. Paymentus has promised an update on the resolution of these five open issues by end of day, Thursday, January 17, 2019. The five open issues include:
  1. Issue # 16 reported on 7/31/2018: Adding SPU logo to PDF push statement summary. Current test environment has a logo of ABC Utility. There were also issues with the terms and conditions document that needed to be corrected.
  2. Issue #18 reported on 7/31/2018: Not receiving customer text notifications. This issue was resolved and then subsequently stopped working. When text notifications were sent, there were problems with the text not identifying that it was from SPU, had additional URL strings, etc.
  3. Issue # 21 reported on 10/17/2018: This is a continuing issue related to Issue # 16 where the terms and condition statement had some strange symbols within the body of the document.
  4. Issue #29 reported on 1/10/2019: Text on payment reminder has 2 URL strings.
  5. Issue #30 reported on 1/10/2019: Language on payment reminder now has grammar errors that need to be corrected.
- The five open issues are considered to be show stoppers and are preventing SPU from moving from a test environment to “live” or production environment for delivery to our customers. Once the programming fixes on these five issues have been loaded by Paymentus, SPU will need to retest these items to ensure they are in fact fixed to ensure these issues have been resolved satisfactorily.
- The final phase of this project will be to move from a “test” environment to a “live” or production environment. There are several steps that need to be completed to make this happen including:
  1. Request Impact to send 12 months of historical customer PDF billing files to the Paymentus production environment. Coordinate timing of these file loads with Paymentus.
  2. Request Impact to redirect delivery of the monthly customer PDF billing file from UAT to production. Coordinate timing of this file load with Paymentus.
  3. Request Paymentus to move our platform from UAT to the production environment. This schedule needs to be coordinated between SPU, Impact, and Paymentus.



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“Lighting the Way – Yesterday, Today and Beyond”

4. Update the SPU website online payment button link to the new Paymentus production environment. Coordinate timing of this change with Paymentus migration to new platform.
5. At go live date, Customer Services needs to implement new procedures to make changes on Daffron for customer bill suppression requests (both on and off).
6. Customer Service staff need to be available to explain and answer questions about new ebill presentment system.
7. Implement customer communication marketing plan to introduce new Ebill system to SPU customer base.

After we have satisfactory resolution of the five open issues, we will work with Paymentus to set the timeline to move this project from a test environment to a production/live environment. This migration needs to be carefully choreographed so that we have a successful roll out of the ebill product offering to our customers.

Please let me know if you have any questions.

Thank you.



EBILL PROJECT SCOPE						
<b>PURPOSE:</b>						
TO OFFER OUR CUSTOMERS A SOLUTION TO VIEW BILLING STATEMENTS ON LINE AND THE OPTION TO ELIMINATE RECEIVING PAPER STATEMENTS. THIS PROJECT WILL ALSO IMPROVE CUSTOMER COMMUNICATION INCLUDING EMAIL NOTIFICATION OF A NEW BILL, ONLINE VIEWING OF 12 MONTHS OF HISTORICAL BILLS, ENHANCED CUSTOMER PORTAL, MOBILE DEVICE COMPATABILITY, AND AN ENTERPRISE COMMUNICATION MANAGER TOOL PROVIDING SPU WITH OUTBOUND MESSAGING CAPABILITY TO ENROLLED CUSTOMERS.						
<b>BUDGET:</b>						
	TYPE	FREQUENCY	BUDGET	ACTUAL COSTS	B/(W)	DESCRIPTION
	PROJECT	ONE TIME	\$ 1,250	\$ 2,125	\$ (875)	IMPACT ONE TIME PROGRAMMING FEE PER QUOTE(10 HRS AT \$125/HR). ACTUAL PROGRAMMING TOOK 14 HOURS AT \$125/HOUR INCLUDING BILL SUPPRESSION CODING AND WE ADDED ADDITIONAL \$375 FOR AN EXCEPTION REPORT PER SNW'S REQUEST.
	PROJECT	ONE TIME	\$ 4,500	\$ -		PAYMENTUS \$4,500 ONE TIME FEE - WAIVED PER CONTRACT NEGOTIATION
	PROJECT	ONE TIME	\$ 1,050	\$ 1,050	\$ -	DAFFRON STATEMENT SUPPRESSION CODE PROGRAMMING COSTS
						STAFF TIME UNQUANTIFIED - NOT TRACKED
			\$ 6,800	\$ 3,175	\$ (875)	ONE TIME IMPLEMENTATION COSTS
	ONGOING	MONTHLY - WILL START WHEN WE GO LIVE	\$ 450	\$ 450	\$ -	PAYMENTUS MONTHLY HOSTING FEE - INCLUDES SYSTEM DEVELOPMENT, SYSTEM SETUP/IMPLEMENTATION, FILE INTERFACE WITH CIS, SYSTM LOADING FEES, PRESENTMENT FEES, CUSTOMER EMAIL NOTIFICATINS, 12 MONTH ROLLING HISTORICAL E-BILL HOSTING
	ONGOING	MONTHLY				PAYMENTUS ENTERPRISE COMMUNICATION MANAGER (OPTIONAL)
	ONGOING	MONTHLY	\$ -	\$ -	1ST 2000	1ST 2,000 MESSAGES (IVR & EMAIL) - FREE
	ONGOING	MONTHLY	TBD	TBD		2,001 AND GREATER (\$0.15 PER CALL, \$0.05 PER EMAIL, \$0.25 PER TEXT)
	ONGOING	MONTHLY	\$ 808	836	\$ (29)	IMPACT - FEE TO CREATE PDF (ASSUMES 17,000 PDF FILES @ .0475). ACTUAL BILLED AT 17,600 AT .0475
	ONGOING	MONTHLY	\$ (1,986)	TBD		PRINTED BILL SAVINGS AT IMPACT - BILLS CONVERTED TO EBILL - ASSUMES 20% OF 17,000 CUSTOMERS AT \$0.584/STATEMENT
			\$ (728)	\$ 1,286		ESTIMATED MONTHLY SAVINGS
			\$ (8,737)			ESTIMATED ANNUAL SAVINGS
	CONVENIENCE FEE:				\$ 3.95	PAYMENT LIMIT WILL BE RAISED FROM \$300 TO \$500 WITH NO INCREASE IN THE CONVENIENCE FEE IF WE AGREED TO 2 YEAR CONTRACT EXTENSION TO 5/28/2021
<b>INTERDEPENDENCIES:</b>						
						- STAFF AVAILABILITY IN FINANCE AND CUSTOMER SERVICE
						- COMPLETION OF PROGRAMMING AT IMPACT TO DEVELOP PDF FILE, SET UP OF FILE TRANSFER
						- COMPLETION OF SUPPRESSION CODING AT DAFFRON AND BILLX FILE
						- COMPLETION OF PROGRAMMING AT IMPACT TO RECOGNIZE SUPPRESSION CODE AND SUPPRESS BILL PRINT & PRODUCE PDF
						- DETERMINE IMPACT TO CUSTOMER WITH EXISTING ACCOUNTS ESTABLISHED AT PAYMENTUS
						- DEVELOP COMMUNICATION PLAN TO CUSTOMER BASE



EBILL PROJECT PLAN						
Task #	Owner	Due Date	Revised Due Date	Status Open or Complete	Task	Status/Comments
PROJECT TASKS COMPLETED IN 2016						
1	SCHMID	7/15/2016		COMPLETE	CONTACT PAYMENTUS TO RESTART PROJECT AND EVALUATE CURRENT STATUS OF PRODUCT OFFERING	
2	SCHMID	8/1/2016		COMPLETE	REQUEST PAYMENTUS TO PROVIDE ANALYSIS OF INCREASING PAYMENT LIMIT FROM \$300 TO \$500 AND IMPACT ON CONVENIENCE FEE RATE.	
3	WALSH & SCMD	8/5/2016		COMPLETE	MAKE DECISION ON CONVENIENCE FEE & PAYMENT LIMIT.	PAYMENTUS WILL INCREASE LIMIT FROM \$300 TO \$500 AND KEEP CONVENIENCE FEE RATE AT \$3.95.
4	SCHMID	8/5/2016		COMPLETE	UPDATE PROJECT BUDGET AND COST SAVINGS ASSUMPTIONS	
5	SCHMID	8/1/2016		COMPLETE	REQUEST DAFFRON PROGRAMING, TIMEFRAME, & COSTS	
6	DAFFRON	8/5/2016		COMPLETE	COMPLETE PROGRAMMING TO PROVIDE CODE FOR BILL SUPPRESSION & BILLX FILE	
7	WALSH			COMPLETE	TEST BILL SUPPRESSION CODING IN DAFFRON	PER DAFFRON EMAIL ON 5/24/2018, BILL SUPPRESSION IS NOT LOADED INTO LIVE IN DAFFRON. WILL ADD THIS TO THE PROJECT PLAN BELOW
8	WALSH	8/5/2016		COMPLETE	DEFINE THE FILE TYPE THAT IMPACT WILL NEED TO BUILD (CSV/HTML/PDF)	
9	SCHMID	8/30/2016		COMPLETE	COMMUNICATE SECURE FILE TRANSFER PROTOCOL BETWEEN IMPACT AND PAYMENTUS	
10	WALSH	8/9/2016		COMPLETE	AGREE TO OUTLINE OF TERMS AND DELIVERABLES WITH IMPACT INCLUDING SCHEDULE	
11	SCHMID	8/8/2016		COMPLETE	SIGN STATEMENT OF WORK WITH PAYMENTUS	
12	PAYMENTUS	10/1/2016		COMPLETE	UPDATE PAYMENTUS EBILL TEST SITE AND DASHBOARD WITH NEW PORTAL AND EBILL PRESENTMENT CABILITIES	
13	IMPACT	9/30/2016		COMPLETE	IMPACT TO COMPLETE PROGRAMMING WORK AND HAVE TEST PDF FILE AVAILABLE	
14	IMPACT	9/30/2016		COMPLETE	IMPACT TO COMPLETE PROGRAMMING FOR STATEMENT PRINT SUPPRESSION	
15	WALSH	9/30/2016		COMPLETE	COMPLETE TESTING OF BILL PRINT SUPPRESSION CODING AT IMPACT	
16				2017	PROJECT PUT ON HOLD DUE TO FINANCE SCHEDULE FROM SEPTEMBER TO MARCH (BUDGET, BENEFITS ENROLLMENT, YEAR END, AUDIT & REG REPORTING) & CIS DAFFRON UPGRADE PROJECT WHICH BEGAN IN DECEMBER AND COMPLETED IN AUGUST 2017	
EBILL PROJECT PLAN						
PROJECT TASKS TO RESTART PROJECT						
Task #	Owner	Due Date	Revised Due Date	Status Open or Complete	Task	Status/Comments
1	SCHMID			COMPLETE	Identify timeline to restart the project including availability of resources from Finance and Customer Service for testing and review.	Project planning will start in April, 2018 and is dependent upon availability of Paymentus project que. Final timeline will be determined after meeting with Paymentus.
2	SCHMID			COMPLETE	Contact Paymentus to restart the project and determine availability of Paymentus resources for project management and support and issue resolution of the testing process.	Meeting schedule with Jaiirus McClendon/Paymentus on 4/30/18.
3	PAYMENTUS			COMPLETE	Need update on Paymentus Global release that would provide customer email and phone information that SPU can use to update our CIS system? Does customer need to agree to this so we can use this information in our system?	6/5/18: Per Greg L, the Agent Dashboard has reports available for SPU to access to get customer email and phone information. The customer authorizes our use of this when they enroll or make a payment under the terms and conditions. RS will add a step to our test plan to test this (COMPLETE). SNW will need to add a step to her operating procedures to use this list and update the customer info on Dafron CIS. See OP PROCEDURES tab for list of new procedures to be developed.
4	PAYMENTUS			COMPLETE	Determine how paymentus handles bounce back emails to ensure customer receives a bill? Paymentus to provide a report. Need details on how this will work	6/5/18: Per Greg L, the Agent Dashboard has reports available for SPU to access to get customer emails and phone information that has bounced. RS will add a step to our test plan to test this (COMPLETE). SNW will need to add a step to her operating procedures to use review this list and determine if client should be contacted. See OP PROCEDURES tab for list of new procedures to be developed.
5	PAYMENTUS			COMPLETE	Request confirmation from Paymentus how current payment process will be impacted by new portal. Will we need to complete testing of current payment file generation and import process?	PER J MCLENDON MEETING ON 4/30/18 - HE RECOMMENDS WE TEST PAYMENTS. NEED TO DETERMINE IF WE CAN SEND A PAYMENT FILE. 6/5/18: Per Greg L, SPU will see new channel indicators on our payment file listing payby text, pdf, or recurring. Greg recommended we review IVR recording and see if it needs to be updated for new payment channels. RS added a separate step to the project plan.
6	PAYMENTUS			COMPLETE	Revisit with Paymentus what customer will see when a new bill has been generated? Will they receive a PDF file or just a notification that a new bill has been generated?	THIS WILL BE DETERMINED BY CUSTOMER PREFERENCE THEY ELECT IN THEIR PROFILE.
7	WALSH	TBD		COMPLETE	REVISIT WITH SHARON STATUS ON SUPPRESSION TESTING. THIS IS THE TICKET THAT SENT TO TEST AND THE TICKET WAS MOVED TO LIVE PREMATURELY. DID IMPACT COMPLETE PROGRAMMING OR NOT? REVIEW BILL SUPPRESSION PROCEDURES. DID PROGRAMMING GET MOVED TO LIVE IN DAFFRON?	SNW TO CONFIRM IF IN IXP. PER EMAIL FROM DAFFRON ON 5/24/2018, SUPPRESS PRINTING OF STATEMENTS IS NOT IN LIVE. DETERMINE IF PROGRAMMING IS IN TEST AND DEVELOP COURSE OF ACTION. BILL SUPPRESSION IS BEING HANDLED BY A MAILCODE CHANGE IN DAFFRON THAT IMPACT WILL RECOGNIZE, WITHHOLD PRINT AND CREATE A PDF. 6/6/18: Per SNW - a test file will be sent to Impact today for an internal/Daffron test of the bill suppression feature in my new CIS upgraded system. I should have the results back by early next week - hopefully for our Tuesday, 6/12 conference call. 6/6/18: RS - Sharon is this in Daffron's test or Live environment? Is this in Impact's test or Live environment? 6/12/18 - Per SNW, bill suppression coding was moved to live on Daffron previously. Bills for Renee Schmid and Kelley Willemssen were suppressed in LIVE and SPU will review results in LIVE for bills generated in June. SPU will check Impact portal to ensure PDF was delivered and will check Paymentus test site to view the bill. 6/26/18 RS RECEIVED A BILL FOR STORM DRAINAGE ONLY. NEED TO CHECK WITH SNW ON CODING IN DAFFRON TO SEE IF STORM DRAINAGE WAS SUPPRESSED OR NOT. NO ELECTRIC BILL WAS GENERATED. NEED TO SEE WHAT HAPPENED WITH PDF FILE FROM IMPACT ONCE IS IS SENT TO IMPACT. K. WILLEMSEN TO CHECK HER BILL TODAY. 6/27/18: SUPPRESSED BILLS FOR WILLEMSEN AND SCHMID WERE PRESENTED ON THE IMPACT PORTAL ( 1 BILL FOR SUPPRESSED SERVICE AND 1 BILL FOR SERVICE NOT SUPPRESSED). AT PAYMENTUS ONLY 1 FILE (ELECTRIC) FOR SCHMID WAS PRESENTED. THE WORK AROUND PROCEDURE FOR ENSURING ALL SERVICES ARE CODED ON DAFFRON FOR BILL SUPPRESSION WILL BE DEVELOPED BY SNW AND IS #12 ON THE ISSUE LOG. MARK THIS AS
8	SCHMID	10/12/2018 & 10/22/2018		OPEN	Determine options for bringing test system on line within Paymentus production project schedule. PER G. LEEVES, PAYMENTUS NEEDS 5 BUSINESS DAYS TO MOVE TO PRODUCTION	6/6/18: Per Greg, we have flexibility in when we bring this online. This date is currently dependent on Paymentus resolving issue on historical PDF presentment. SPU is currently looking at dates of 6/23/18 but is contingent upon other factors at this point. 8/27/2018 - PAYMENTUS TO MOVE CONFIGURATION TO LIVE PRODUCTION ON 10/12/2018 WITH A GO LIVE DATE OF 10/22/2018.



EBILL PROJECT PLAN						
Task #	Owner	Due Date	Revised Due Date	Status Open or Complete	Task	Status/Comments
9	SCHMID	10/12/2018 & 10/22/2018		OPEN	Determine timeline to move from test to production within Paymentus production project schedule.	6/27/18: WILL BE DETERMINED AFTER TESTING IS COMPLETE IN MID JULY
10	WALSH			COMPLETE	Review status of PDF billing statement test files generated at Impact and sent to the Paymentus Test site. Need to determine which files have been sent to allow adequate testing at Paymentus.	4/25/18: Per SNW Impact has been sending statement to Paymentus on a monthly basis and retains 90 days of PDF files at Impact. 5/29/18: Per SNW, L. Barber at Impact confirmed that Impact has been renaming each file sent to Paymentus so there should be no overwriting of the files at Paymentus.
11	PAYMENTUS & SPU	4/30/2018		COMPLETE	Request Paymentus to provide update on status of historical PDF files sent from Impact to Paymentus. SPU would like to have these loaded into our test environment and live database. SEE OPEN ISSUES LOG FOR UPDATE ON THIS ITEM.	This items was added to the OPEN ISSUES log. 6/5/18: Greg to concentrate on this as a priority issue as it is preventing us from moving forward with testing. 6/12/18: G LEEVES CONFIRMED THAT THE PAYMENTUS TEST SYSTEM SHOWS NO RECORD OR ACTIVITY OF PDF FILES BEING RECEIVED FROM IMPACT FROM OCTOBER 2017 THROUGH MARCH 2018. LAST FILE IN 2017 WAS RECEIVED ON 9/21/2017 AND FILES IN 2018 WERE RECEIVED ON 4/20/2018 AND MAY 19, 2018. SPU ACTION ITEM: SNW TO CHECK WITH IMPACT AS TO WHY FILES WERE NOT SENT AND DETERMINE COURSE OF ACTION TO RESEND AT MINIMUM LAST THREE MONTHS OF FILES UNDER NEW INDEX TO SHOW DUE DATE. SPU WILL NEED TO REQUEST THAT GREG DEACTIVATE THE APRIL AND MAY FILES CURRENTLY LOADED PRIOR TO PAYMENTUS SENDING HISTORICAL FILES. RS TO SEND GREG EMAIL FOR FILES WITH CURRENT DUE DATES TO BE DEACTIVATED. SPU WILL ALSO NEED TO SEND UPDATED CIF FILE PRIOR TO TESTING. 6/18/18 - IMPACT SENT HISTORICAL FILES EXCLUDING MAY WITHOUT INDEX FIX. SNW FOLLOWING UP WITH IMPACT. 6/21/18 - SNW - INDEX WORK NOT COMPLETE AT IMPACT. 6/25/18 NEED MEETING WITH IMPACT PROGRAMMER AND PAYMENTUS TECH STAFF TO RESOLVE THIS ISSUE. WILL DISCUSS AT 6/26/18 CALL. IMPACT STAFF WILL BE ON THE LINE. 6/27/18 - LOAD OF JUNE BILL/JULY DATE FILE SUCCESSFUL. SNW TO REQUEST LOAD OF HISTORICAL FILES FROM JAN 2018 (FEB DUE DATE) THROUGH MAY 2018 (JUNE DUE DATE) FOR THE EVENING OF 6/27/18. AT GO LIVE, SPU WILL REQUEST IMPACT SEND HISTORICAL FILES FOR JAN 2018(FEB DUE DATE) THROUGH PRESENT
12	PAYMENTUS			COMPLETE	Determine how customers with current Paymentus accounts will be impacted and develop plan to address	6/6/16: Per Greg, Renee and Greg are only customers have set up accounts today so there should be no impact to existing clients.
13	PAYMENTUS			COMPLETE	Determine if there are any changes for current CIF file in production as new portal is implemented	6/6/16: Per Greg, there will be no change to the production CIF file process.
14	SCHMID	8/27/2018		COMPLETE	Develop detailed testing plan to validate testing at Paymentus of Ebill presentment project.	6/1/18: SEE SEPARATE TESTING PLAN TAB.....NEEDS REFINEMENT. 6/6/18: Test plan has been revised and will continue to be updated as we move forward.
15	SCHMID	TBD		COMPLETE	Establish user access in test environment	PER SNW USERS TO TEST WILL BE SHARON WALSH, SHARON RAINES, AND KELLEY WILLEMSSEN
16	SCHMID	TBD		COMPLETE	Obtain pseudo access for processing dummy payments from Paymentus	DUMMY PAYMENT INFO RECEIVED FROM PAYMENTUS
17	SCHMID & ROMANSKY	8/27/2018		COMPLETE	Send updated CIFS file in test site at Paymentus to match testing validation process or request Paymentus to copy live CIF file to test. SPU does not need to notify Paymentus in advance.	8/27/2018 - RS REQUESTED BOB R TO SEND FILE ON 8/27/2018 for date of 8/27/2018.
18	WALSH	10/15/2018		OPEN	Load all historical PDF billing files to live for period 2018 BILLS (FEB DUE DATE) THROUGH CURRENT.	IMPACT HAS 90 DAYS OF HISTORY AVAILABLE TO US. DISCUSS OUR OPTIONS WITH GREG. 6/26/2018 - PAYMENTUS CANNOT COPY FILES FROM UAT TO LIVE. SPU WILL REQUEST IMPACT TO SEND FILES TO LIVE WHEN WE ARE READY. 1/17/2019 - IMPACT HAS ALL 2018 HISTORICAL FILES WITH EXCEPTION TO JUNE 2018 AND IS WORKING TO REBUILD THAT FILE. IMPACT WILL HOLD THESE FILES FOR SPU UNTIL WE ARE READY TO SEND THEM TO PRODUCTION AT PAYMENTUS AT GO LIVE DATE.
19	SCHMID & WALSH	WEEK OF 8/27/2018		COMPLETE	Test system including comparison of PDF bills to live bills, test system use from perspective of customer, test system use from perspective of SPU CSR/Billing Clerk, test use of Dashboard, test payment processing, test payment file creation, test suppression reporting generation and related testing on Daffron system to suppress bill print function, and other steps to be determined. There will be more items to test beyond these listed.	
20	SCHMID & WALSH	WEEK OF 8/27/2018		COMPLETE	Test PDF push to registered customers	7/9/18: RS TO SET UP SEVERAL ACCOUNTS WITH PDF AND TEXT NOTIFICATION BEFORE BILLS JULY BILLS ARE PROCESSED ON 7/17/18. 8/13/18 Test completed and have several fixes needs per issues log.
21	SCHMID	10/10/2018		OPEN	Determine links and file transfer information that will need to change between Impact and Paymentus to move from test to Live environment. Links to update: 1) PDF file transfer to production. (SEE STATUS UNDER COMMENTS) 2) SPU website link to new link (NEED TO CONFIRM THIS) When ready to go LIVE, SPU will change our website link to: Production Customer Portal URL - https://ipn.paymentus.com/cp/skp 3)CIF file - no change NOTE: IMPACT REQUIRES A 24 HOUR NOTICE TO CHANGE THE FILE TRANSFER FROM SKPUAT TO SKPPROD.	6/5/18: Per G. Leeves, at point we go live, Impact will need to redirect the PDF file to a new production link. SNW to confirm if Impact IP address will change. 6/6/18: Per SNW, there will be no change in Impact's IP address when we go LIVE. SNW requested Greg to send the production link info so Impact can get programming into the queue. RS requested this not be implemented until after we go LIVE. Will be discussed on Tuesday 6/12. 6/18/18 - SNW OR RS TO FIND INSTRUCTIONS SENT BY VJ AT PAYMENTUS EARLIER. BOTH SNW AND RS COULD NOT FIND IP ADDRESS SPECIFICS. EMAILS SENT TO GREG REQUESTING SPECIFIC INSTRUCTIONS BEING USED TODAY IN TEST AND INSTRUCTIONS TO BE USED BY PAYMENTUS TO MOVE TO PRODUCTION. 6/18/19 Per GL email on 6/18/18, there is no IP address changes required to move to production. Impact will need to direct their file to the same SFTP directory but use the ID of skpprod (as in production) instead of the one currently being used to send to test as skpuat. RS & SNW WILL DISCUSS TIMING FOR COMMUNICATION OF THIS CHANGE TO IMPACT. GREG, WHAT IS THE LINK THAT OUR WEBSITE WILL NEED TO DIRECT TO IN PRODUCTION? 6/27/18 - GREG TO SEND EMAIL CONFIRMING LINK. 7/23/18: Greg sent the link to Renee. SNW had received it earlier. 7/23/18 - G LEEVES SENT LINK TO RENEE
22	WALSH	WEEK OF 8/27/2018		ON HOLD	Test customer communication option for IVR, Phone, text, and email	OUTBOUND COMMUNICATION CAMPAIGNS WILL BE DEVELOPED AS NEEDED.
23	WALSH	10/15/2018		COMPLETE	Request Impact generate and send historical files to Paymentus if needed. SAME AS #18 ABOVE.	

EBILL PROJECT PLAN						
Task #	Owner	Due Date	Revised Due Date	Status Open or Complete	Task	Status/Comments
24	WALSH	TBD		OPEN - ON HOLD PENDING RESOLUTION OF OPEN ISSUES IN TEST	Develop Customer Communication Plan (PAYMENTUS ORIGINALLY OFFERED TO HELP WITH MARKETING COSTS). Follow up with Paymentus on marketing dollars available, if any. Include language to state that if customer elects ebill, they are agreeing to no longer receive paper statements.	SNW & H. FREY HAVE CONNECTED. SNW TO DEVELOP MARKETING PLAN BASED WHEN SYSTEM WILL COME ON LINE WITH POSSIBILITY OF END OF JULY OR END OF AUGUST AS OPTIONS DEPENDENT UPON TESTING OF SYSTEM. 7/9/18 - H. FREY WILL NOT JOIN OUR CALLS. SNW TO WORK DIRECTLY WITH HEIDI ON PLAN. 8/13/18 - SNW HAD MEETING WITH PAYMENTUS (HEIDI). PAYMENTUS CAN ASSIST WITH DESIGN AND IPAD.....NOT SURE IF SPU CAN TAKE ADVANTAGE OF THIS DUE TO LAWS, ETC.....REASSESSING THIS YET. PAYMENTUS CAN DO DESIGNS BUT MAILING COSTS ARE ON SPU. PLANS TO USE BILL STUFFERS, WEBSITE, AND FACEBOOK TO MARKET.
25	SCHMID & WALSH	TBD		OPEN	Identify and resolve any open issues generated from the testing process	SEE OPEN ISSUES LIST
26	SCHMID & WALSH	10/4/2018 - 10/12/2018		COMPLETE	Complete training of SPU staff and new EBILL system	7/9/18: G. LEEVES TO ASSIGN A PROJECT MANAGER TO DO A DEMO FOR OUR STAFF. SPU TO IDENTIFY A DATE AFTER WE COMPLETE OUR TESTING AND LET GREG KNOW THE DATE WE NEED TRAINING. 8/27/2018 - REQUESTED G. LEEVES TO SCHEDULE TRAINING FOR CS STAFF BETWEEN 10/4/2018 & 10/12/2018 IN 2 2 HOUR SESSIONS VIA WEBINAR WITH RYAN
27	SCHMID	9/4/2018		OPEN	Go/No go decision to bring system on line and date	DELAYED DUE TO TESTING ISSUES
28	WALSH	SEP/OCT		OPEN	Roll out and introduction to SPU customers	DELAYED DUE TO TESTING ISSUES
29	SCHMID	TBD		OPEN	Update Commission with project update upon completion	DELAYED DUE TO TESTING ISSUES
30	PAYMENTUS	TBD		COMPLETE	How are expiring credit cards handled? Is there a report or notification sent to a customer?	6/12/18: PER G LEEVES, CUSTOMER IS SEND AN EMAIL 30 DAYS PRIOR TO EXPIRATION OF CREDIT CARD REQUESTING THEM TO UPDATE THEIR CARD INFORMATION. RS TO ADD THIS TO THE TESTING PLAN.
31	SCHMID & WALSH	TBD		COMPLETE	Review IVR recording and determine if any changes need to be made to include all payment channels????	6/18/18 RS CALLED IVR LINE AND DOES NOT SEE A NEED FOR CHANGES. SNW WILL ALSO REVIEW IT. 6/26/18 - SNW CONFIRMED NO CHANGES NEEDED
31	SCHMID & WALSH	TBD		COMPLETE	Review SPU recording at 952-445-1988 and determine if any changes need to be made to include all payment channels or direction to make a payment "button".	6/12/18: SNW AND RS LISTED TO SPU RECORDING. NO CHANGES RECOMMENDED AT THIS TIME.



EBILL PRESENTMENT PROJECT					
OPEN ISSUES LOG					
ISSUE #	DATE OPENED	DATE RESOLVED	STATUS	DESCRIPTION	SUMMARY/STATUS
1	5/4/2018	8/9/2018	COMPLETE	<p>HISTORICAL PDF BILL RECORDS NOT DISPLAYED IN TEST. GAP FROM SEPTEMBER 2017 THRU MARCH 2018. 6/27 - SPU NEEDS TO DECIDE HOW FAR BACK WE WILL LOAD IN TEST AND LIVE AND REQUEST IMPACT TO TRANSFER FILES TO TEST. DECISION: SPU WILL REQUEST IMPACT TO LOAD BILLS WITH DUE DATES OF FEB 2018 THROUGH JUNE 2018 INTO TEST. WHEN WE GO LIVE, SPU REQUESTS IMPACT TO LOAD BILLS DUE DATES OF FEB 2018 THROUGH CURRENT MONTH AT CURRENT GO LIVE. 6/28/18: Historical PDF bills were successfully loaded into UAT for the period Feb - June due dates. SPU is in the process of review an testing of PDF file load. 6/29/18: SNW - COMPLETED TEST OF 20 ACCOUNTS (6 MTHS HISTORY). PDFS ARE DISPLAYING CORRECTLY WITH DUE DATE. ISSUE WITH BUDGET BILLS AMOUNT DUE NOT DISPLAYING CORRECTLY. 7/9/18: SNW TO REQUEST IMPACT TO CHANGE THEIR PROGRAM TO PULL AMOUNT DUE AND NOT STATEMENT BALANCE WITH GOAL TO FIX BEFORE JULY BILLS PROCESSING 7/18. SNW TO ALSO REQUEST AMOUNT OF TIME TO RERUN HISTORICAL FILES WITH THIS FIX. 7/23/18: impact completed programming of index file on 7/16. Expect July bills with fix to be delivered by 7/24. SPU will proceed with testing. If all looks good, SPU will request Greg to deactivate Jan - Jun bills and have Impact rerun Jan bills through June and resend to Paymentus. 7/26/18 - G. LEEVES DEACTIVATED THE 7/16/18 BILLS. 7/30/18 - IMPACT FILES FOR 7/16/18 WERE RELOADED. 8/6/18 - PER SNW, SHE REVIEWED FILES FOR 20 ACCOUNTS FROM JAN - JULY BILLS AND ALL ARE INDEXED WITH CORRECT AMOUNTS DISPLAYED AS DUE. WE CAN</p>	<p>5/15/18 - G. LEEVES OPENED CASE WITH PAYMETNUS OPERATIONS TO CHECK ARCHIVE FOR RECEIPT OR LACK OF FOR THESE MONTHS. HE WILL SEND RESULTS WHEN RECEIVED. 6/12/18: G LEEVES CONFIRMED THAT THE PAYMENTUS TEST SYSTEM SHOWS NO RECORD OR ACTIVITY OF PDF FILES BEING RECEIVED FROM IMPACT FROM OCTOBER 2017 THROUGH MARCH 2018. LAST FILE IN 2017 WAS RECEIVED ON 9/21/2017 AND FILES IN 2018 WERE RECEIVED ON 4/20/2018 AND MAY 19, 2018. SPU ACTION ITEM: SNW TO CHECK WITH IMPACT AS TO WHY FILES WERE NOT SENT AND DETERMINE COURSE OF ACTION TO RESEND AT MINIMUM LAST THREE MONTHS OF FILES UNDER NEW INDEX TO SHOW DUE DATE. SPU WILL NEED TO REQUEST THAT GREG DEACTIVATE THE APRIL AND MAY FILES CURRENTLY LOADED PRIOR TO PAYMENTUS SENDING HISTORICAL FILES. RS TO SEND GREG EMAIL FOR FILES WITH CURRENT DUE DATES TO BE DEACTIVATED. SPU WILL ALSO NEED TO SEND UPDATED CIF FILE PRIOR TO TESTING. 6/12/18 - SNW IS HAVING IMPACT RERUN FILE FOR BILLS WITH A DUE DATE OF 6/15/18 AND REVISED INDEX TO REFLECT DUE DATE AND NOT INVOICE DATE....THIS FIX WILL ALSO ADDRESS SHADING AND MISSING LOGO. PLAN IS TO THEN HAVE JUNE BILLS WITH JULY DUE DATES RUN NEXT WEEK. IF THIS WORKS, SPU WILL THEN SEE IF IMPACT CAN ADDRESS PREVIOUS FILES. 6/15/18: HISTORICAL FILES WERE LOADED HOWEVER THE MAY FILES WERE NOT SENT AND THE INDEXING WAS NOT CORRECTED. SNW FOLLOWING UP WITH IMPACT. 6/25/2018: See Impact's comment below - I believe there is confusion between the naming convention of the file and the individual indexing of pdfs??? Should we schedule a call between Impact's programmer and Paymentus? This worked very well last time there were questions. Please advise. "Per the programmer, this file naming convention will not work for the</p>
2	5/21/2018		COMPLETE	<p>UNDER BILL HISTORY, BILLS LISTED WITH DATE DUE OF APRIL 19 WHERE APRIL 19 IS THE INVOICE DATE AND DUE DATE IS 5/15/18</p>	<p>6/5/18 - G. LEEVES BELIEVES THIS IS AN ISSUE WITH THE BILLPRINT VENDOR AND THAT THE VENDOR SHOULD BE USING THE DUE DATE IN THEIR FILE NAME AND IN THE INDEX FILE AS WELL. SWN TO CONTACT IMPACT TO REVIEW. 6/6/18: Due Date - a ticket has been opened with Impact to correct the date in the index file. Once re-programmed, it will reflect the bill "due date" (not the date the bills/files were produced). I have requested a high priority for this change, indicating we need to have it changed and tested before we bill in mid-June. 6/27/18: IMPACT COMPLETED PROGRAMMING &amp; SENT TEST FILE FOR JUNE BILLS WITH A DUE DATE OF 7/17/18. FILES APPEAR TO HAVE LOADED AT PAYENTUS UAT WITH CORRECT DUE DATE. CLOSE THIS ISSUE</p>
3	5/21/2018		COMPLETE	<p>UNDER BILL HISTORY, BILL UNDER DUE DATE OF MAY 18 SHOULD SHOW DUE DATE OF 6/15/2018 (SEE ISSUE #2) AND PDF IS MISSING SPU LOGO AND BLUE SHADING</p>	<p>6/5/18 - G. LEEVES TO REVIEW BUT BELIEVES SOURCE SHOULD BE FROM THE PRINT VENDOR. 6/6/18: SNW: Impact has confirmed they have done nothing different on their end. They do not believe the issue is theirs. Greg, have you found anything on your end to dispute and/or support this statement? 6/7/18 - PER SNW: The missing logo/blue shading is an Impact issue. Impact made a programming change regarding barcoding and the background/shading feature was inadvertently turned off.</p> <p>This is being corrected now and a new file of May (possibly April) bills will be sent to Paymentus. I have requested that they NOT send this file until they get the DUE DATE indexing issue fixed. Then we can fix two things with one file transfer.</p> <p>I'll advise when that file will be ready to be resent.</p> <p>6/27/2018 RS JUNE FILE WITH 7/16/18 DUE DATE LOADED CORRECTLY LAST NIGHT FROM IMPACT TO PAYMENTUS UAT. SPU REQUESTED G. LEEVES TO DEACTIVATE OLD EBILLS. SPU WILL IDENTIFY HISTORICAL BILLS FILE TO BE RELOADED BY PAYMENTUS AFTER DEACTIVATION IS COMPLETE.</p>
4	5/21/2018		COMPLETE	<p>CUSTOMER PORTAL/ACCOUNTS/ACCOUNT DETAIL - EDIT/ebill notification preference for bills - THIS SCREEN STILL HAS REFERENCES TO SMS.....NEEDS TO BE CHANGED TO TEXT MESSAGE LANGUAGE</p>	<p>6/5/18 - G. LEEVES TO ADDRESS IN NEXT WEEK 6/12/18 - G. LEEVES SAYS THIS HAS BEEN FIXED. SPU TO REVIEW. 6/18/18: SPU SEES FIX BUT REQUESTS CORRECTION OF "AN" TO "A" BEFORE TEXT. G. LEEVES TO MAKE THE FIX. 6/26 - Greg to make fix today. 6/27 - SPU tested, not fixed. 7/9 - Greg completed and SPU tested. Close this issue.</p>
5	5/21/2018		COMPLETE	<p>CUSTOMER PORTAL/ACCOUNTS/ACCOUNT DETAIL - EDIT/bill summary notification preference - THIS SCREEN STILL HAS REFERENCES TO SMS.....NEEDS TO BE CHANGED TO TEXT MESSAGE LANGUAGE</p>	<p>6/5/18 - G. LEEVES TO ADDRESS IN NEXT WEEK 6/12/18 - G. LEEVES SAYS THIS HAS BEEN FIXED. SPU TO REVIEW. 6/18/18: SPU SEES FIX BUT REQUESTS CORRECTION OF "AN" TO "A" BEFORE TEXT. G. LEEVES TO MAKE THE FIX. 6/26 - Greg to make fix today. 6/27 - SPU tested, not fixed. 7/9 - Greg completed and SPU tested. Close this issue.</p>



6	5/21/2018		COMPLETE	PAYMENT OPTIONS - DEBIT CARD - SHOWS COMPANIES FOR CARDS THAT WE ARE NOT OFFERING????? NOT SURE IF THIS IS AN ISSUE OR NOT.	6/5/18 - G. LEEVES SAYS THIS IS NOT AN ISSUES AND ALL ATM NETWORKS ARE ACCEPTED. MAY NEED TO UPDATE IVR GREETING. SPU TO LISTEN TO GREETING AND DETERMINE IF CHANGES SHOULD BE MADE. 6/18/18: WHAT PAYMENT OPTIONS WILL BE DISPLAYED IN LIVE? REVIEW WITH G. LEEVES. WE REVIEWED SCREENS DURING THE CALL TODAY AND THIS LOOKS TO BE OK FOR SPU. <b>SPU STILL NEEDS TO LISTEN TO IVR GREETING. 6/18/18 - RS LISTENED TO PRODUCTION IVR AND DOES SEE NEED FOR A CHANGE. SNW TO VERIFY AS WELL. 6/26/28 SNW CONFIRMED. CLOSE THE ISSUE</b>
7	5/21/2018		COMPLETE	DIRECT PAYMENT - SAYS THERE IS AN ADDITIONAL FEE - SHOULD THIS SAY \$3.95????	6/5/18 - G. LEEVES TO ADDRESS IN NEXT WEEK 6/12/18 - G. LEEVES SAYS THIS HAS BEEN FIXED. SPU TO REVIEW. 6/18/18 SPU REVIEWED AND SEES NEW SCREEN THAT CLEARLY SHOWS CONVENIENCE FEE ADD ON. CLOSE THIS ISSUE.
8	6/6/2018	SCHMID & WALSH	OPEN - PENDING DECISION ON GO LIVE DATES	PROVIDE DIRECTION FOR IMPACT TO SEND PDF FILES TO PRODUCTION ENVIRONMENT. 6/18/18: IMPACT USER ID CONNECTION WILL NEED TO CHANGE FROM "skpuat" to "skpprod" when we determine we are ready to go live. Next step is to REQUEST CHANGE with Impact once we have a go live date determined and after we have resolved the file index issue (now resolved). There is no change in IP addresses per Greg. 7/31/18 - IMPACT REQUIRES 24 HOUR LEAD TIME TO SEND FILES TO LIVE	6/12/18 - G. LEEVES REQUESTED SPU TO FIND VJ'S EMAILS WITH THESE INSTRUCTIONS AND SEND TO HIM FOR REVIEW. 6/18/18 - RS AND SNW TO LOOK FOR VJ EMAILS. RS OR SNW COULD NOT LOCATE SPECIFIC IP ADDRESS INFO. RS FORWARDED EMAIL FROM VJ TO GREG. RS REQUESTED GREG TO PROVIDE SPECIFIC INSTRUCTION FOR PDF DELIVERY IN PLACE NOW AND AT PRODUCTION. 6/18/18: USER CONNECTION WILL NEED TO CHANGE FROM "skpuat" to "skpprod" when we determine we are ready to go live. Next step is to discuss with Impact once we have a go live date determined and after we have resolved the file index issue. There is no change in IP addresses per Greg. 7/9 - SNW TO REQUEST LEAD TIME TO MAKE THIS CHANGE SO SPU CAN INCORPORATE INTO GO LIVE SCHEDULED DATE. 7/30/18 - PER SNW, IMPACT REQUIRES 24 HOUR LEAD TIME
9	6/7/2018		COMPLETE	IN TEST CUSTOMER PORTAL UNDER VIEW PAYMENTS, SPU IS REQUESTING TAB BE RENAMED TO SAY VIEW "ONLINE" PAYMENTS. SPU IS CONCERNED THAT CUSTOMERS WILL THINK THIS TAB WILL LIST ALL THEIR PAYMENTS. PAYMENTUS ONLY HAS RECORDS FOR ONLINE PAYMENTS	6/26/18 - GREG TO FIX TODAY 6/27/18 SPU TESTED...NOT FIXED YET. 7/9/18 - GREG FIXED AND SPU TESTED. CLOSE THIS ISSUE
10	6/7/2018		12/17/2018	IN CURRENT PRODUCTION ENVIRONMENT, WHEN CUSTOMER ENTERS THEIR ACCOUNT NUMBER AND "HOUSE OR BUSINESS" NUMBER, THE NEXT SCREEN AUTOPOPULATES THE CUSTOMER ACCOUNT NAME AND ASKS FOR A PHONE NUMBER AND EMAIL. TEST VERSION IN CUSTOMER PORTAL DOES NOT AUTO POPULATE CUSTOMER NAME.	6/12/18 PER G LEEVES, THE TEST VERSION IS NOT AUTOPOPULATING BECAUSE WE HAVE NOT UPDATED OUR CIF FILE. NEED TO REFRESH CIF FILE AND SEE IF THE SYSTEM WILL POPULATE. 8/13/18 - SPU STILL CAN'T TEST DUE TO ISSUE WITH CIF FILE LOAD. NEW CIF FILES WERE SENT ON 8/13/18 WITH BALANCES AS OF 8/10/18. 10/17/18 - SPU TO RETEST WITH EBILL LOADS ON 10/19 OR 10/20 AND CIF FILE LOADS ON 10/19, 10/22, AND 10/23. 12/17/18 - PER DISCUSSION WITH G. LEEVES - CLOSE THE ISSUE. SPU MADE DECISION TO USE CP WITH ONE LANDING PAGE FOR OTP AND CP. THE FEATURE TO PRELOAD CUSTOMER ACCOUNT NAME WAS PART OF THE "OLD" OR CURRENT PRODUCTION SYSTEM. USING CP FOR OTP SIMPLIFIES PROCESS FOR CUSTOMER.
11	6/7/2018		COMPLETE	IN CURRENT PRODUCTION ENVIRONMENT, WHEN CUSTOMER ENTERS THEIR ACCOUNT NUMBER AND "HOUSE OR BUSINESS" NUMBER, THE NEXT SCREEN AUTOPOPULATES THE CUSTOMER ACCOUNT NAME AND ASKS FOR A PHONE NUMBER AND EMAIL. TEST VERSION IN CUSTOMER PORTAL DOES NOT ASK FOR A PHONE NUMBER	6/12/2018 - NEED TO ASK G LEEVES ABOUT THIS ISSUE 6/18/18 - 6/18/18 - REVIEWED SCREEN AND PHONE NUMBER IS REQUESTED. STILL NEED TO LOAD A CIF AND TEST AUTOPOPULATE
12	6/12/2018	WALSH	COMPLETE	SPU REQUESTED CLARIFICATION FROM PAYMENTUS ON SITUATION WHERE SPU SENDS MULTIPLE PDFS FOR THE SAME ACCOUNT. FOR BILL TO BE SUPPRESSED IN SPU DAFFRON SYSTEM, CSR MUST ENTER CODE IN ALL SERVICES TO ENSURE BILL PRINT FUNCTION IS SUPPRESSED. IF ONE OR MORE SERVICES ARE MISSED, DAFFRON AND IMPACT WILL GENERATE MORE THAN ONE PDF FILE. SPU ALSO REQUESTED IMPACT TO DEVELOP REPORTS ON PDF FILES THAT DO NOT LOAD CORRECTLY. 6/27/18 SWN TO DEVELOP PROCEDURES TO SECONDARY REVIEW OF EBILL SUPPLEMENT IS COMPLETED MONTHLY BEFORE BILLING PROCESS IS EXECUTED. 7/9/18 - SNW MET WITH STAFF TO BEGIN DEVELOPMENT OF PROCEDURES. 8/13/18 PER SNW STAFF HAS PROCEDURES TO ENSURE ALL 4 SERVICES ARE CODED WITH EBILL SUPPRESSION AND A DOUBLE CHECK.	6/12/18. G. LEEVES INDICATED THAT THE LAST PDF LOADED WILL BE DISPLAYED. PAYMENTUS PRODUCTION SYSTEM IS SCHEDULED TO FIRST LOAD BILL FILES BY 3:30 AM EST/2:30AM CST (WITH A CUTOFF FROM US BE 2AM EST/1AM CST) AND THEN LOADS THE CIF FILES AT 4:30AM EST/3:30AM CST (WITH A CUTOFF FROM US) AT 3AM EST/2AM CST. IF SPU WANTS TO LOAD HISTORICAL FILES WE NEED TO CONSIDER THESE TIME LINES AS IMPACT HAS 48 HOURS FROM RECEIPT OF OUR BILLX FILE TO GENERATE PDFS. COULD BE DISCONNECT BETWEEN CIF FILE AND CUSTOMER PDF BUT RISK IS SMALL AND WE ARE OK WITH THAT SMALL GAP PER SNW. PER G. LEEVES, HE ADDED SOME TABS TO OUR DASHBOARD TO REVIEW FILE LOADS.....THIS WILL NOT REALLY TELL US IF WE HAVE ANY DAFFRON BILL SUPPRESSION CODES WRONG.....WILL NEED TO DO SELF REVIEW, WRITE A QUERY TO REVIEW BILL SUPPRESSION, OR CHANGE PROGRAMMING ON DAFFRON SO THAT THE BILL SUPPRESS HAPPENS AT ACCOUNT LEVEL. G. LEEVES ALSO SUGGESTED WE PURSUE AUTOMATIC UPLOAD OF PAYMENTUS BILL SUPPRESS FILE INTO DAFFRON.....SPU WILL CONTEMPLATE THIS AS A FUTURE ENHANCEMENT AS THIS WOULD REQUIRE PROGRAMMING AT DAFFRON.
13	6/18/2018		COMPLETE	Greg - RS clicked on the test link for customer portal, then on "pay now", then on "simplify your life", and it takes me to the old version. See attached screen shots. Something seems to be misdirecting at the "simplify your life" redirect if you go into make a one time pay and then decide to register. .Can you take a look at this?	6/26/18 G LEEVES TO REVIEW. 7/9/18 - GREG FIXED, SPU TESTED. URL WAS FIXED AND IT IS NOW DIRECTING TO CORRECT SITE. CLOSE THIS ISSUE.



14	7/9/2018	WALSH	OPEN	SPU HAS SOME BILLS (BOOK 200 BILLS) THAT ARE PRINTED IN HOUSE AND NOT SENT TO BILL PRINT VENDOR. PER GREG LEEVES, SPU CAN SEND THESE IN A SEPARATE ZIPPED PDF FILE PROVIDED THEY FOLLOW PROGRAM REQUIREMENTS BEING USED BY IMPACT.	7/9/18: SPU TO PURSUE OPTIONS AND DEVELOP PROGRAM TO COMPLETE THIS. 8/13/18 - SNW - DEVELOPING PROCEDURES SO THAT ALL RECORDS ARE SENT TO IMPACT FOR PRINTING.....MODIFYING SOME PROCEDURES FOR TESTING. WILL CONTINUE TO WORK THIS ISSUE	
15	7/10/2018	WALSH	OPEN	How will statement stuffers be handled for new EBILL customers?	PER GREG, WE CAN DO CUSTOM CAMPAIGNS BUT CAN'T DO PDFS. WILL COVER CAMPAIGN IN TRAINING ON 8/16 AT 3PM.	
16	7/31/2018	LEEVEES	OPEN	SPU TESTED EMAIL NOTIFICATION AND NOTED ISSUES IN EMAIL TO GREG LEEVES ON 7/31/18 AND FROM SNW ON 8/9/18	- SUMMARY BILL - MISSING SPU LOGO. TERMS AND CONDITIONS - REPLACE BILLING COMPANY WITH SPU (SPELLED OUT), STRANGE CHARCTERS NEED TO BE REMOVED, SPELL OUT GOVERNMENT, CHANGE SPECILLING FORM BEACH TO BREACH. PAYMENT INSTRUCTIONS - POINT #1, CHANGE IS TO ARE (GRAMMER CORRECTION). 8/13/18 - SPU REQUESTED THESE FIXES BE MADE PRIOR TO LOADING NEXT PDF FILE. GREG TO HAVE SOMEONE AT PAYMENTUS ADDRESS THESE ISSUES AND WILL LET SPU KNOW WHEN COMPLETE. 10/17/18 - THIS IS STILL AN ISSUE. SPU RETESTED ON EBILL NOTIFICATION RECEIVED ON 9/17! ALSO NEEDS TO RESTATE VERBAGE UNDER PAYMENT INSTRUCTIONS TO READ: YOUR PAYMENT DETAILS FROM YOUR LAST USED PAYMENT METHOD "ARE" USED ( NOT "IS") PER SNW EMAIL DATED 8/9/18. 12/10/18: SPU RETESTED. LOGO ON PDF STILL SAYS ABC UTILITY - NEEDS TO BE SPU LOGO. PAYMENTS INSTRUCTIONS STILL NEEDS GRAMMAR CORRECTION "ARE". TERMS AND CONDITIONS DOCUMENT STILL HAS SOME ERRORS.....SOME WERE FIXED BUT STILL HAS STRANGE SYMBOLS IN 8 DIFFERENT SPOTS WITHIN THE BODY OF THE TEXT. 12/17/18 - G. LEEVES SAYS THE LOGO, GRAMMAR CORRECTION, AND STRANGE SYMBOL ISSUE WILL BE FIXED BY 12/18/18. SPU WILL RETEST AFTER BILLS ARE LOADED AGAIN BY AROUND 12/20/18 OR SO. 12/21/18 - SPU RETESTED AND THE LOGO STILL SAYS ABC UTILITY. 1/17/2019 - G. LEEVES SAYS THE LOGO, GRAMMAR AND STRANGE SYTEM ISSUE IS NOW FIXED. SPU WILL EITHER RETEST AT NEXT BILL FILE LOAD AFTER 1/24/19 OR DECIDE TO RELOAD DECEMBER BILL FILE ONCE PAYMENTUS CONFIRMS ALL FIXES ARE IN. PAYMENTUS TO CONFIRM BY END OF DAY ON 1/17/2019.	
17	7/30/2018	LEEVEES	OPEN	7/24/18 CIF FILE DID NOT LOAD. G LEEVES CONCERNED ABOUT NEED FOR DEVELOPMENT TO FIX. G. LEEVES TO RESEARCH AND RESPOND.	8/13/18 - GREG REQUESTED THAT SPU SEND ANOTHER FILE ALONG WITH A PDF FILE. SPU SENT FILE ON 8/13/18 AS OF 8/10/18. GREG TO DEACTIVATE 8/15/18 PDF FILES AND FIX ISSUES IN ITEM #16, AND ENABLE TEXT MESSAGES AND TO NOTIFY SPU WHEN COMPLETE. SNW TO REQUEST IMPACT RESEND 8/16/18 PDF FILE (COMPLETE) BUT NOT SEND UNTIL GREG COMPLETES HIS TASK. 9/14.....GREG FORCED PDF AND TEXT NOTIFICATIONS.....10/17/19 - WILL RETEST WITH 10/19 FILE LOAD.	
18	7/31/2018	LEEVEES	OPEN	NO TEXT NOTIFICATION RECEIVED BY R SCHMID AFTER BILLS LOADED. WHY NOT	8/16/18 - GREG LEEVES SAYS HE UPDATED THIS ON 8/13/18.. 10/17/18 - TEXTS AND BILL NOTIFICATIONS HAVE ISSUES. SEE ATTACHMENT. TEXT MESSAGE DOES NOT INCLUDE MENTION OF SHAKOPEE PUBLIC UTILITIES ON PAYMENT REMINDER. BILL SUMMARY DOES NOT SAY SPU AND HAS STRANGE "REPLAY 'PAY', LANGUAGE. SEE ATTACHMENTS #18A AND #18B. 18B IS NOW FIXED.: 12/11/18: TEXT NOTIFICATIONS..... received messages in text saying "your Shakopee Public Utilities bills is ready. Please visit <a href="https://secure1.paymentus.com/cp/skp">https://secure1.paymentus.com/cp/skp</a> to go in and view your bill. Also received text with Pmt#4 Your Shakopee Public Utilities bill summary: Account #8683001 Amount due: \$128.89 Due Date: 12/17/2018 Reply 'PAY#4', 'PAY#4 \$\$CC', OR 'OPTOUT#4'.....RECEIVED SAME MESSAGE FOR PMT#5. #18A IS NOT FIXED: PAYMENT REMINDER FOR ACCOUNT 6863001 FOR THE AMOUNT OF \$128.89 IS DUE IN 4 DAYS. YOU CAN PAY AT <a href="https://secure1.paymentus.com/cp/ski" href="https://secure1.paymentus.com/cp/skp"> 12/17/18 - GREGO TO GET SPU NAMED ADDED TO REMINDER AND ELIMINATE SECOND TEXT STRING. SPU WILL RETEST AT END OF WEEK. 12/21/18 - DID NOT RECEIVE TEXTS AGAIN. PAYMENTUS HAS ESCALATED THIS TICKET...INDICATED TEXT NOTIFICATION WAS TURNED OFF IN THE TEST ENVIRONMENT FOR SOME REASON. 1/17/2019 - PER GREG LEEVES, PAYMENTUS IS STILL HAVING ISSUE WITH TEXTS NOT BEING SENT. SAYS SPU NAME AND SECOND STRING HAVE BEEN CORRECTED BUT TEXTS ARE STILL NOT BEING SENT AND NEEDS TO RETEST THIS. WILL PROVIDE AN UPDATE BY EOD 1/17/19. SPU NEEDS TO RETEST WHEN WE RECEIVE WORD THAT ISSUE IS RESOLVED.	
19	8/27/2018	SCHMID	ON HOLD	CONTACT HEIDI FRY TO RENEGOTIATE OUTBOUND RATES		
20	8/20/2018	SCHMID	ON HOLD	ADJUST USER SETTINGS TO ALLOW OUTBOUND CAMPAIGN INFO AT POINT SHARON WALSH DECIDES TO USE FEATURE		



21	10/17/2018	LEEVEES	OPEN	TERMS AND CONDITIONS - STILL HAS SPELLING ERRORS "BEACH" AND DOES NOT REFERENCE SPU AND SPELL OUT GOVERNEMENT. THIS IS THE SAME AS ISSUE #16 WITH DIFFERENCT ACCESS POINT.	12/11/18: SEE #16. BEACH AND GOVERNMENT AND SPELL OUT SPU HAS BEEN FIXED.....BUT STILL HAS 8 DIFFERENT SPOTS WITH ODD SYMBOLS??? 12/17/18 - G.LEEVES TO FIX BY 12/18/18. SPU NEEDS TO SEE THIS FIXED IN A FULL TEST RUN BEFORE WILLING TO CLOSE TICKET.	says
22	10/17/2018	LEEVEES	12/17/2018	ATTEMPTED TO MAKE A PAYMENT THRU OTP FOR ACCOUNT 5389001 FOR A DUE DATE OF 10/15/2018 SHOWING A BALANCE DUE OF \$159.71. ALSO LOGGED INTO CUSTOMER PORTAL AND BALANCE DUE SHOWED ZERO AND BALANCE DUE DID NOT APPEAR. WENT ON TO MAKE A \$2.00 PAYMENT AND SCREEN POPPED ASKING FOR VALID SERVICE ADDRESS HOUSE OR BUILDING NUMBER? WHY WOULD THIS HAPPEN IF I WAS LOGGED ON THRU CP AND WHY DOES THE BALANCE DUE NOT APPEAR IN BOTH CP AND OTP AS THE SAME? THIS WAS PROCESSED FROM THE TEXT RECEIVED ON 9/17/18 FROM PHONE #470-205-9025 AND FOLLOWED THE PAYMENT PROCESS	12/12/18: STILL NOT FIXED. 12/17/18 - PER DISCUSSWITH WITH G. LEEVES ACCT #5389001 HAS SOME BAD FILES LOADED BACK IN 2013. RS REMOVED THIS ACCOUNT AND THEN ADDED IT BACK INTO MY PROFILE OF ACCOUNTS. BALANCES NOW APPEARED CORRECT AND WAS ABLE TO PROCESS AND GET TO PAYMENT SCREEN WITHOUT ERROR. CLOSE THIS	
23	10/17/2018	LEEVEES	OPEN	WAS TESTING/REVIEWING BILL SUPPRESSION REPORT ON DASHBOARD. ACCOUNT 8683001 WAS SUPPRESSED AND SHOWS UP WITH MULTIPLE CUSTOMER ID.....IS THIS JUST THE RESULT OF MULTIPLE USERS USING THIS ACCOUNT FOR TEST?	PER GREG.....THAT IS THE RESULT OF MULTIPLE USER USING THIS ACCOUNT FOR TEST. CLOSE THE ISSUE	
24	10/17/2018	LEEVEES	12/17/2018	WAS TESTING/REVIEWING ECM RECORDS FOR CUSTOMER REMINDERS AND IT SHOWS CHARGES OF \$.05 AND \$.10.....WILL WE BE CHARGED THESE AMOUNTS? OUR FIST 2,000 MESSAGES ARE FREE PER CONTRACT.....CAN YOU CLARIFY?	12/17/18 - PER GREG LEEVES THIS INFORMATION DOES NOT DRIVE ACTUAL CUSTOMER BILLING IN TEST OR PRODUCTIONS. IGNORE THI AND CLOSE THE ISSUE.	
25	10/17/2018	LEEVEES	12/12/2018	IVR TEST FAILED. USED PHONE NUMBER 1-8666-604-6073 EXT 3110. MESSAGE DID NOT SAY SPU AND CUT OFF PARTIALLY THRU PROCESS	10/22/2018: PER G. LEEVES CURRENT IVR WILL NOT BE IMPACTED. 10/29/18 - G.LEEVES PROVIDED NEW IVR PHONE NUMBER AS 1-866-904-6073 EXT 3987. TESTED PAYMENT AND ABLE TO PROCESS THRU SYSTEM.	
26	10/17/2018	LEEVEES	12/12/2018	PAYMENT REMINDER VERBAGE IS INCORRECT. DOES NOT INCLUDE FEES OR CORRECT PROCESSING TIMES. SEE ATTACHMENT.	12/12/2018: RESTESTED PAYMENT REMINDER AND VEBAGE IS NOW CORRECT.	
27	10/17/2018	LEEVEES	12/12/2018	EMAIL WITH NOTIFICATION THAT BILL IS READY IS APPEARING IN 2 DIFFERENT FORMATS. WHY DOES THAT HAPPEN? SEE ATTACHMENTS?	12/12/18: CLOSE ISSUE. DIFFERENCE BASED ON USER EMAIL/BROWSER SET UP.	
28	11/2/2018	WALSH & SCHMID	COMPLETE	SNW REQUESTED CHANGES TO LANDING PAGE FORMAT	12/17/2018 - SNW & RS MET TO DISCUSS CHANGES. SNW TO EMAIL REVISED FORMATS. G. LEEVES COMMITTED TO MAKE CHANGES BY 12/18 FOR TESTING/REVIEW BY END OF THE WEEK.	
29	1/10/2019	LEEVEES		TEXT ON PAYMENT REMINDERS HAS 2 URL STRINGS.	1/14/2019 - GREG LEEVES SAYS THIS HAS BEEN FIXED. DUE TO TEXTS NOT BEING SENT OUT IN ISSUE, SPU HAS NOT BEEN ABLE TO TEST.	
30	1/10/2019	LEEVEES		EMAIL PAYMENT REMINDERS MISSING PERIOD AFTER "DATE" AT END OF FIRST SENTENCE. ALSO MISSING PERIOD AND SPACE AFTER URL.	1/14/2019 - GREG LEEVES SAYS THIS HAS BEEN FIXED. DUE TO TEXTS NOT BEING SENT OUT IN ISSUE, SPU HAS NOT BEEN ABLE TO TEST.	

**SHAKOPEE PUBLIC UTILITIES  
MEMORANDUM**

**TO: SHAKOPEE PUBLIC UTILITIES COMMISSSION**  
**FROM: JOHN R. CROOKS, UTILITIES MANAGER**   
**SUBJECT: SAINTS HEALTHCARE FOUNDATION DONATION REQUEST**  
**DATE: JANUARY 16, 2019**

Shakopee Public Utilities has again been approached by Kevin Bonney, Executive Director of the Saints Healthcare Foundation, with our annual sponsorship opportunity with the Foundation.

Attached to this memo is additional information regarding this donation request. The attached items are listed below:

- Saints Healthcare Foundation Project Descriptions and Sponsorship Levels
- Shakopee Public Utilities Donation Policy

This will be the only Saints Healthcare Foundation request for 2019. Sponsorship amenities for both events are outlined in the sponsorship levels. A single donation would provide SPU sponsorship at both events.

The donation request would fall under two of the five core values defined in our Donations Policy; the first being the #2 core value-Community Vitality and Enrichment and the second being the #4 core value-Health and Human Services.

In 2018, SPU was a Sponsor of Hope.

**RECOMMENDATION –**

This would be the fifth year of SPU sponsoring the Golf Ball Drop and the sixth year of being a Sponsor of Hope for the Gala. This year's sponsorship of both events would be combined as a Hope Sponsorship for a \$4000 donation.



# **SHAKOPEE PUBLIC UTILITIES COMMISSION**

## **DONATIONS POLICY**

The primary purpose of the donations policy is to assist charitable, educational and civic organizations within the Shakopee Public Utilities service area or which serve community needs within the service area. As a public utility, SPUC exists to serve its customers and its community.

At SPUC, we know that a community's energy does not always arrive through the power lines. It also comes from actions and efforts of those who live there. Our goal is to engage, support and improve the programs that foster growth and development of youth, provide sponsorship of causes that help the underprivileged and those that concentrate on civic and community development.

To achieve maximum impact in helping address the needs of our community, our donations policy focuses on the following 5 areas:

- 1. Education and Youth Development**
- 2. Community Vitality and Enrichment**
- 3. Culture and Fine Arts**
- 4. Health and Human Services**
- 5. Environmental Stewardship**

Donations will be guided under the direction of the Utilities Manager. The Commission has designated up to \$20,000 annually for donations to the worthwhile causes that focus on the areas listed above.

The Utilities Manager may disburse, in the Commission's behalf, amounts up to \$1000. The Commission itself can choose to designate recipients if so desired. If the Utilities Manager or Commission request an amount exceeding \$1000, the Commission must approve such a donation.

The Utilities Manager will present the yearly donation recipients and their donation amounts to the Commission in January of each year.

# Saints Foundation

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In the 1930's when the nearest hospital was in Minneapolis, three local residents – Bror Pearson, M.D., Father Marks and Frank Strunk – petitioned a group of Franciscan Sisters to open a hospital in Shakopee that would serve all community residents.

With community support and \$2,000, they purchased the Scott County poorhouse and founded St. Francis Hospital and Home in 1938. The transformation of the Poorhouse into a makeshift hospital was assigned to four young German Sisters – Sister Alphonsine Segar, Sister Paschalia Etges, Sister Ascentia Froehling and Sister Johanna Metzen. For two weeks prior to opening the facility, the Sisters painstakingly worked together with community members to bring the old structure up to state standards. Finally, on November 3, 1938, they opened the doors to serve all who needed care.

"Philanthropy is what started this hospital and philanthropy will be what compels this health campus into the future where generations to come will have their health care needs met, from birth to death, on a single campus in their community." - Kevin L. Bonney



**Raising  
Hope.  
Changing  
Lives.**



# Your Foundation Dollars at Work

**Saints Foundation is the umbrella organization raising funds for St. Francis Regional Medical Center and St. Gertrude's Health & Rehabilitation Center in Shakopee, to assure the healthcare needs of the communities will be met from birth to death, on a single campus.**



## **Funds in 2019 are being raised for:**

### **Life Saving Equipment & Technology**

Donor dollars impact the availability of life saving equipment and technology. Just like the Lucas device, 3D mammography, and tele-psych carts, lives are impacted by these resources.

### **Integrative Therapies for Patients and Residents**

Integrative health is a holistic approach that reduces pain, anxiety, and nausea through therapies such as acupuncture, guided imagery, medical and comfort massage, and aromatherapy with essential oils. These therapies are available to residents at St. Gertrude's and patients throughout the hospital, including in the Cancer Center, Family Birth, Emergency Department and post-surgery.

### **Campus Improvements**

Both St. Francis and St. Gertrude's have the opportunity to make campus improvements for the benefit of residents and patients. This work includes the upcoming expansion of the St. Francis Diagnostic and Emergency Department, with a focus on mental health, and the Cancer Center.

# St. Francis Regional Medical Center

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As our community grows, so do the outstanding programs and services provided by St. Francis.  
Since moving to the current location in 1996,  
we have experienced astounding levels of growth:

Growth	1996	2017	% growth
Inpatient Admissions	2,636	6,085	131%
Surgical Procedures	2,578	5,056	96%
Births	661	1,210	83%
Emergency Room Visits	10,069	31,754	215%

St. Francis is the only hospital in the country owned by three competing health systems: Allina Health, Park Nicollet /HealthPartners and Essentia Health. St. Francis ranks nationally in the 85th percentile in patient experience, and top in all Allina and Park Nicollet hospitals. St. Francis has also recognized as Top Workplace by Star Tribune for the 5th year in a row.



# St. Gertrude's Health & Rehabilitation Center

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St. Gertrude's has been serving our community for over twenty years with 105 skilled nursing beds for long term resident care and short term rehab therapy. We also have 40 assisted living apartments providing seniors assistance in daily living in a nurturing and active community. Additionally, we are physically adjacent to the hospital on a comprehensive medical campus.



## St. Gertrude's offers:

- Transitional care
- Rehabilitation for cognitively impaired
- Home therapy
- Assisted living community at The Gardens
- End of Life suites
- Integrative health therapies
- Therapy outpatient services, including aquatic therapy and mobility courtyard

## In 2017:

Admission for transitional care	1,038
End of life care	56
Outpatient visits	1,610
Home care visits	3,270

# **CHANGING LIVES**

## **Exclusive Presenting Sponsorship**

### **\$30,000 for 2019 special events**

#### **Sponsorship benefits include but not limited to:**

##### **Spirit of the Saints Gala (Friday, April 26, 2019)**

- Logo placement on gala invitations mailed and emailed to over 10,000 individuals.
- 2 VIP tables (seating for 20) at the Spirit of the Saints Gala.
- Full page color ad in event program.
- Logo placement on event signage, including over 100 table tents.
- Special recognition during the event program.
- Logo placement on slide deck playing during dinner and prior to program.

##### **Saints Golf Classic (Thursday, June 13, 2019)**

- 2 foursomes at the Saints Golf Classic.
- 18 holes of golf with player premiums.
- Each player will receive an entry into our annual ball drop, a \$400 value (2019 prize is a new car!)
- Logo placement on Ball Drop wrap on the prize car that will be displayed in community.
- Each player will also receive an official Saints Golf Classic golf shirt, along with a mulligan, prize entries, and swag bag.
- Logo placement on the cover of the Saints Golf Classic event brochure.
- Signage at 2 tee boxes.

**NEW**

##### **Saints Trigger Tournament; Pheasant or Sporting Clays (Thursday, October 3, 2019)**

- Two teams of 4 participants will have the opportunity to compete in the sporting clay tournament.
  - Limited to first 150 participants.
  - Prizes awarded to top teams.
- Two teams of 3 participants will have the opportunity to compete in the European pheasant hunt.
  - Limited to first 90 participants.
  - Prizes awarded.
- Logo placement on event give-a-ways.
- Logo placement on all event signage.
- Logo placement on event prizes.
- Dinner and drinks provided after the event for your participants.
- Full page ad in event program.



**CHANGING LIVES**  
**Exclusive Presenting Sponsorship**  
**\$30,000 for 2019 special events**



**Additional amenities include, but not limited to:**

- Logo placement on our annual "Thank you" to sponsors ad in community papers.
- Representation on event committee with leadership opportunities available.
- Your organization will also receive invitations to our "Earn Your Scrubs" program.

This interactive behind the scene experience provides insight on the programs and services your donations support. This is a unique opportunity for your leadership and key staff members to learn more about St. Francis and the impact your dollars have on our healthcare.

- Sponsorship highlighted on the Saints Foundation Facebook page.
- Logo placement with a link on [saintsfoundation.org](http://saintsfoundation.org).
- Logo placement and recognition in the Saints Foundation annual magazine.

**NEW**

**Your Organization can also choose from 2 of the following healthcare programs:**

**Resiliency Training**

This 1 hour seminar will teach up to 100 of your leaders and employees techniques to identifying stress and the importance of daily meditation. Instructors will provide resources and techniques for your staff to increase their ability to adapt well and recover quickly after stress.

**Diabetes Education**

This is step 1 in a journey to help your employees manage their Diabetes and ultimately lower your healthcare cost. Our Diabetes educators will provide tools and education for preventing diabetes, like healthy eating, but also managing diabetes. Additional resources may be available for on-going program development.

**Wellness at the Workplace**

Leadership from the St. Francis Regional Medical Center's Wellness program will meet with your organization's leadership and HR department. Learn national trends and the impact a quality wellness program will have on your insurance costs.

**Planning for the Future**

This 1 hour seminar will focus on planning for retirement and what your healthcare needs, and options, will look like later in life. Topics will include: home health, long term care, and the impact each will have on your family.



# RAISING HOPE Sponsorship

## \$15,000 for 2019 special events

### **Sponsorship benefits include but not limited to:**

**Choose 8 options, in any combination: gala table (minimum of 1, limit of 2); golf foursomes (limit of 3), sporting clays for 4, European hunt for 3.**

#### **Spirit of the Saints Gala (Friday, April 26, 2019)**

- Choice of 2 tables (20 guests) at the Spirit of the Saints Gala and 1 foursome in golf, or 2 foursomes and 1 table.
- Half page color ad in event program.
- Logo placement on appropriate event signage.
- Logo placement in event program.
- Logo placement on slide deck playing during dinner and prior to program.

#### **Saints Golf Classic (Thursday, June 13, 2019)**

- 18 holes of golf with player premiums.
- Each player will receive an entry into our annual ball drop, a \$400 value (2019 prize is a new car!)
- Each player will also receive an official Saints Golf Classic golf shirt, along with a mulligan, prize entries, and swag bag.
- Logo placement on the cover of the Saints Golf Classic event brochure.
- Signage at a tee box at event.

NEW

#### **Saints Trigger Tournament; Pheasant or Sporting Clays (Thursday, October 3, 2019)**

- Two teams of 4 participants will have the opportunity to compete in the sporting clay tournament.
  - Limited to first 150 participants.
  - Prizes awarded to top teams.
- Two teams of 3 participants will have the opportunity to compete in the European pheasant hunt.
  - Limited to first 90 participants.
  - Prizes awarded.
- Logo placement on all event signage.
- Logo placement on cover of event program.
- Dinner and drinks provided after the event for your participants.

**RAISING HOPE**  
**Exclusive Presenting Sponsorship**  
**\$15,000 for 2019 special events**



**Additional amenities include, but not limited to:**

- Logo placement on our annual "Thank you" to sponsors ad in community papers.
- Representation on event committee with leadership opportunities available.
- Your organization will also receive invitations to our "Earn Your Scrubs" program.

This interactive behind the scene experience provides insight on the programs and services your donations support. This is a unique opportunity for your leadership and key staff members to learn more about St. Francis and the impact your dollars have on our healthcare.

- Sponsorship highlighted on the Saints Foundation Facebook page.
- Logo placement with a link on [saintsfoundation.org](http://saintsfoundation.org).
- Logo placement and recognition in the Saints Foundation annual magazine.

**NEW**

**Your Organization can also choose from 2 of the following healthcare programs:**

**Resiliency Training**

This 1 hour seminar will teach up to 100 of your leaders and employees techniques to identifying stress and the importance of daily meditation. Instructors will provide resources and techniques for your staff to increase their ability to adapt well and recover quickly after stress.

**Diabetes Education**

This is step 1 in a journey to help your employees manage their Diabetes and ultimately lower your healthcare cost. Our Diabetes educators will provide tools and education for preventing diabetes, like healthy eating, but also managing diabetes. Additional resources may be available for on-going program development.

**Wellness at the Workplace**

Leadership from the St. Francis Regional Medical Center's Wellness program will meet with your organization's leadership and HR department. Learn national trends and the impact a quality wellness program will have on your insurance costs.

**Planning for the Future**

This 1 hour seminar will focus on planning for retirement and what your healthcare needs, and options, will look like later in life. Topics will include: home health, long term care, and the impact each will have on your family.



# COMMITMENT to CARE Sponsorship \$10,000 for 2019 special events

## Sponsorship benefits include but not limited to:

Choose 6 options, in any combination, from: gala tables for 10 (minimum of 1, limit of 2), golf foursomes (limit of 2), sporting clays for 4 players, European pheasant hunt for 3 players.

### Spirit of the Saints Gala (Friday, April 26, 2019)

- Seating for 10 (1 table)
- Half page color ad in event program.
- Name on over 100 table tents at the event.

### Saints Golf Classic (Thursday, June 13, 2019)

- 18 holes of golf with player premiums.
- Each player will receive an entry into our annual ball drop, a \$400 value (2019 prize is a new car!)
- Each player will also receive a mulligan, prize entries, and swag bag.
- Logo placement in the event brochure.

**NEW**

### Saints Trigger Tournament; Pheasant or Sporting Clays (Thursday, October 3, 2019)

- Team of 4 participants will have the opportunity to compete in the sporting clay shoot tournament.
  - Limited to first 150 participants.
  - Prizes awarded to top teams.
- Team of 3 participants will have the opportunity to compete in the European Shooting competition.
  - Limited to first 90 participants.
  - Prizes awarded.
- Dinner and drinks provided after the event for your participants.

## Choice of 1 of the following sponsorships (first come, first serve):

### Swag Bag Sponsor

Sponsor provides bags and also has the opportunity to customize items that are given away.

### Best Dressed Award Sponsor at the Spirit of the Saints Gala

A group will judge the Kentucky Derby style of our 2019 attendees. Awards will be given to the best dressed male and female during the gala program. Your organization will be recognized that evening. Prior to the event communication and promotions will be sent to all 800 participants.



**COMMITMENT to CARE**  
**Exclusive Presenting Sponsorship**  
**\$10,000 for 2019 special events**



**Additional amenities include, but not limited to:**

- Logo placement on our annual "Thank you" to sponsors ad in community papers.
- Representation on event committee with leadership opportunities available.
- Your organization will also receive invitations to our "Earn Your Scrubs" program.

This interactive behind the scene experience provides insight on the programs and services your donations support. This is a unique opportunity for your leadership and key staff members to learn more about St. Francis and the impact your dollars have on our healthcare.

- Sponsorship highlighted on the Saints Foundation Facebook page.
- Logo placement with a link on [saintsfoundation.org](http://saintsfoundation.org).

**NEW** Your Organization can also choose 1 of the following healthcare programs:

**Resiliency Training**

This 1 hour seminar will teach up to 100 of your leaders and employees techniques to identifying stress and the importance of daily meditation. Instructors will provide resources and techniques for your staff to increase their ability to adapt well and recover quickly after stress.

**Diabetes Education**

This is step 1 in a journey to help your employees manage their Diabetes and ultimately lower your healthcare cost. Our Diabetes educators will provide tools and education for preventing diabetes, like healthy eating, but also managing diabetes. Additional resources may be available for on-going program development.

**Wellness at the Workplace**

Leadership from the St. Francis Regional Medical Center's Wellness program will meet with your organization's leadership and HR department. Learn national trends and the impact a quality wellness program will have on your insurance costs.

**Planning for the Future**

This 1 hour seminar will focus on planning for retirement and what your healthcare needs, and options, will look like later in life. Topics will include: home health, long term care, and the impact each will have on your family.

# HEALING Sponsorship

## \$7,500 for 2019 special events

### Sponsorship benefits include but not limited to:

#### Spirit of the Saints Gala (Friday, April 26, 2019)

- Seating for 10 (1 table)
- Name on over 100 table tents at the event.

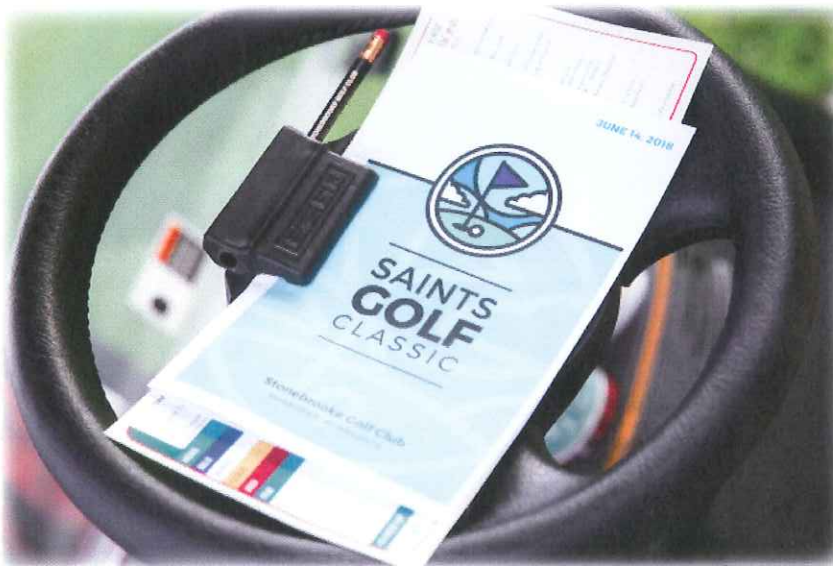
#### Saints Golf Classic (Thursday, June 13, 2019)

- 18 holes of golf with player premiums.
- Each player will receive an entry into our annual ball drop, a \$400 value (2019 prize is a new car!)
- Each player will also receive a mulligan, prize entries, and swag bag.

#### **NEW** Saints Trigger Tournament;

##### Choose Pheasant Hunt -OR- Sporting Clays (Thursday, October 3, 2019)

- Team of 4 participants will have the opportunity to compete in the sporting clay shoot tournament.
  - Limited to first 150 participants.
  - Prizes awarded to top teams.
- Team of 3 participants will have the opportunity to compete in the European Shooting competition.
  - Limited to first 90 participants.
  - Prizes awarded.
- Dinner and drinks provided after the event for your participants.





## HEALING SPONSORSHIP

\$7,500 for 2019 special events



### **Additional amenities include, but not limited to:**

- Logo placement on our annual "Thank you" to sponsors ad in community papers.
- Representation on event committee with leadership opportunities available.
- Your organization will also receive invitations to our "Earn Your Scrubs" program.

This interactive behind the scene experience provides insight on the programs and services your donations support. This is a unique opportunity for your leadership and key staff members to learn more about St. Francis and the impact your dollars have on our healthcare.

- Sponsorship highlighted on the Saints Foundation Facebook page.
- Logo placement with a link on [saintsfoundation.org](http://saintsfoundation.org).

### **NEW Your Organization can also choose 1 of the following healthcare programs:**

#### **Resiliency Training**

This 1 hour seminar will teach up to 100 of your leaders and employees techniques to identifying stress and the importance of daily meditation. Instructors will provide resources and techniques for your staff to increase their ability to adapt well and recover quickly after stress.

#### **Diabetes Education**

This is step 1 in a journey to help your employees manage their Diabetes and ultimately lower your healthcare cost. Our Diabetes educators will provide tools and education for preventing diabetes, like healthy eating, but also managing diabetes. Additional resources may be available for on-going program development.

#### **Wellness at the Workplace**

Leadership from the St. Francis Regional Medical Center's Wellness program will meet with your organization's leadership and HR department. Learn national trends and the impact a quality wellness program will have on your insurance costs.

#### **Planning for the Future**

This 1 hour seminar will focus on planning for retirement and what your healthcare needs, and options, will look like later in life. Topics will include: home health, long term care, and the impact each will have on your family.



# HOPE Sponsorship

## \$4,000 for Golf and Gala

### **Sponsorship benefits include but not limited to:**

#### **Spirit of the Saints Gala (Friday, April 26, 2019)**

- Seating for 10 (1 table) at the Spirit of the Saints Gala.
- Name listed in gala program.

#### **Saints Golf Classic (Thursday, June 13, 2019)**

- 18 holes of golf with player premiums for four (1 foursome) at the golf outing.  
Premiums include:
  - Four entries in the ball drop for each participant (\$5,000 grand prize).
  - Four mulligans per foursome, prize entries and "swag bags" for golf participants.
- Name listed in golf program.
- Signage at a tee box at golf event.

## Additional Opportunities

- Spirit of the Saints Table Sponsor (seats 10): \$2,000
- Saints Golf Classic Foursome Sponsor: \$1,000 (meals, prizes, mulligans, swag bag, and ball drop tickets).
- Trigger Tournament, team of 4, sporting clays: \$1,500 (includes dinner, clays, and awards).
- Trigger Tournament, team of 3, European Pheasant Hunt: \$2,500 (includes dinner, birds, and awards).
- Auction donation for the gala or trigger tournament (minimum value of \$25); support will be recognized in the event program and signs.

**NEW**

Sponsors at \$1,000-\$4,000 levels can get discounted pricing on trainings and programs:

#### **Resiliency Training**

This 1 hour seminar will teach up to 100 of your leaders and employees techniques to identifying stress and the importance of daily meditation. Instructors will provide resources and techniques for your staff to increase their ability to adapt well and recover quickly after stress.

#### **Diabetes Education**

This is step 1 in a journey to help your employees manage their Diabetes and ultimately lower your healthcare cost. Our Diabetes educators will provide tools and education for preventing diabetes, like healthy eating, but also managing diabetes. Additional resources may be available for on-going program development.

#### **Wellness at the Workplace**

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#### **Planning for the Future**

This 1 hour seminar will focus on planning for retirement and what your healthcare needs, and options, will look like later in life. Topics will include: home health, long term care, and the impact each will have on your family.

# 2019 Saints Foundation Special Event Pledge & Commitment Form

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact phone and email: \_\_\_\_\_

Company Address: \_\_\_\_\_

## SPONSORSHIP LEVELS

**Please check the level of sponsorship you would like to secure.**

\_\_\_\_\_ \$30,000 Changing Lives Exclusive Presenting Sponsorship

\_\_\_\_\_ \$15,000 Raising Hope Sponsorship

\_\_\_\_\_ \$10,000 Commitment to Care Sponsorship

\_\_\_\_\_ \$7,500 Healing Sponsorship

\_\_\_\_\_ \$4,000 Hope Sponsorship

\_\_\_\_\_ \$2,000 Gala table sponsor

\_\_\_\_\_ \$2,500 European pheasant hunt threesome sponsor

\_\_\_\_\_ \$1,500 Sporting clay foursome sponsor

\_\_\_\_\_ \$1,000 Golf foursome sponsor

\_\_\_\_\_ \$175 individual gala ticket

\_\_\_\_\_ Please invoice me

\_\_\_\_\_ Enclosed is a check

\_\_\_\_\_ Please charge my credit card

Name on card: \_\_\_\_\_

Card number: \_\_\_\_\_

Expiration date: \_\_\_\_\_

Email for receipt: \_\_\_\_\_

**Make checks payable to:**

Saints Foundation

1455 St. Francis Avenue

Shakopee, MN 55379

Molly.Warmka@allina.com or 952-428-2070

## 2019 Saints Foundation Special Event Pledge & Commitment Form

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact phone and email: \_\_\_\_\_

Company Address: \_\_\_\_\_

### SPONSORSHIP LEVELS

**Please check the level of sponsorship you would like to secure.**

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\_\_\_\_\_ \$15,000 Raising Hope Sponsorship

\_\_\_\_\_ \$10,000 Commitment to Care Sponsorship

\_\_\_\_\_ \$7,500 Healing Sponsorship

\_\_\_\_\_ \$4,000 Hope Sponsorship

\_\_\_\_\_ \$2,000 Gala table sponsor

\_\_\_\_\_ \$2,500 European pheasant hunt threesome sponsor

\_\_\_\_\_ \$1,500 Sporting clay foursome sponsor

\_\_\_\_\_ \$1,000 Golf foursome sponsor

\_\_\_\_\_ \$175 individual gala ticket

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### **Make checks payable to:**

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Molly.Warmka@allina.com or 952-428-2070