

AGENDA
SHAKOPEE PUBLIC UTILITIES COMMISSION
REGULAR MEETING
APRIL 2, 2018

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) 2018 City of Shakopee Street Reconstruction Project Update
 - 8c) Resn. #1193 – Approving Plans and Specifications for Watermain Replacement with the 2018 City of Shakopee Street Reconstruction
 - C=> 8d) Quarterly Nitrate Report
9. **Reports: Electric Items**
 - 9a) Electric System Operations Report – Verbal
 - 9b) 2018 Reliability and Outage Report - Presentation
10. **Reports: Human Resources**
11. **Reports: General**
 - 11a) 2018 Commission/Staff Goals and Objectives
 - 11b) SPU Governance Handbook
 - 11c) Commission Meeting Protocol
 - 11d) Election of Shakopee Public Utilities Commission Officers
 - 11e) Appointment of Minnesota Municipal Power Agency Representative and Alternate
 - C=> 11f) January 2018 Financial Results
 - C=> 11g) Tom Bovitz Scholarship Essays
 - C=> 11h) Website Analytics
12. **New Business**
13. **Tentative Dates for Upcoming Meetings**

- Mid Month Meeting	--	April 16
- Regular Meeting	--	May 7
- Mid Month Meeting	--	May 21
- Regular Meeting	--	June 4
14. **Adjourn** to 4/16/18 at the SPUC Service Center, 255 Sarazin Street

MINUTES
OF THE
SHAKOPEE PUBLIC UTILITIES COMMISSION
(Regular Meeting)

President Amundson called the regular session of the Shakopee Public Utilities Commission to order at the Shakopee Public Utilities meeting room at 5:00 P.M., March 19, 2018.

MEMBERS PRESENT: Commissioners Joos, Amundson, Hennen and Weyer. Also present, Liaison Mocol, Utilities Manager Crooks, Finance Director Schmid, Planning & Engineering Director Adams, Line Superintendent Drent, Water Superintendent Schemel and Marketing/Customer Relations Director Walsh.

Motion by Weyer, seconded by Joos to approve the minutes of the February 20, 2018 Commission meeting. Motion carried.

There were no Communication items.

President Amundson offered the agenda for approval.

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

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

President Amundson stated that the Consent Item was: Item 8i: Monthly Water Production Dashboard.

The warrant listing for bills paid March 5, 2018 was presented.

Motion by Weyer, seconded by Hennen to approve the warrant listing dated March 5, 2018 as presented. Motion carried

The warrant listing for bills paid March 19, 2018 was presented.

Motion by Joos, seconded by Hennen to approve the warrant listing dated March 19, 2018 as presented. Motion carried.

Liaison Mocol presented her report. The TIF has been approved for the Canterbury Commons development. An update was also provided for several construction projects in Shakopee.

Water Superintendent Schemel provided a report of current water operations. The crew is exercising gate valves in advance of construction projects. Management training for supervisors was also discussed.

Motion by Joos, seconded by Hennen to offer Resolution #1187. A Resolution Approving Watermain Replacement with the 2018 City of Shakopee Street Reconstruction. Ayes: Commissioners Weyer, Joos, Hennen and Amundson. Nay: none. Motion carried. Resolution passed.

Motion by Joos, seconded by Hennen to offer Resolution #1188. A Resolution Setting the Amount of the Trunk Water Charge, Approving of Its Collection and Authorizing Water Service to a Certain Property Described As: Ridge Creek Second Addition and Outlots A and B Ridge Creek First Addition. Ayes: Commissioners Weyer, Joos, Hennen and Amundson. Nay: none. Motion carried. Resolution passed.

Motion by Joos, seconded by Weyer to offer Resolution #1189. A Resolution Approving of the Estimated Cost of Pipe Oversizing on the Watermain Project: Ridge Creek Second Addition. Ayes: Commissioners Hennen, Joos, Weyer and Amundson. Nay: none. Motion carried. Resolution passed.

Motion by Weyer, seconded by Hennen to offer Resolution #1190. A Resolution Amending Resolution #1098 and Determining Lateral Water Main Equivalency for the Project, Described As: Jennifer Lane Water Main from Valley Creek Crossing 2nd Addition to Wood Duck Trail (CP17-32J). Ayes: Commissioners Weyer, Joos, Hennen and Amundson. Nay: none. Motion carried. Resolution passed.

Motion by Weyer, seconded by Hennen to offer Resolution #1191. A Resolution Approving of the Final Cost of Pipe Oversizing on the Watermain Project: CP17-32J (Jennifer Lane Water Main Extension). Ayes: Commissioners Hennen, Joos, Weyer and Amundson. Nay: none. Motion carried. Resolution passed.

Motion by Joos, seconded by Hennen to offer Resolution #1192. A Resolution Approving Payment for the Pipe Oversizing Costs on the Watermain Project: Ridge Creek First Addition. Ayes: Commissioners Weyer, Joos, Hennen and Amundson. Nay: none. Motion carried. Resolution passed.

Item 8i: Monthly Water Production Dashboard was received as consent business.

The Purchase Agreement for property to construct a booster station and water supply well in the Windermere Way development was presented by Planning and Engineering Director Adams.

Motion by Joos, seconded by Hennen to approve the Windermere Booster Station and well site purchase agreement with DR Horton and to authorize its execution subject to final attorney review. Motion carried.

Linc Superintendent Drent provided a report of current electric operations. Two electric outages were reviewed. Updates on construction projects were also discussed.

Utilities Manager Crooks read the MIPA February 2018 Board meeting summary.

Finance Director Schmid presented a proposal for audit services with bergenKDV. The proposal included pricing for one year and for three years of service.

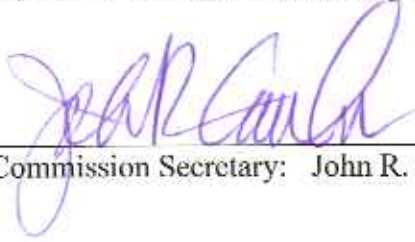
Motion by Weyer, seconded by Joos to accept the proposal for a three year contract for audit services with bergenKDV as presented. The services will be for the audit years 2018, 2019 and 2020. Motion carried

The financial results for December 2017 and 2016-2017 comparative financial results were reviewed by Ms. Schmid.

Marketing/Customer relations Director Walsh reviewed the Tom Bovitz Scholarship opportunity for High School seniors.

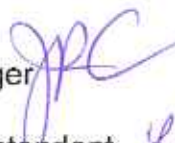

The tentative commission meeting dates of April 2 and April 16 were noted.

Motion by Joos, seconded by Hennen to adjourn to the April 2, 2018 meeting. Motion carried.



Commission Secretary: John R. Crooks

**SHAKOPEE PUBLIC UTILITIES
MEMORANDUM**

TO: John R. Crooks, Utilities Manager 
FROM: Lon R. Schemel, Water Superintendent 
SUBJECT: 2018 City of Shakopee Street Reconstruction
DATE: March 27, 2018

BACKGROUND

On March 20, 2018 the City of Shakopee ordered the 2018 Street Reconstruction Project. Resolution #262 defines the sequences involved in coordinating construction projects between the City of Shakopee and SPUC. We are now at step 17 of that process which is a resolution to approve the plans and specifications and authorizing the City's advertisement for bids.

ISSUE

SPUC and the City of Shakopee have completed the review and modification of the plans and specifications for the 2018 Street Reconstruction. This area would be receiving new watermain and appurtenances in compliance with the Water Policy Manual.

ACTION REQUESTED

Staff requests that the Commission adopt resolution #1193 to permit the City of Shakopee to proceed with the advertisement for bids for the 2018 Street Reconstruction Project and to approve plans and specifications.

RESOLUTION #1193

A RESOLUTION APPROVING PLANS AND SPECIFICATIONS
FOR WATERMAIN REPLACEMENT WITH THE
2018 CITY OF SHAKOPEE STREET RECONSTRUCTION

WHEREAS, the Shakopee City Council has ordered an improvement to the areas defined in the 2018 Street Reconstruction, and

WHEREAS, the Shakopee Public Utilities Commission desires to replace the existing watermain, valves, hydrants, and service lines to the curb stop valve at cost to the Shakopee Public Utilities Commission, and

WHEREAS, the Shakopee Public Utilities Commission on March 19, 2018 approved the Preliminary Engineering Report, as shown on the attached engineering drawings, and

WHEREAS, the Commission has previously established a reconstruction fund charge to fund such costs, and

WHEREAS, no costs for the street restoration are applied to the Shakopee Public Utilities Commission on this project,

NOW, THEREFORE BE IT RESOLVED BY THE SHAKOPEE PUBLIC UTILITIES COMMISSION THAT, the Shakopee Public Utilities Commission approves the street improvements and appurtenant work as recommended in the Preliminary Engineering Report prepared by the city staff and as approved on March 19, 2018 by the Shakopee Public Utilities Commission, and hereby concurs with the plans and specifications and authorizing the City Council's advertisement for bids.

THEREFORE BE IT FURTHER RESOLVED, the funding for this project comes from the Commission approved reconstruction fund charge.

Adopted in regular session of the Shakopee Public Utilities Commission, this 2nd day of April, 2018.

Commission President: Debra Amundson

ATTEST:

Commission Secretary: John R. Crooks



SHAKOPEE PUBLIC UTILITIES COMMISSION

"Lighting the Way - Yesterday, Today and Beyond"

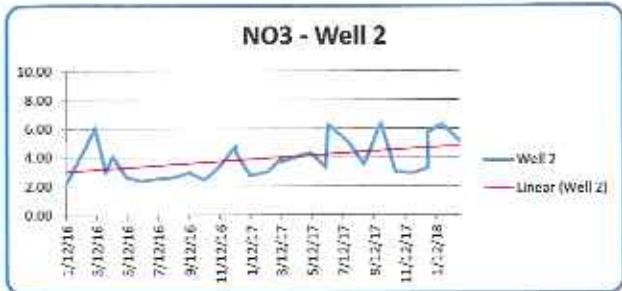
MEMORANDUM

TO: John R. Crooks, Utilities Manager *JRC*
FROM: Lon R. Schemel, Water Superintendent *LS*
SUBJECT: Nitrate Results Update -- Advisory
DATE: March 27, 2018

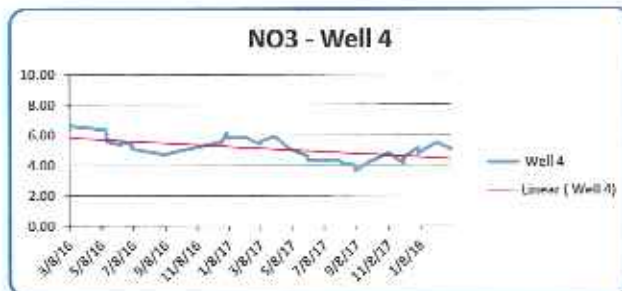
Attached are the latest nitrate test results for the wells. The analyses provided are for the prior 2 years of data collected with trend graphs.

Shakopee Public Utilities Commission
Water Department
Nitrate Results
Reported in mg/L

Location	Sample Collected	Results Received	Results	Lab	Run Time
2	1/12/16	1/25/16	2.22	MVTL	220 hrs prior
2	3/8/16	3/14/16	6.93	MVTL	168 hrs prior
2	3/8/16	8/30/16	6.10	MDH	
2	3/23/16	4/4/16	2.96	MVTL	312 hrs prior
2	4/12/16	4/19/16	4.05	MVTL	48 hrs prior
2	5/10/16	5/16/16	2.60	MVTL	144 hrs prior
2	5/10/16	6/2/16	2.60	MDH	
2	6/14/16	6/20/16	2.32	MVTL	168 hrs prior
2	6/14/16	7/22/16	2.40	MDH	
2	8/9/16	8/22/16	2.60	MVTL	132 hrs prior
2	9/13/16	9/28/16	2.94	MVTL	168 hrs prior
2	9/13/16	10/24/16	2.90	MDH	
2	10/11/16	10/17/16	2.42	MVTL	192 hrs prior
2	11/8/16	11/17/16	3.28	MVTL	168 hrs prior
2	12/13/16	12/19/16	4.82	MVTL	192 hrs prior
2	12/13/16	2/8/17	4.30	MDH	
2	1/10/17	1/20/17	2.73	MVTL	168 hrs prior
2	2/14/17	3/6/17	3.02	MVTL	168 hrs prior
2	3/14/17	3/23/17	3.98	MVTL	168 hrs prior
2	3/14/17	4/24/17	3.70	MDH	
2	5/8/17	5/25/17	4.33	MVTL	168 hrs prior
2	6/6/17	6/28/17	3.30	MDH	168 hrs prior
2	6/6/17	7/27/17	3.40	MDH	
2	6/13/17	6/20/17	6.28	MVTL	192 hrs prior
2	7/25/17	8/1/17	5.00	MVTL	192 hrs prior
2	8/22/17	8/28/17	3.50	MVTL	168 hrs prior
2	9/26/17	10/4/17	6.42	MVTL	168 hrs prior
2	9/26/17	10/20/17	6.30	MDH	
2	10/24/17	11/17/17	3.00	MVTL	168 hrs prior
2	11/28/17	12/11/17	2.90	MVTL	168 hrs prior
2	12/26/17	1/9/18	3.28	MVTL	168 hrs prior
2	12/26/17	2/20/18	5.70	MDH	
2	1/23/18	2/20/18	6.32	MVTL	168 hrs prior
2	2/27/18	3/9/18	5.14	MVTL	168 hrs prior



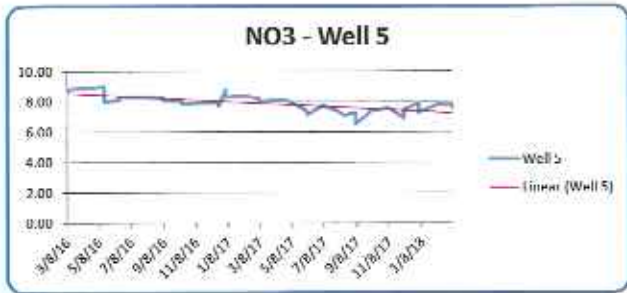
4	3/8/16	3/14/16	6.31	MVTL	144 hrs prior
4	3/8/16	8/30/16	6.60	MDH	
4	5/17/16	5/25/16	6.33	MVTL	168 hrs prior
4	5/17/16	11/10/16	5.60	MDH	
4	6/14/16	6/20/16	5.35	MVTL	168 hrs prior
4	7/5/16	7/12/16	5.37	MVTL	168 hrs prior
4	7/5/16	11/10/16	5.10	MDH	
4	6/14/16	7/22/16	5.60	MDH	
4	9/6/16	9/12/16	4.73	MVTL	220 hrs prior
4	9/6/16	2/9/17	4.70	MDH	
4	10/11/16	10/17/16	5.04	MVTL	168 hrs prior
4	10/11/16	11/10/16	5.00	MDH	
4	12/20/16	12/27/16	5.57	MVTL	168 hrs prior
4	12/20/16	2/9/17	5.40	MDH	
4	1/3/17	1/16/17	6.15	MVTL	168 hrs prior
4	1/3/17	5/4/17	5.80	MDH	
4	2/7/17	2/14/17	5.84	MVTL	168 hrs prior
4	3/7/17	3/16/17	5.42	MVTL	168 hrs prior
4	3/7/17	4/24/17	5.60	MDH	
4	4/4/17	4/10/17	5.91	MVTL	168 hrs prior
4	5/2/17	5/10/17	5.10	MVTL	168 hrs prior
4	6/5/17	7/27/17	4.60	MDH	
4	6/6/17	6/14/17	4.33	MVTL	168 hrs prior
4	7/5/17	7/20/17	4.35	MVTL	168 hrs prior
4	8/1/17	8/7/17	4.35	MVTL	168 hrs prior
4	8/14/17	10/20/17	4.10	MDH	
4	9/5/17	9/26/17	3.99	MVTL	168 hrs prior
4	9/5/17	9/26/17	3.60	MDH	
4	10/3/17	10/20/17	4.29	MVTL	168 hrs prior
4	10/3/17	11/17/17	4.20	MDH	
4	11/7/17	3/2/18	4.83	MVTL	168 hrs prior
4	12/5/17	12/22/17	4.12	MVTL	192 hrs prior
4	12/5/17	1/8/18	4.60	MDH	
4	1/2/18	1/16/18	5.15	MVTL	168 hrs prior
4	1/2/18	2/20/18	4.80	MDH	
4	2/6/18	2/20/18	6.60	MVTL	168 hrs prior
4	3/6/18	3/26/18	5.09	MVTL	168 hrs prior
4	3/6/18	3/26/18	5.00	MDH	



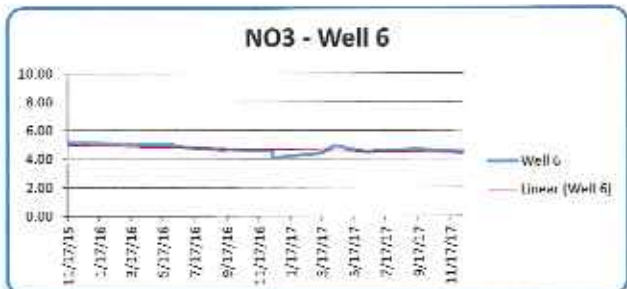
MVTL - Minnesota Valley Testing Laboratories
MDH - Minnesota Department of Health
TCWC - Twin City Water Clinic

Shakopee Public Utilities Commission
Water Department
Nitrate Results
Reported in mg/L

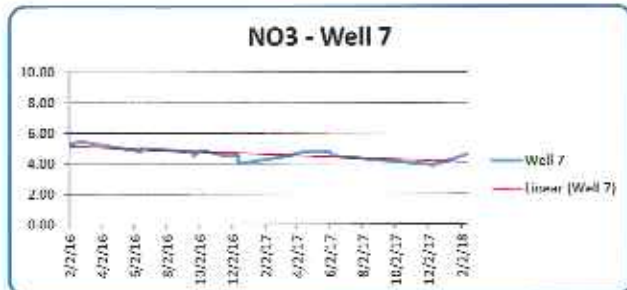
Location	Sample Collected	Results Received	Results	Lab	Run Time
5	3/8/16	3/14/16	8.62	MVTL	288 hrs prior
5	3/8/16	6/30/16	8.80	MDH	
5	5/17/16	5/25/16	8.86	MVTL	168 hrs prior
5	5/17/16	11/10/16	8.00	MDH	
5	6/14/16	8/20/16	8.08	MVTL	168 hrs prior
5	6/14/16	7/22/16	8.30	MDH	
5	9/6/16	9/12/16	8.30	MVTL	96 hrs prior
5	9/6/16	2/9/17	8.10	MDH	
5	10/11/16	10/17/16	8.03	MVTL	168 hrs prior
5	10/11/16	11/10/16	7.90	MDH	
5	12/20/16	12/27/16	7.94	MVTL	168 hrs prior
5	12/20/16	2/9/17	7.70	MDH	
5	1/3/17	1/18/17	8.80	MVTL	168 hrs prior
5	1/3/17	5/4/17	8.30	MDH	
5	2/7/17	2/14/17	8.39	MVTL	168 hrs prior
5	3/7/17	3/18/17	8.22	MVTL	168 hrs prior
5	3/7/17	4/24/17	8.00	MDH	
5	4/4/17	4/10/17	8.12	MVTL	168 hrs prior
5	5/2/17	5/10/17	8.04	MVTL	168 hrs prior
5	6/5/17	7/27/17	7.40	MDH	
5	6/6/17	6/14/17	7.12	MVTL	168 hrs prior
5	7/5/17	7/20/17	7.74	MVTL	168 hrs prior
5	8/1/17	8/7/17	7.40	MVTL	168 hrs prior
5	8/14/17	10/20/17	7.10	MDH	
5	9/5/17	9/26/17	7.27	MVTL	168 hrs prior
5	9/5/17	9/26/17	6.50	MDH	
5	10/3/17	10/20/17	7.33	MVTL	168 hrs prior
5	10/3/17	11/17/17	7.40	MDH	
5	11/7/17	3/2/18	7.57	MVTL	168 hrs prior
5	12/5/17	12/22/17	6.89	MVTL	192 hrs prior
5	12/5/17	1/8/18	7.50	MDH	
5	1/2/18	1/16/18	7.86	MVTL	168 hrs prior
5	1/2/18	2/20/18	7.30	MDH	
5	2/8/18	2/20/18	7.80	MVTL	168 hrs prior
5	3/6/18	3/26/18	7.84	MVTL	168 hrs prior
5	3/6/18	3/26/18	7.60	MDH	



6	11/17/15	11/23/15	5.15	MVTL	144 hrs prior
6	6/7/16	6/14/16	5.04	MVTL	195 hrs prior
6	6/7/16	7/22/16	4.90	MDH	
6	9/13/16	9/28/16	4.84	MVTL	216 hrs prior
6	9/13/16	10/24/16	4.70	MDH	
6	12/13/16	12/19/16	4.60	MVTL	240 hrs prior
6	12/13/16	2/9/17	4.10	MDH	
6	3/14/17	4/24/17	4.40	MDH	168 hrs prior
6	4/11/17	4/17/17	4.94	MVTL	168 hrs prior
6	6/6/17	7/27/17	4.60	MDH	168 hrs prior
6	9/12/17	10/20/17	4.70	MDH	168 hrs prior
6	12/12/17	1/8/18	4.60	MDH	168 hrs prior



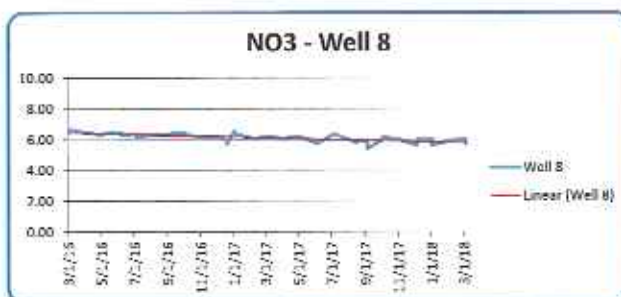
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7	3/1/16	8/30/16	5.40	MDH	
7	6/14/16	6/20/16	4.81	MVTL	188 hrs prior
7	6/14/16	7/22/16	5.00	MDH	
7	9/20/16	9/28/16	4.79	MVTL	216 hrs prior
7	9/20/16	10/24/16	4.50	MDH	
7	10/4/16	10/12/16	4.89	MVTL	216 hrs prior
7	11/15/16	11/21/16	4.55	MVTL	168 hrs prior
7	12/13/16	12/19/16	4.55	MVTL	240 hrs prior
7	12/13/16	2/9/17	4.00	MDH	
7	3/14/17	4/24/17	4.50	MDH	168 hrs prior
7	4/11/17	4/17/17	4.74	MVTL	168 hrs prior
7	6/1/17	7/27/17	4.80	MDH	168 hrs prior
7	6/6/17	7/27/17	4.50	MDH	168 hrs prior
7	9/12/17	10/3/17	4.20	MDH	168 hrs prior
7	12/12/17	1/8/18	3.90	MDH	168 hrs prior
7	2/13/18	3/28/18	4.60	MDH	168 hrs prior



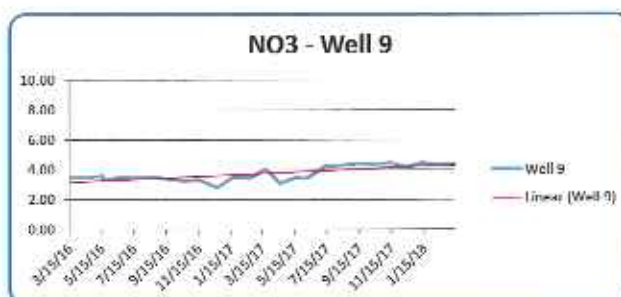
MVTL - Minnesota Valley Testing Laboratories
MDH - Minnesota Department of Health
TCWC - Twin City Water Clinic

Shakopee Public Utilities Commission
Water Department
Nitrate Results
Reported in mg/L

Location	Sample Collected	Results Received	Results	Lab	Run Time
8	3/1/16	3/8/16	6.43	MVTL	95 hrs prior
8	3/1/16	8/30/16	6.70	MDH	
8	4/5/16	4/22/16	6.48	MVTL	336 hrs prior
8	5/3/16	5/9/16	6.30	MVTL	124 hrs prior
8	5/3/16	11/10/16	6.40	MDH	
8	6/7/16	6/14/16	6.44	MVTL	310 hrs prior
8	6/7/16	7/22/16	6.30	MDH	
8	7/5/16	7/12/16	6.40	MVTL	180 hrs prior
8	7/5/16	11/10/16	6.10	MDH	
8	8/2/16	8/9/16	6.33	MVTL	192 hrs prior
8	8/6/16	9/12/16	6.36	MVTL	140 hrs prior
8	8/6/16	2/8/17	6.40	MDH	
8	10/4/16	10/12/16	6.48	MVTL	168 hrs prior
8	10/4/16	11/10/16	6.30	MDH	
8	11/1/16	11/7/16	6.20	MVTL	144 hrs prior
8	12/5/16	12/12/16	6.17	MVTL	216 hrs prior
8	12/20/16	12/27/16	5.95	MVTL	168 hrs prior
8	12/20/16	2/8/17	5.70	MDH	
8	1/3/17	1/16/17	6.59	MVTL	168 hrs prior
8	1/3/17	5/8/17	6.40	MDH	
8	2/7/17	2/14/17	6.08	MVTL	168 hrs prior
8	3/7/17	3/18/17	6.16	MVTL	168 hrs prior
8	3/7/17	4/24/17	6.20	MDH	
8	4/4/17	4/10/17	6.07	MVTL	216 hrs prior
8	5/2/17	5/10/17	6.22	MVTL	168 hrs prior
8	6/6/17	6/14/17	5.71	MVTL	168 hrs prior
8	6/6/17	7/27/17	5.80	MDH	168 hrs prior
8	7/5/17	7/20/17	6.36	MVTL	144 hrs prior
8	8/1/17	8/7/17	6.03	MVTL	216 hrs prior
8	8/14/17	10/20/17	5.80	MDH	
8	9/5/17	9/26/17	5.98	MVTL	216 hrs prior
8	9/5/17	9/28/17	5.40	MDH	
8	10/3/17	10/20/17	6.00	MVTL	168 hrs prior
8	10/3/17	11/17/17	6.20	MDH	
8	11/7/17	3/2/18	5.97	MVTL	168 hrs prior
8	12/5/17	12/22/17	5.61	MVTL	192 hrs prior
8	12/5/17	1/8/18	6.00	MDH	
8	1/2/18	1/16/18	6.07	MVTL	168 hrs prior
8	1/2/18	2/20/18	5.60	MDH	
8	2/6/18	2/20/18	5.94	MVTL	168 hrs prior
8	3/6/18	3/26/18	6.03	MVTL	168 hrs prior
8	3/6/18	3/26/18	6.70	MDH	

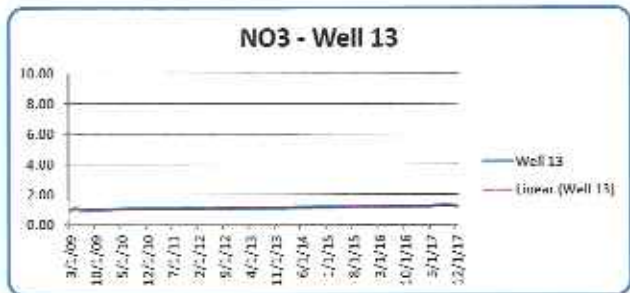
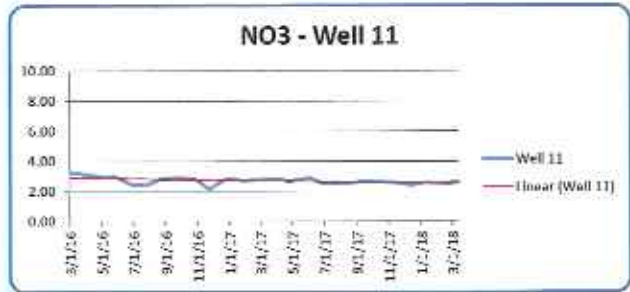


9	3/15/16	3/21/16	3.48	MVTL	168 hrs prior
9	4/19/16	4/25/16	3.48	MVTL	168 hrs prior
9	5/17/16	5/25/16	3.68	MVTL	212 hrs prior
9	5/17/16	6/2/16	3.30	MDH	
9	6/21/16	6/28/16	3.51	MVTL	144 hrs prior
9	7/19/16	7/29/16	3.47	MVTL	168 hrs prior
9	8/16/16	8/22/16	3.49	MVTL	192 hrs prior
9	9/20/16	9/28/16	3.39	MVTL	240 hrs prior
9	10/18/16	10/24/16	3.27	MVTL	168 hrs prior
9	11/15/16	11/21/16	3.32	MVTL	168 hrs prior
9	12/20/16	12/27/16	2.81	MVTL	144 hrs prior
9	1/17/17	1/27/17	3.49	MVTL	168 hrs prior
9	2/21/17	3/3/17	3.46	MVTL	168 hrs prior
9	3/21/17	3/27/17	4.06	MVTL	168 hrs prior
9	4/18/17	4/24/17	3.09	MVTL	168 hrs prior
9	5/18/17	5/25/17	3.47	MVTL	168 hrs prior
9	6/5/17	6/28/17	3.40	MDH	168 hrs prior
9	6/20/17	6/27/17	3.69	MVTL	168 hrs prior
9	7/11/17	7/20/17	4.23	MVTL	144 hrs prior
9	8/8/17	8/14/17	4.27	MVTL	168 hrs prior
9	9/12/17	9/28/17	4.40	MVTL	132 hrs prior
9	10/10/17	10/20/17	4.38	MVTL	144 hrs prior
9	11/14/17	11/21/17	4.43	MVTL	168 hrs prior
9	12/12/17	12/22/17	4.14	MVTL	168 hrs prior
9	1/8/18	1/16/18	4.45	MVTL	168 hrs prior
9	2/13/18	2/20/18	4.33	MVTL	168 hrs prior
9	3/13/18	3/26/18	4.36	MVTL	168 hrs prior



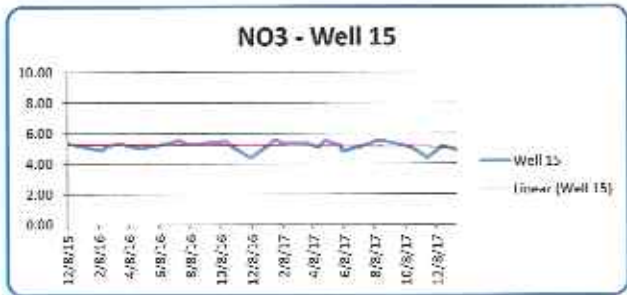
Shakopee Public Utilities Commission
Water Department
Nitrate Results
Reported in mg/L

Location	Sample Collected	Results Received	Results	Lab	Run Time
10	4/17/12	4/20/12	< 1.00	TCWC	158 hrs prior
10	1/21/14	1/29/14	< 1.00	TCWC	144 hrs prior
10	3/25/14	4/1/14	3.61	MVTL	96 hrs prior
10	4/23/14	5/7/14	< 0.20	MVTL	24 hrs prior
10	4/23/14	6/16/14	< 0.05	MDH	*
10	6/16/15	6/26/15	< 0.05	MVTL	144 hrs prior
10	4/11/17	4/17/17	< 0.05	MVTL	168 hrs prior
11	3/1/16	3/8/16	3.23	MVTL	60 hrs prior
11	4/26/16	5/2/16	2.99	MVTL	192 hrs prior
11	4/26/16	5/26/16	2.90	MDH	
11	5/24/16	6/2/16	3.02	MVTL	264 hrs prior
11	6/28/16	7/6/16	2.42	MVTL	216 hrs prior
11	7/26/16	8/1/16	2.40	MVTL	126 hrs prior
11	8/23/16	8/31/16	2.66	MVTL	168 hrs prior
11	9/27/16	10/3/16	2.89	MVTL	168 hrs prior
11	10/25/16	10/31/16	2.84	MVTL	192 hrs prior
11	11/22/16	12/1/16	2.16	MVTL	216 hrs prior
11	12/27/16	1/4/17	2.86	MVTL	168 hrs prior
11	1/24/17	2/7/17	2.72	MVTL	216 hrs prior
11	2/28/17	3/9/17	2.77	MVTL	168 hrs prior
11	3/28/17	4/3/17	2.87	MVTL	168 hrs prior
11	4/25/17	5/4/17	2.67	MVTL	216 hrs prior
11	5/23/17	5/30/17	2.93	MVTL	168 hrs prior
11	6/15/17	6/15/17	2.90	MDH	192 hrs prior
11	6/27/17	7/6/17	2.60	MVTL	168 hrs prior
11	7/11/17	7/20/17	2.60	MVTL	168 hrs prior
11	8/8/17	8/14/17	2.55	MVTL	168 hrs prior
11	9/12/17	9/26/17	2.62	MVTL	168 hrs prior
11	10/10/17	10/20/17	2.61	MVTL	144 hrs prior
11	11/14/17	11/21/17	2.57	MVTL	168 hrs prior
11	12/12/17	12/22/17	2.39	MVTL	168 hrs prior
11	1/6/18	1/16/18	2.57	MVTL	168 hrs prior
11	2/13/18	2/20/18	2.54	MVTL	168 hrs prior
11	3/13/18	3/26/18	2.59	MVTL	168 hrs prior
12	12/17/13	12/23/13	3.01	TCWC	144 hrs prior
12	1/21/14	1/29/14	1.70	TCWC	168 hrs prior
12	2/4/14	2/10/14	2.21	TCWC	144 hrs prior
12	4/23/14	5/7/14	1.27	MVTL	192 hrs prior
12	4/23/14	6/16/14	1.30	MDH	*
12	8/12/14	8/20/14	2.10	MVTL	162 hrs prior
12	9/23/14	10/2/14	2.28	MVTL	132 hrs prior
12	10/13/15	10/19/15	2.35	MVTL	126 hrs prior
12	4/11/17	4/17/17	0.82	MVTL	168 hrs prior
12	9/5/17	9/26/17	0.72	MVTL	168 hrs prior
12	12/5/17	12/22/17	0.72	MVTL	168 hrs prior
13	3/12/09	3/26/09	0.98	MVTL	46 hrs prior
13	4/14/09	4/27/09	1.10	MVTL	60 hrs prior
13	8/4/09	8/12/09	0.90	MVTL	1013 hrs prior
13	9/24/09	10/5/09	0.98	MVTL	51 hrs prior
13	7/14/10	7/27/10	1.07	MVTL	42 hrs prior
13	3/11/11	3/16/11	1.08	MVTL	100 hrs prior
13	4/11/11	4/17/11	1.19	MVTL	46 hrs prior
13	9/5/17	9/26/17	1.35	MVTL	126 hrs prior
13	12/5/17	12/22/17	1.20	MVTL	168 hrs prior
13	3/6/18	3/26/18	1.32	MVTL	168 hrs prior
14	4/23/14	6/16/14	< 0.05	MDH	*
14	4/11/17	4/17/17	< 0.05	MVTL	20 hrs prior
14	8/5/17	8/28/17	< 0.05	MVTL	24 hrs prior
14	12/5/17	12/22/17	< 0.05	MVTL	168 hrs prior
14	3/6/18	3/26/18	< 0.05	MVTL	168 hrs prior

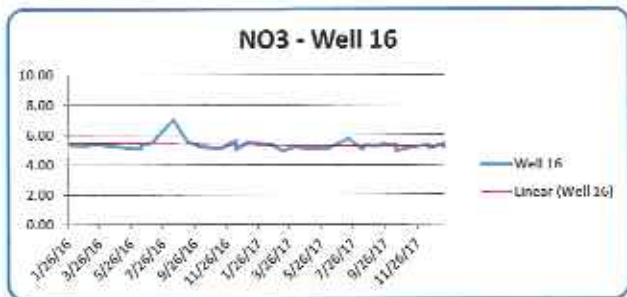


Shakopee Public Utilities Commission
Water Department
Nitrate Results
Reported in mg/l.

Location	Sample Collected	Results Received	Results	Lab	Run Time
15	12/8/15	2/1/16	5.33	MVTL	168 hrs prior
15	2/16/16	2/23/16	4.86	MVTL	144 hrs prior
15	2/23/16	2/29/16	5.16	MVTL	172 hrs prior
15	3/22/16	3/28/16	5.36	MVTL	72 hrs prior
15	4/5/16	4/22/16	5.20	MVTL	144 hrs prior
15	5/3/16	5/9/16	5.00	MVTL	288 hrs prior
15	5/3/16	5/25/16	5.00	MDH	
15	7/19/16	7/25/16	5.52	MVTL	144 hrs prior
15	8/2/16	8/9/16	5.29	MVTL	120 hrs prior
15	9/27/16	10/3/16	5.41	MVTL	216 hrs prior
15	10/18/16	10/24/16	5.48	MVTL	216 hrs prior
15	11/1/16	11/7/16	5.08	MVTL	192 hrs prior
15	12/6/16	12/12/16	4.38	MVTL	168 hrs prior
15	1/24/17	2/1/17	5.58	MVTL	168 hrs prior
15	2/7/17	2/14/17	5.34	MVTL	168 hrs prior
15	3/28/17	4/3/17	5.35	MVTL	168 hrs prior
15	4/18/17	4/24/17	5.08	MVTL	168 hrs prior
15	5/2/17	5/10/17	5.50	MVTL	144 hrs prior
15	5/1/17	5/15/17	5.20	MDH	168 hrs prior
15	5/8/17	5/14/17	4.80	MVTL	168 hrs prior
15	7/18/17	7/24/17	5.20	MVTL	168 hrs prior
15	8/15/17	8/21/17	5.54	MVTL	168 hrs prior
15	9/19/17	9/25/17	5.32	MVTL	168 hrs prior
15	10/17/17	11/1/17	5.10	MVTL	168 hrs prior
15	11/21/17	12/1/17	4.36	MVTL	168 hrs prior
15	12/19/17	12/27/17	5.17	MVTL	192 hrs prior
15	1/16/18	2/20/18	4.88	MVTL	168 hrs prior



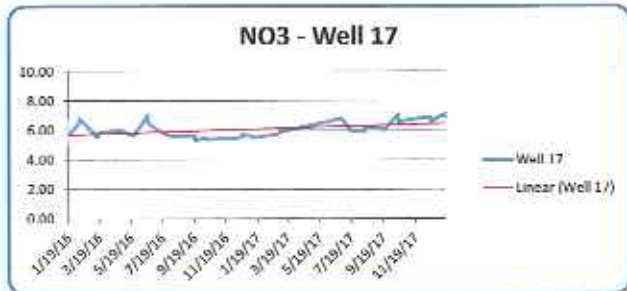
16	1/26/16	2/1/16	5.48	MVTL	120 hrs prior
16	2/2/16	2/8/16	5.29	MVTL	312 hrs prior
16	2/2/16	4/9/16	5.30	MDH	
16	3/8/16	3/14/16	5.30	MVTL	168 hrs prior
16	3/8/16	8/30/16	5.40	MDH	
16	5/14/16	6/20/16	5.05	MVTL	360 hrs prior
16	6/14/16	7/22/16	5.40	MDH	
16	7/5/16	7/12/16	5.45	MVTL	312 hrs prior
16	8/16/16	8/22/16	7.01	MVTL	120 hrs prior
16	9/13/16	9/28/16	5.60	MVTL	168 hrs prior
16	9/13/16	10/24/16	5.60	MDH	
16	10/4/16	10/12/16	5.35	MVTL	168 hrs prior
16	10/4/16	11/10/16	5.20	MDH	
16	11/15/16	11/21/16	5.10	MVTL	144 hrs prior
16	12/13/16	12/19/16	5.63	MVTL	312 hrs prior
16	12/13/16	2/8/17	5.00	MDH	
16	1/3/17	1/16/17	5.49	MVTL	168 hrs prior
16	2/21/17	3/3/17	5.39	MVTL	168 hrs prior
16	3/14/17	4/24/17	4.90	MDH	168 hrs prior
16	4/4/17	4/10/17	5.17	MVTL	168 hrs prior
16	5/16/17	5/25/17	5.07	MVTL	168 hrs prior
16	6/8/17	7/27/17	5.10	MDH	168 hrs prior
16	7/18/17	7/24/17	5.72	MVTL	168 hrs prior
16	8/14/17	10/20/17	5.00	MDH	
16	8/15/17	8/21/17	5.28	MVTL	168 hrs prior
16	9/19/17	9/25/17	5.25	MVTL	168 hrs prior
16	9/19/17	10/20/17	5.40	MDH	
16	10/17/17	11/1/17	5.29	MVTL	168 hrs prior
16	10/17/17	3/9/18	4.90	MDH	
16	11/21/17	12/1/17	5.21	MVTL	168 hrs prior
16	12/19/17	12/27/17	5.29	MVTL	192 hrs prior
16	1/16/18	2/20/18	5.10	MDH	
16	1/16/18	2/20/18	5.44	MVTL	168 hrs prior
16	1/16/18	3/9/18	5.20	MDH	



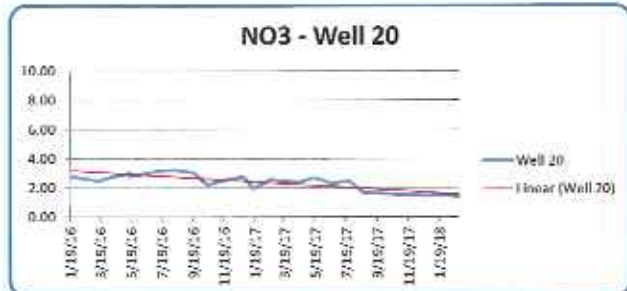
MVTL - Minnesota Valley Testing Laboratories
MDH - Minnesota Department of Health
TCWC - Twin City Water Clinic

Shakopee Public Utilities Commission
Water Department
Nitrate Results
Reported in mg/L

Location	Sample Collected	Results Received	Results	Lab	Run Time
17	1/19/16	1/26/16	5.73	MVTL	144 hrs prior
17	2/9/16	2/16/16	6.51	MVTL	180 hrs prior
17	2/9/16	4/29/16	6.80	MDH	
17	3/15/16	3/21/16	5.52	MVTL	288 hrs prior
17	3/15/16	8/30/16	5.80	MDH	
17	4/26/16	5/2/16	6.02	MVTL	172 hrs prior
17	5/24/16	6/2/16	5.63	MVTL	144 hrs prior
17	6/21/16	6/20/16	7.04	MVTL	312 hrs prior
17	6/21/16	8/30/16	6.50	MDH	
17	7/12/16	7/18/16	5.98	MVTL	216 hrs prior
17	7/12/16	11/10/16	6.00	MDH	
17	8/2/16	8/9/16	5.62	MVTL	120 hrs prior
17	9/20/16	9/28/16	5.64	MVTL	216 hrs prior
17	9/20/16	10/24/16	5.30	MDH	
17	10/11/16	10/17/16	5.54	MVTL	144 hrs prior
17	10/11/16	11/10/16	5.40	MDH	
17	11/22/16	12/1/16	5.44	MVTL	192 hrs prior
17	12/20/16	12/27/16	5.53	MVTL	192 hrs prior
17	12/20/16	2/9/17	5.70	MDH	
17	1/10/17	1/20/17	5.61	MVTL	168 hrs prior
17	1/10/17	5/4/17	5.50	MDH	
17	2/28/17	3/9/17	5.75	MVTL	168 hrs prior
17	3/7/17	3/18/17	8.05	MVTL	168 hrs prior
17	3/7/17	4/24/17	5.90	MDH	
17	6/30/17	7/27/17	6.80	MDH	168 hrs prior
17	7/18/17	7/24/17	6.97	MVTL	168 hrs prior
17	8/14/17	10/20/17	6.90	MDH	
17	8/15/17	8/21/17	6.27	MVTL	168 hrs prior
17	9/19/17	9/25/17	6.13	MVTL	168 hrs prior
17	9/19/17	10/20/17	6.00	MDH	
17	10/17/17	11/1/17	7.06	MVTL	168 hrs prior
17	10/17/17	3/9/18	6.60	MDH	
17	11/21/17	12/11/17	6.79	MVTL	168 hrs prior
17	12/19/17	12/27/17	6.85	MVTL	192 hrs prior
17	12/19/17	2/20/18	6.60	MDH	
17	1/16/18	2/20/18	7.12	MVTL	168 hrs prior
17	1/16/18	3/9/18	6.90	MDH	



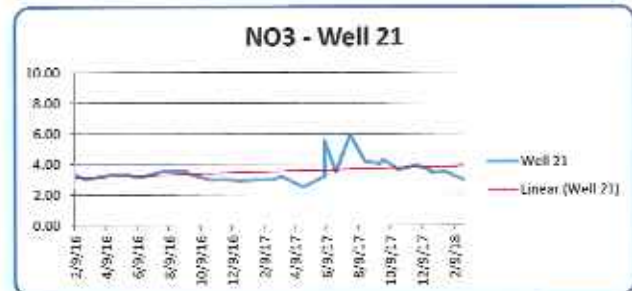
20	1/19/16	1/26/16	2.78	MVTL	168 hrs prior
20	3/15/16	3/21/16	2.48	MVTL	168 hrs prior
20	4/19/16	4/25/16	2.81	MVTL	216 hrs prior
20	5/17/16	5/25/16	3.02	MVTL	120 hrs prior
20	5/17/16	6/2/16	2.89	MDH	
20	6/21/16	6/28/16	3.03	MVTL	168 hrs prior
20	7/19/16	7/25/16	3.19	MVTL	144 hrs prior
20	8/18/16	8/22/16	3.23	MVTL	150 hrs prior
20	9/20/16	9/28/16	3.05	MVTL	216 hrs prior
20	10/18/16	10/24/16	2.20	MVTL	144 hrs prior
20	11/15/16	11/21/16	2.49	MVTL	192 hrs prior
20	12/27/16	1/4/17	2.79	MVTL	168 hrs prior
20	1/17/17	1/27/17	1.97	MVTL	168 hrs prior
20	2/21/17	3/3/17	2.60	MVTL	168 hrs prior
20	3/21/17	3/27/17	2.47	MVTL	168 hrs prior
20	4/18/17	4/24/17	2.40	MVTL	168 hrs prior
20	5/16/17	5/25/17	2.68	MVTL	168 hrs prior
20	6/5/17	6/28/17	2.60	MDH	144 hrs prior
20	6/20/17	6/27/17	2.30	MVTL	168 hrs prior
20	7/25/17	8/1/17	2.49	MVTL	144 hrs prior
20	8/22/17	8/28/17	1.67	MVTL	192 hrs prior
20	9/26/17	10/4/17	1.61	MVTL	168 hrs prior
20	10/24/17	11/17/17	1.66	MVTL	168 hrs prior
20	11/28/17	12/11/17	1.61	MVTL	168 hrs prior
20	12/26/17	1/8/18	1.46	MVTL	168 hrs prior
20	1/23/18	2/20/18	1.61	MVTL	168 hrs prior
20	2/27/18	3/9/18	1.41	MVTL	168 hrs prior



MVTL - Minnesota Valley Testing Laboratories
MDH - Minnesota Department of Health
TCWC - Twin City Water Clinic

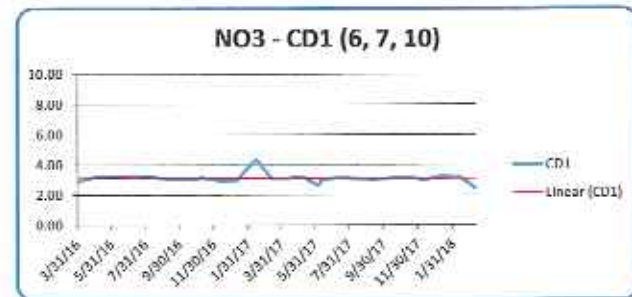
Shakopee Public Utilities Commission
Water Department
Nitrate Results
Reported in mg/L

Location	Sample Collected	Results Received	Results	Lab	Run Time
21	2/9/16	2/16/16	3.31	MVTL	144 hrs prior
21	3/1/16	3/8/16	2.98	MVTL	160 hrs prior
21	4/26/16	5/2/16	3.35	MVTL	165 hrs prior
21	4/26/16	5/26/16	3.30	MDH	
21	5/21/16	6/2/16	3.29	MVTL	312 hrs prior
21	6/14/16	6/20/16	3.12	MVTL	144 hrs prior
21	7/26/16	8/1/16	3.62	MVTL	211 hrs prior
21	8/23/16	8/31/16	3.67	MVTL	162 hrs prior
21	9/13/16	9/28/16	3.64	MVTL	216 hrs prior
21	9/13/16	10/24/16	3.40	MDH	
21	10/26/16	11/7/16	2.97	MVTL	120 hrs prior
21	11/22/16	12/1/16	2.98	MVTL	120 hrs prior
21	12/20/16	12/27/16	2.94	MVTL	144 hrs prior
21	12/20/16	2/9/17	2.90	MDH	
21	1/24/17	2/7/17	2.97	MVTL	168 hrs prior
21	2/28/17	3/8/17	2.98	MVTL	168 hrs prior
21	3/14/17	4/24/17	3.20	MDH	168 hrs prior
21	4/25/17	5/4/17	2.48	MVTL	168 hrs prior
21	6/8/17	6/28/17	3.20	MDH	144 hrs prior
21	6/8/17	7/27/17	5.50	MDH	
21	6/27/17	7/5/17	3.48	MVTL	168 hrs prior
21	7/25/17	8/1/17	5.90	MVTL	144 hrs prior
21	8/22/17	8/28/17	4.18	MVTL	192 hrs prior
21	9/19/17	10/20/17	4.00	MDH	
21	9/28/17	10/4/17	4.29	MVTL	168 hrs prior
21	10/24/17	11/17/17	3.61	MVTL	168 hrs prior
21	11/28/17	12/11/17	3.90	MVTL	168 hrs prior
21	12/28/17	1/9/18	3.58	MVTL	168 hrs prior
21	12/26/17	2/20/18	3.40	MDH	
21	1/23/18	2/20/18	3.49	MVTL	168 hrs prior
21	2/27/18	3/9/18	2.95	MVTL	168 hrs prior



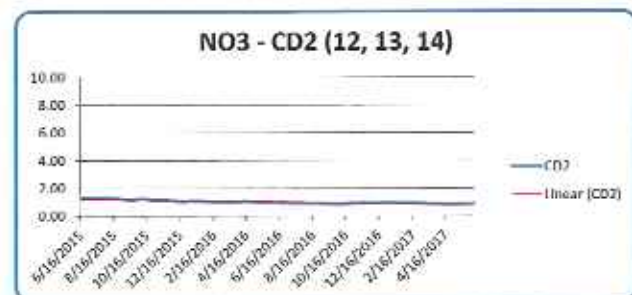
Combined Discharge - Wells 6-7-10

CD 1	3/31/16	4/22/16	2.83	MVTL	211 hrs prior
CD 1	4/12/16	4/19/16	3.01	MVTL	180 hrs prior
CD 1	5/10/16	5/16/16	3.25	MVTL	120 hrs prior
CD 1	5/10/16	6/2/16	3.20	MDH	
CD 1	6/21/16	6/28/16	3.23	MVTL	162 hrs prior
CD 1	7/12/16	7/18/16	3.26	MVTL	212 hrs prior
CD 1	8/8/16	8/22/16	3.17	MVTL	165 hrs prior
CD 1	9/13/16	9/28/16	3.07	MVTL	168 hrs prior
CD 1	10/25/16	10/31/16	3.04	MVTL	144 hrs prior
CD 1	11/8/16	11/17/16	3.14	MVTL	388 hrs prior
CD 1	12/13/16	12/18/16	2.95	MVTL	168 hrs prior
CD 1	1/10/17	1/20/17	2.96	MVTL	168 hrs prior
CD 1	2/14/17	3/6/17	4.35	MVTL	168 hrs prior
CD 1	3/14/17	3/23/17	3.11	MVTL	168 hrs prior
CD 1	4/11/17	4/17/17	3.11	MVTL	120 hrs prior
CD 1	5/9/17	5/25/17	3.19	MVTL	212 hrs prior
CD 1	6/5/17	6/28/17	2.60	MDH	168 hrs prior
CD 1	6/13/17	6/20/17	3.03	MVTL	168 hrs prior
CD 1	7/11/17	7/20/17	3.12	MVTL	168 hrs prior
CD 1	8/8/17	8/14/17	3.08	MVTL	168 hrs prior
CD 1	9/12/17	9/26/17	3.03	MVTL	168 hrs prior
CD 1	10/10/17	10/20/17	3.09	MVTL	168 hrs prior
CD 1	11/14/17	11/21/17	3.16	MVTL	168 hrs prior
CD 1	12/12/17	12/22/17	3.00	MVTL	168 hrs prior
CD 1	1/9/18	1/16/18	3.23	MVTL	168 hrs prior
CD 1	2/13/18	2/20/18	3.18	MVTL	168 hrs prior
CD 1	3/13/18	3/28/18	2.42	MVTL	168 hrs prior



Combined Discharge - Wells 12-13-14

CD 2	6/16/2015	8/26/2015	1.26	MVTL	126 hrs prior
CD 2	8/4/2015	9/10/2015	1.35	MVTL	168 hrs prior
CD 2	9/15/2015	9/22/2015	1.16	MVTL	144 hrs prior
CD 2	10/6/2015	10/14/2015	1.25	MVTL	208 hrs prior
CD 2	12/22/2015	12/30/2015	1.03	MVTL	168 hrs prior
CD 2	1/5/2016	1/13/2016	1.08	MVTL	192 hrs prior
CD 2	2/23/2016	2/29/2016	1.03	MVTL	208 hrs prior
CD 2	3/22/2016	3/28/2016	0.96	MVTL	288 hrs prior
CD 2	4/12/2016	4/19/2016	1.07	MVTL	120 hrs prior
CD 2	5/10/2016	5/16/2016	0.98	MVTL	165 hrs prior
CD 2	5/10/2016	6/2/2016	0.97	MDH	
CD 2	7/12/2016	7/18/2016	0.93	MVTL	170 hrs prior
CD 2	10/11/2016	10/17/2016	0.87	MVTL	168 hrs prior
CD 2	11/8/2016	11/17/2016	0.91	MVTL	168 hrs prior
CD 2	1/10/2017	1/20/2017	0.92	MVTL	216 hrs prior
CD 2	4/11/2017	4/17/2017	0.85	MVTL	144 hrs prior
CD 2	6/8/2017	6/28/2017	0.86	MDH	144 hrs prior



MVTL - Minnesota Valley Testing Laboratories
MDH - Minnesota Department of Health
TCWC - Twin City Water Clinic

SHAKOPEE PUBLIC UTILITIES
2018
RELIABILITY AND OUTAGE REPORT



SHAKOPEE PUBLIC UTILITIES COMMISSION
2018 ELECTRIC OUTAGE AND RELIABILITY REPORT

Electric System Reliability is the ability of an electric system to perform its functions under normal and extreme circumstances.

Overall system design, substation and distribution design, fusing schemes, and the many independent system components for the electric distribution system impacts fundamentally reliability.

Data on Outages of Shakopee Public Utilities (SPU) Electrical System were acquired throughout the year. The responding SPU line crew at the end of the electrical outage completes the outage report. The report information includes the cause of the electrical outage, substation circuit number, number of customers, date, estimated time the outage occurred and the time when the electricity was restored. At the end of the year, the outage data was compiled and is described in the first part of this report. As a procedure, Shakopee Public Utilities Engineering and Operations analyze these statistics to determine areas of concentration for electrical system improvement.

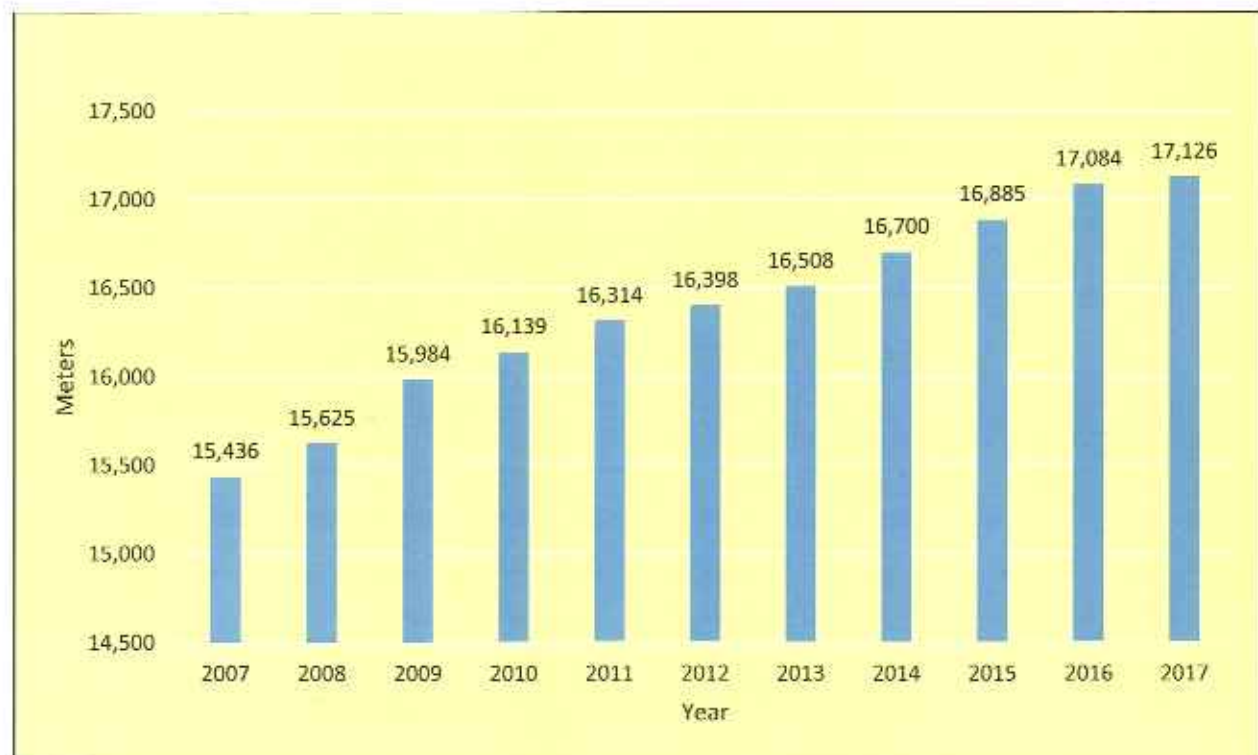
Shakopee Public Utilities Reliability Indices are also derived from this data and are reported in the later part of the report. We are required by Minnesota State Statute 216B.029 to provide this report, annually, to the Utility's Governing Body.

The Shakopee Electric Department provides customer service, constructs and maintains SPU's electric distribution system and the City of Shakopee street light system. SPU electric distribution system consists of approximately 24% of overhead and 76% underground facilities. The system has 5 substations with 33 distribution circuits. There are 290 miles of underground lines and 90 miles of overhead lines. The system includes 3,710 power poles, 641 overhead transformers and 2,263 pad mount transformers for the underground areas.

How the Shakopee Public Utilities Planning and Engineering Department designs the electric system and how the Electric Department constructs, operates and maintains it and how the Line Crews respond to the outages; continues to leave a positive impact on the SPU Electrical System Reliability Performance. The reliability statistics are the basis for good decision making. In general, reliability statistics are excellent for self-evaluation and provide a method to assess the performance and dependability of SPU's electric distribution system. They also can be utilized to compare statistics with previous SPU and other Electric Companies Reliability Statistics.

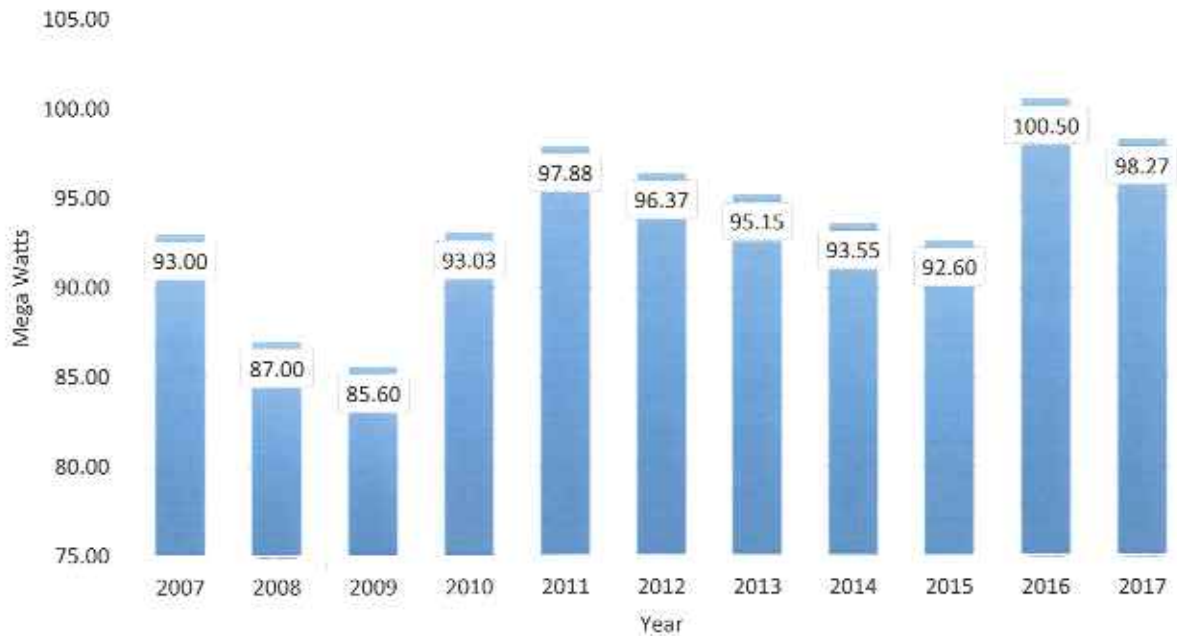
Shakopee Public Utilities Electric Meters

Shakopee Utilities 2017 customers number reached **17,126** electric meters. SPU has had continued growth in electric meters as shown in the graph below.



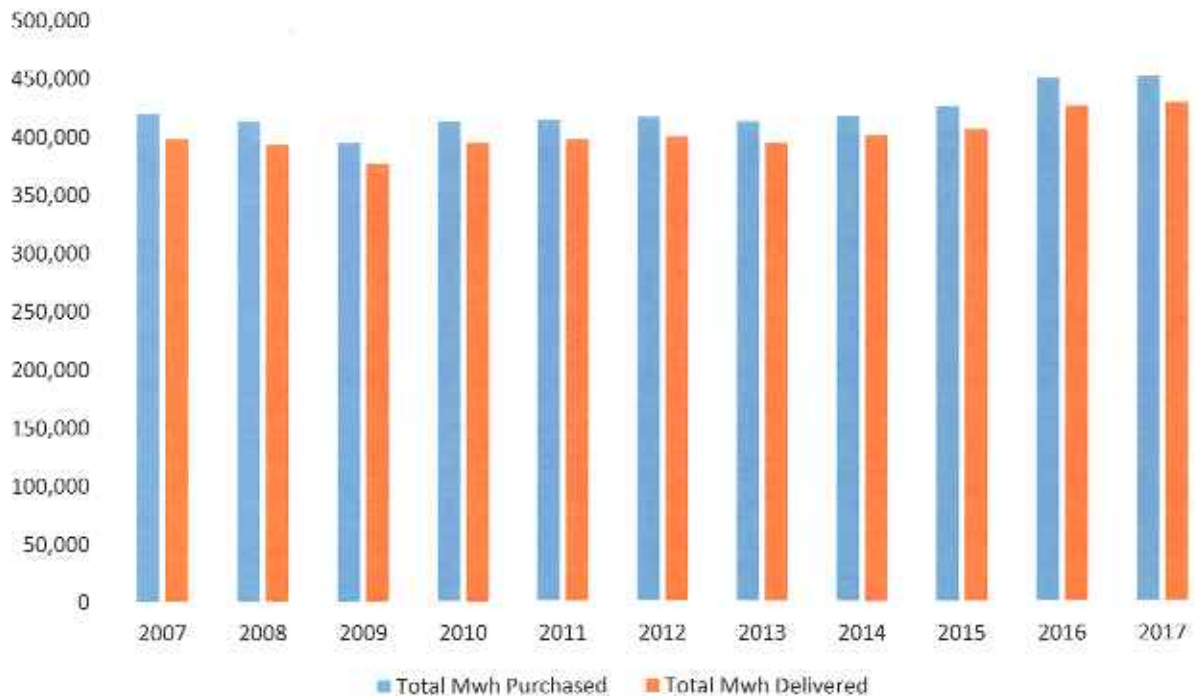
Coincidental Peak System Demand

Shakopee Public Utilities 2017 15-Minute Coincidental Peak Electric System Demand was 98.27 Mega Watts.



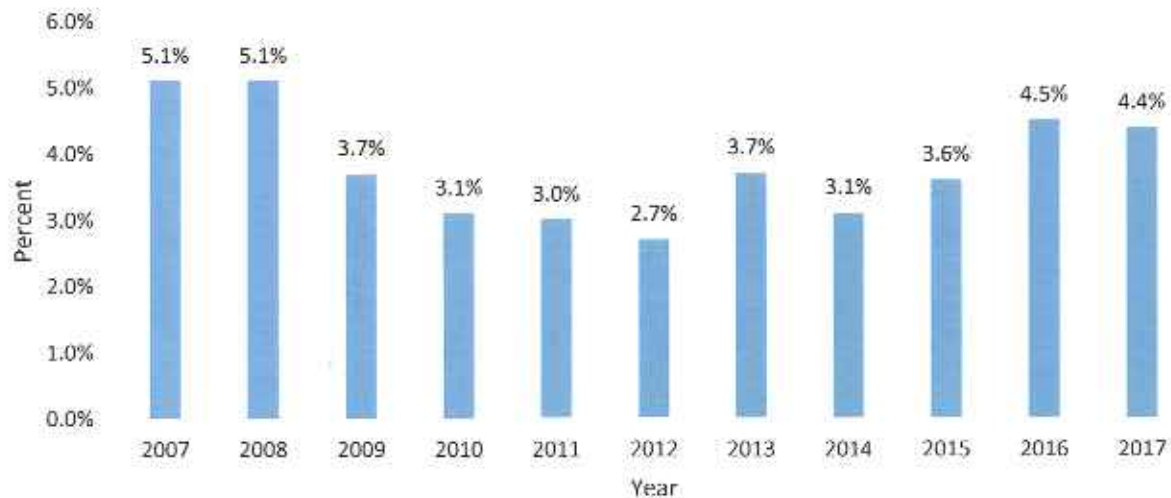
Mega Watt Hour Purchased and Delivered

SPU purchased 452,308 MWh and sold 429,261 MWh of electricity during 2017.



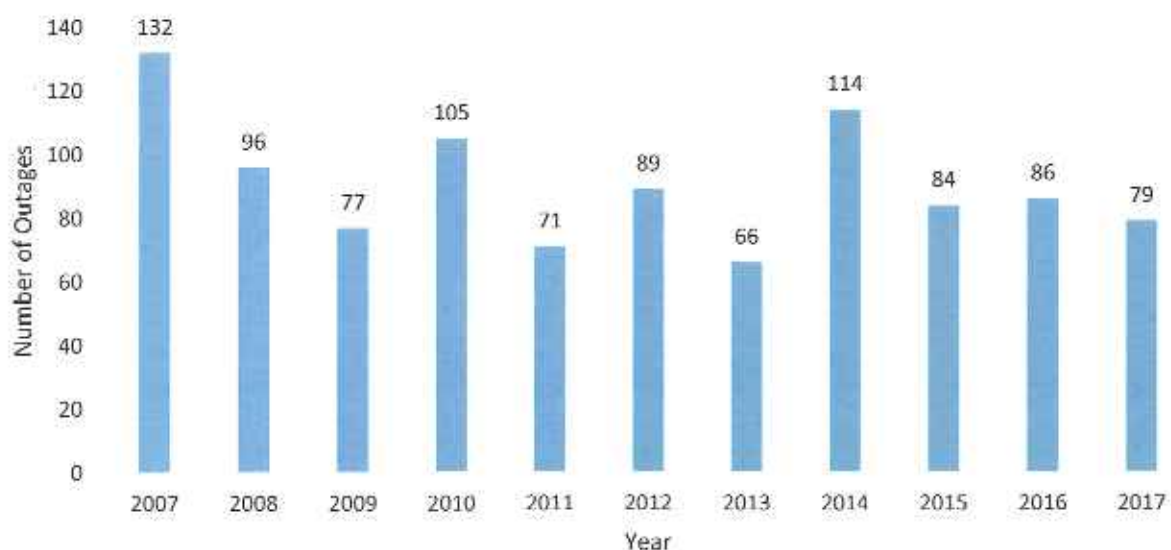
Unaccounted for KWH (Line Loss)

Line Loss is the difference between the amount of total kilowatt-hours purchased and the total kilowatt-hours delivered. All electric companies have unaccounted loss of kWh associated with the operation of a distribution system. Common reasons for the losses are impedance and reactance in conductors, transformer excitation current, magnetizing inductance, power theft and inaccurate metering. Keeping track of losses reflects the efficiencies of the design and operation of the system. Shakopee Utilities did not account for 19,814,853 kWh of power during 2017. This is a loss of 4.4%, which is down from 4.5% in 2016 of the power purchased.



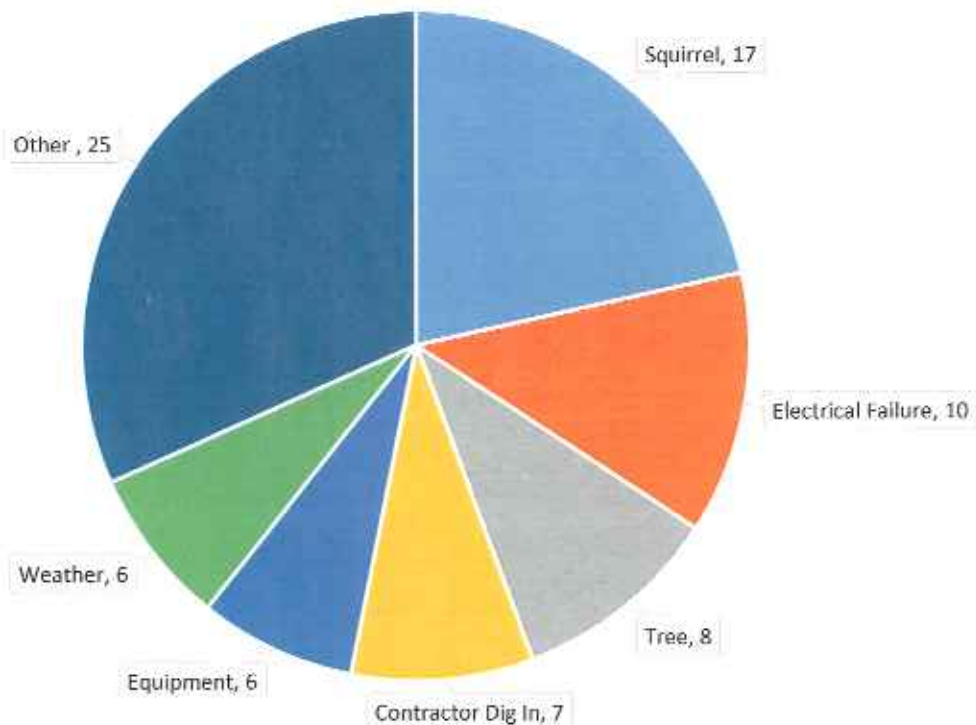
Outage Response

SPU has recorded outages for a 24-year period. During 2017, SPU Crews responded to 79 outages on the electric distribution system.



Outage Causes

The leading cause of power outages on SPU electrical system was due to animals. SPU had seventeen (17) outages by animals and ten (10) by electrical failure on its electric distributions system. Twenty-five outages are categorized under other which includes: vehicle accidents, power supply, lightning, birds, maintenance, ice, equipment, non-utility construction and unknown. Power outages caused by animals are the leading cause of all outages for most power utilities in the United States.



Circuit Performance

Shakopee Public Utilities' Pike Lake circuit PL 73 from the Pike Lake Substation, had the most electrical outages with 14 outages. Three (3) of the outages were caused by contractors hitting the wires and another three (3) were caused by squirrels. In 2016 PL 73 had six (6) outages caused by trees hitting the wires, the number of outages caused by trees decreased to two (2) in 2017.

To evaluate the reliability of the electrical system, reliability indices are used. The most commonly used reliability indices are **SAIFI**, **SAIDI**, **CAIDI** and **ASAI**. The definitions of these indices are described below and are consistent with IEEE Std. 1366-2003 "IEEE Guide for Electric Power Distribution Reliability Indices".

SAIFI - System Average Interruption Frequency Index

The average number of sustained outages that a customer would experience in a year.

SAIFI = Total Number of Customer Interruptions (>5 minutes)

Total Number of Customers Served

SPU 2017 SAIFI 0.48

SAIDI – System Average Interruption Duration Index

The average amount of time a customer on the utility's system spent without power during the year.

SAIDI = Number of Customer-Minutes Interrupted (>5 minutes)

Total Number of Customers Served

SPU 2017 SAIDI 23.85 minutes

CAIDI – Customer Average Interruption Duration Index

The average amount of time a customer can expect to be without power when they lose power.

CAIDI = Number of Customer-Minutes Interrupted (>5 minutes)

Number of Customers Interrupted (>5 minutes)

SPU 2017 CAIDI 49.685 minutes

ASAI – Average Service Availability Index

Represents the fraction of time that a customer has received power during the year 2017.

ASAI = Customer Hours Service Availability

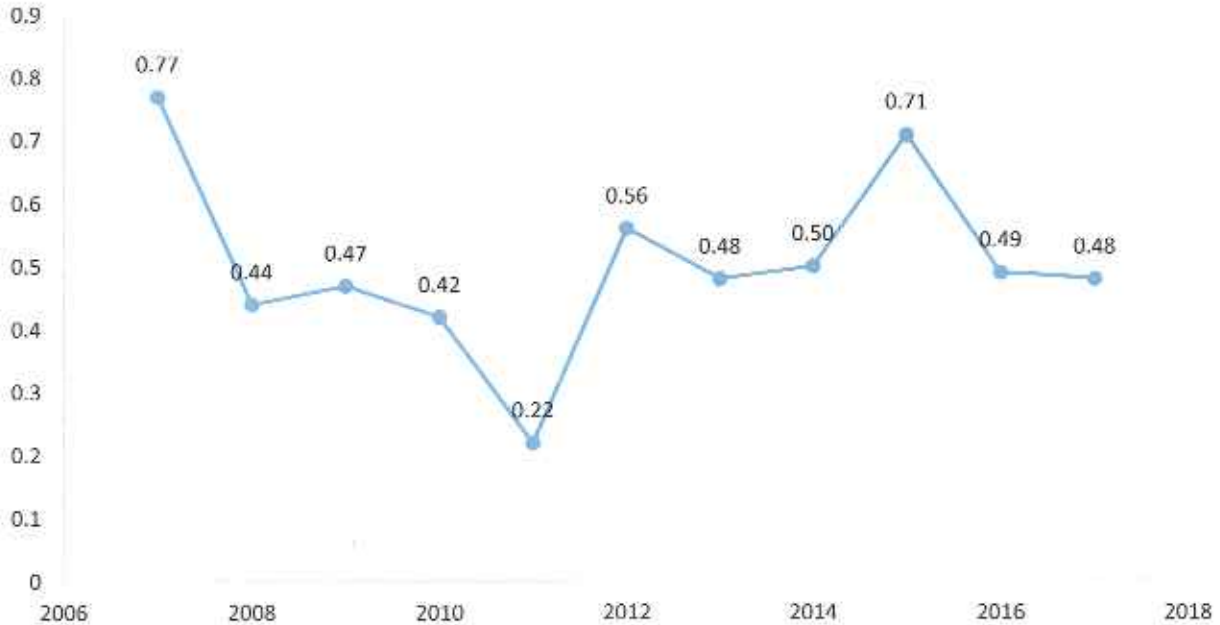
Number of Customers X (No. of hours/year)

SPU 2017 ASAI 99.995

Shakopee Utilities Ten Year Statistics

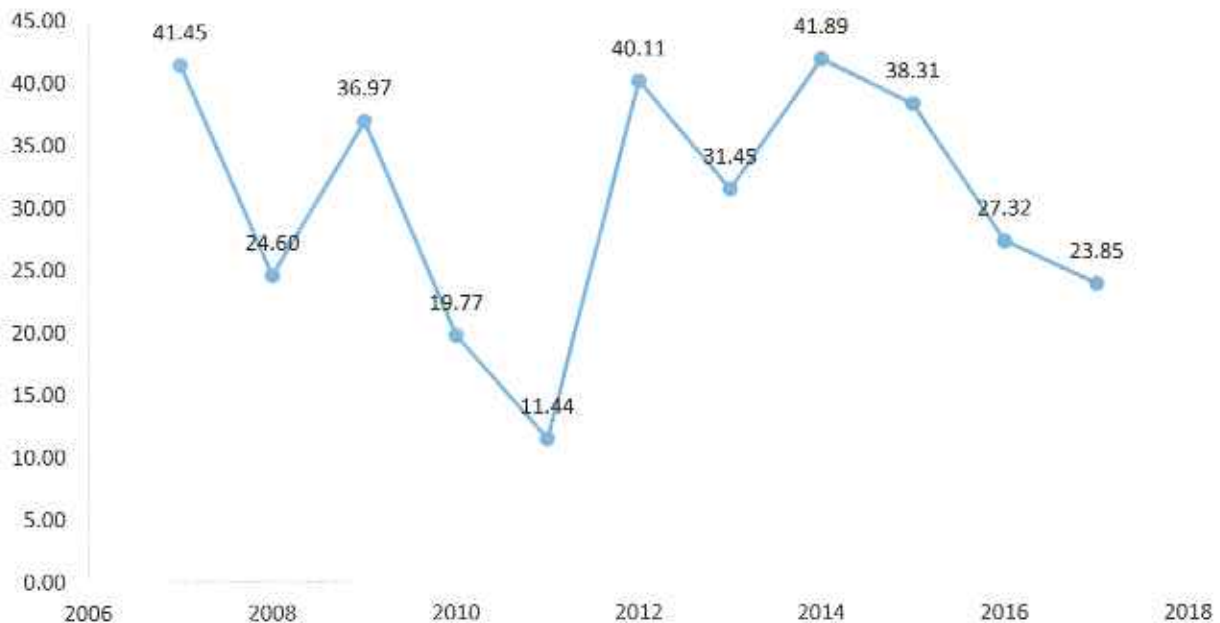
SAIFI – System Average Interruption Frequency Index

The average number of sustained outages that a customer would experience in a year.



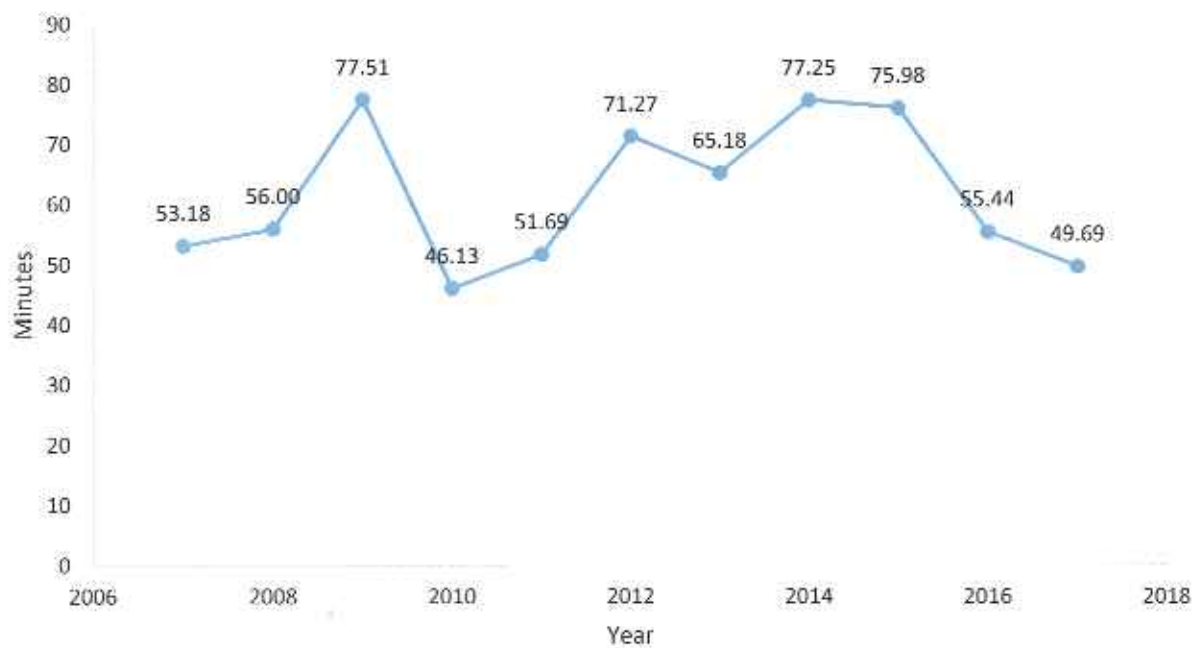
SAIDI – System Average Interruption Duration Index

The average amount of time a customer on the utility's system spent without power during the year.



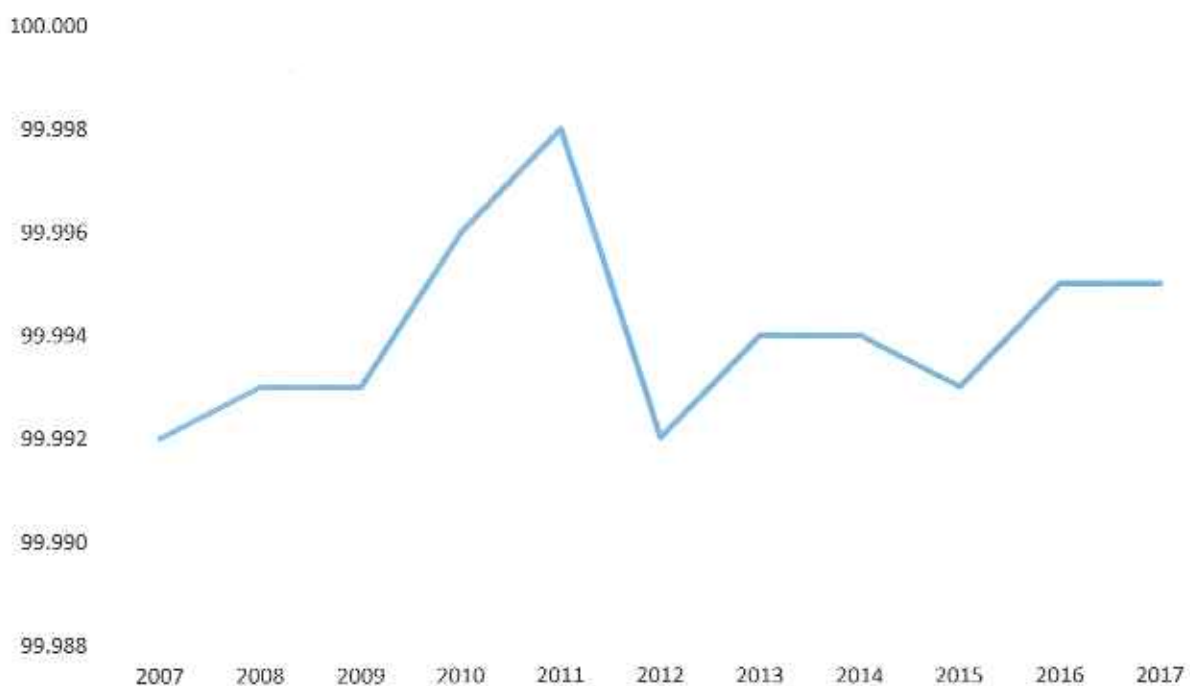
CAIDI – Customer Average Interruption Duration Index

The average amount of time a customer can expect to be without power when they lose power.



ASAI – Average Service Availability Index

Represents the fraction of time that a customer has received power during the year 2016.



Comparison with Xcel Energy

	SPU 2017	Xcel Metro West 2017	Xcel South East 2017
SAIFI	0.48	0.89	0.74
SAIDI	23.85	92.06	99.16
CAIDI	49.68	103.98	134.40

Comparison with Regional Public Power Utilities and National Average

Shakopee Public Utilities participated in the American Public Power Association (APPA) 2017 Annual Benchmarking Report of public owned power systems. The results of the survey were published in March 2018. Minnesota is in APPA's Region 3 with North Dakota, South Dakota, Nebraska, Kansas, Iowa and Missouri.

	SPUC 2017	Region 3 Average 2017	National Average 2017
SAIFI	0.48	0.72	0.7749
SAIDI	23.85	52.97	41.60
CAIDI	49.68	111.45	493.54
ASAI	99.995	99.980	99.98


Respectfully Submitted,

Greg Drent

Electric Superintendent

4/2/18

**SHAKOPEE PUBLIC UTILITIES
MEMORANDUM**

TO: SHAKOPEE PUBLIC UTILITIES COMMISSION
FROM: JOHN R. CROOKS, UTILITIES MANAGER 
SUBJECT: 2018 COMMISSION GOALS / OBJECTIVES
DATE: MARCH 29, 2018

2018 Goals / Objectives

To preserve, cultivate and advance the existing reputation of the Shakopee Public Utilities Commission in our community and service areas; with all customers:

1. Update SPU Website
2. Implement E-Billing presentment and paperless option for customers
3. Security Assessment Implementation
4. Complete Electric Policy Manual
5. Institute LED Street Light Change Out Project

To continue our commitment to all Shakopee Public Utilities employees:

1. Update Existing Succession Plan
2. Develop Transition Plan for Utilities Manager

To be properly positioned in adapting changes, both short and long term, in the Water and Electric industries and therefore continually evolve the present Shakopee Public Utilities business model in a direction that most positively serves our community and service areas:

1. Service Territory Acquisition
2. Update Comprehensive Long Term Plans for Water and Electric
3. SEP Billing and Interconnection Maintenance Support Contract
4. Establish Procedures to Ensure Compliance with State/Federal Compliance

**SHAKOPEE PUBLIC UTILITIES
MEMORANDUM**

TO: SHAKOPEE PUBLIC UTILITIES COMMISSION

FROM: JOHN R. CROOKS, UTILITIES MANAGER 

SUBJECT: SHAKOPEE PUBLIC UTILITIES - GOVERNANCE HANDBOOK

DATE: MARCH 29, 2018

At the March 2, 2015 meeting, the Commission approved the SPU Governance Handbook. The Handbook is attached for your review. This document outlines governance principals, roles and expectations of the Shakopee Public Utilities' Commissioners.

The Handbook was updated in March of 2016, per the attached memo.

SHAKOPEE PUBLIC UTILITIES MEMORANDUM

TO: SHAKOPEE PUBLIC UTILITIES COMMISSSION

FROM: JOHN R. CROOKS, UTILITIES MANAGER

SUBJECT: GOVERNANCE HANDBOOK – UPDATED

DATE: MARCH 4, 2016

At the February 16 Commission meeting, the Governance Handbook was reviewed. Several small changes were suggested to be incorporated into the document. The Commission wanted to have those changes made and have the Handbook ready to be presented at the April 4 meeting.

The changes have been made. They are identified with a red font and are ready for review. The following is a listing of those changes:

- **Page 5** – refers to the Social Media Policy be attached to the handbook
- **Page 6** – covers the appointment process for Commission Committees
- **Page 9** – encourages Commissioners to serve 3 consecutive terms
- **Social Media Policy attachment**

Recommendation –

If the Commission is in agreement with the changes made, it is requested to have the Governance Handbook adopted. The Handbook would then be ready for Aaron Weyer as he becomes our next SPU Commissioner, as of April 1, 2016.



SHAKOPEE PUBLIC UTILITIES COMMISSION

"Lighting the Way - Yesterday, Today and Beyond"

GOVERNANCE HANDBOOK

**SHAKOPEE PUBLIC UTILITIES COMMISSION
255 SARAZIN STREET
SHAKOPEE, MN 55379**

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GOVERNANCE PRINCIPALS

1. The Commission governs SPUC with the best interests of all customers as its first priority in the spirit of the SPUC mission:

Shakopee Public Utilities delivers on a fundamental promise; to provide our customers with reliable electric and water service at affordable rates, as we have done for over 100 years.

2. The Commission shall govern SPUC for long term sustainability, reliability, safety, and regulatory compliance.
3. The Commission conducts its business according to the highest ethical, legal, and fiduciary standards.
4. The Commission treats all customers and staff with courtesy and respect.
5. Although independently governed from the City of Shakopee, SPUC is part of our local government and the Commission shall coordinate and collaborate with the City to promote improved value to our community and increase economies of scale.
6. The Commission understands that diversity of opinion is inevitable and shall respect the opinions and privacy of all other Commissioners, staff, and customers.
7. Regular meetings of the Commission shall be open and accessible to the public.
8. The Commission is responsible for the hiring and is ultimately accountable for the performance of the Utilities Manager. The Commission is responsible to ensure that the Utilities Manager implements Commission direction and policy to ensure long term sustainability, reliability, safety, and regulatory compliance.
9. The Commission governs the organization; the Commission does not manage it. Management of the organization is the role of the Utilities Manager and staff that serve in a management or supervisory role.
10. The Commission has officially adopted *Robert's Rules of Order Revised* as their rules of parliamentary procedure.
11. Meeting protocol: no sidebar discussions; no interruptions; state your concern; ensure you understand; don't take things personally; adhere to time limits; come prepared; ensure all are heard.

ROLE OF THE SPUC COMMISSION

1. The Commission engages in ongoing planning activities as necessary to determine the mission and strategic direction of SPUC, to define specific goals and objectives related to the mission, and to evaluate the success of the organization's efforts toward achieving the mission.
2. The Commission approves the policies for the effective, efficient, and cost-effective operation of SPUC.
3. The Commission approves SPUC's annual budget and assesses the organization's financial performance in relation to the budget on a regular basis.
4. The Commission hires, sets the compensation for, and provides for an annual evaluation of the performance of the Utilities Manager.
5. The Commission establishes and evaluates compensation for employees to ensure value to the customers and competitiveness within appropriate markets.
6. The Commission approves written policies governing the work and actions of SPUC's employees and committees.
7. The Commission ensures that an internal review of SPUC's compliance with known existing legal, regulatory, and financial reporting requirements is conducted annually and that a summary of the results of the review is provided to the entire Commission.
8. The Commission develops, monitors, and strengthens SPUC's services.
9. The Commission assesses the Commission's performance.

ROLE OF AN INDIVIDUAL SPUC COMMISSIONER

1. The authority of an individual Commissioner resides in the ability to vote. Each Commissioner is entitled to cast one vote for every action item unless prohibited by law, ordinance, or policy (for example, conflicts of interest).
2. Make every effort to attend all SPUC Commission meetings. Review the agenda and supporting materials prior to Commission meetings.
3. Stay informed about SPUC's mission, services, policies, and programs. Participate in SPUC events, programs, and services as often as possible. Inform others about SPUC and its programs and services. Be stewards for municipal public power and water.
4. Endeavor to keep up-to-date on developments in the industry and provide the benefit of that knowledge and insight in Commission discussions and deliberations.
5. Assist the Commission in carrying out its fiduciary responsibilities by reviewing the organization's interim and annual financial statements.
6. Be actively involved in Commission discussions, express one's opinion, and make an effort to see an issue from the perspective of others who may have other views of the issue.
7. Endeavor to make decisions based upon the common interests of all customers rather than the interests of the particular organization or individual customer. Serve the organization as a whole rather than any particular interest group or constituency.
8. Serve on Committees as required and offer to take on special assignments when appropriate.
9. Seek feedback from customers regarding SPUC's priorities, activities, programs, and services.
10. Avoid conflicts of interest and maintain confidentiality of information when appropriate.
11. Refrain from attempting to direct the activities of staff or making special requests of the staff.
12. Adhere to the SPUC Social Media Policy, as adopted. A copy of the adopted Policy is attached at the end of this Handbook.

ROLE OF THE SPUC PRESIDENT

1. Ensure that the Commission and individual Commissioners fulfill their responsibilities for the governance of SPUC and adhere to the Commission's Governance Principles.
2. Ensure that Commission actions are effectively communicated.
3. Serve as a lead spokesperson for the Commission and serve as appropriate as the organization's representative to government, media, other industry organizations, and the Utilities public.
4. Support the efforts of the Utilities Manager to achieve SPUC's mission.
5. Facilitate an annual review of the Utilities Manager's performance and compensation.
6. Facilitate productive and mutually respectful relationships among the Commission, staff, customers, and the City.
7. Chair meetings of the Commission, ensuring that the Commission functions effectively and fulfills all of its duties. Encourage all commissioners to participate in discussion and ensure that all points of view are fully expressed before a vote is taken. Work with the Utilities Manager regarding development of the agenda for Commission meetings.
8. Appoint the Wage and Benefits Committee and report to the Commission on Wage and Benefits Committee activities and recommendations.
9. Appoint other Committees as deemed. Those Committees may consist of, but are not limited to, the following; SPU Director Interview Committee, City Council SPU Commissioner Interview Committee, Utilities Manager's Hiring Committee, etc...
10. Ensure that appropriate processes are in place to review and evaluate the mission, direction, strategy, and performance of the organization.
11. Fulfill such other roles as the President and Utilities Manager agree are appropriate and desirable for the President to perform, consistent with Commission policy or directions.

ROLE OF THE SPUC VICE PRESIDENT

1. Fulfill any delegable roles and responsibilities of the President as requested by the President.
2. Act as President in the absence of the President.
3. Assume the office of President if the President leaves office prior to the expiration of the President's term of office.
4. Commit significant effort to becoming familiar with SPUC programs, services, and activities in preparation for fulfilling the duties of SPUC President if required.
5. Fulfill all roles and responsibilities established for individual Commissioners in an exemplary manner.
6. Be willing to serve in a leadership role in SPUC and serve as a spokesperson for the organization.

ROLE OF THE WAGE AND BENEFITS COMMITTEE

The Wage and Benefits Committee exists to help the Commission develop and maintain a pay plan structure and benefits package that are market competitive, promotes employee retention, *and* provides value to the customers through fair labor costs. The Committee shall be comprised of the two appointed Commissioners, the Utilities Manager, and the Finance Director.

Specific duties of the Committee shall include:

1. At the request of the Commission, research and analyze topics related to employee compensation and benefits.
2. Annually perform market benchmarking and evaluate wages. The Committee shall present options and make recommendations regarding cost of living adjustments and pay plan structure modifications to the Commission for their consideration.
3. Review health and dental insurance policies and evaluate policy renewals. The Committee shall present options and make recommendations regarding insurance policies to the Commission for their consideration.
4. Review submittal information pertaining to pay equity compliance requirements and present options and make recommendations to the Commission as appropriate.

COMMISSION APPOINTMENT PROCESS, TERMS AND OFFICERS

The City of Shakopee City Council is responsible for the appointment of Commissioners to the SPUC Board. Persons interested in being considered for appointment to the SPUC Commission shall complete an *"Application For Council Advisory Board and/or Commissions"* form furnished by the City.

1. Ninety days prior to the expiration of Commission terms each year, the Council shall be advised of the pending vacancies and those individuals eligible for reappointment.
2. Thirty days prior to the expiration of Commission terms, a committee comprised of two Council members and the Vice-President of the SPUC Commission will meet to review all applications and interview applicants.
3. The Committee shall recommend all qualified candidates per position to the Council for consideration.
4. Pursuant to City of Shakopee Resolution 2559, appointments to Shakopee Public Utilities shall be made in January and shall become effective April 1st.
5. A Commission term of service is for 3 years. A Commissioner is eligible and encouraged to serve three consecutive three year terms. If a Commissioner was appointed to serve a remainder of an open term, after April 1st, the appointment period will not affect the maximum service term of three consecutive three year terms.
6. At the first meeting in April the election of officers will take place, if officer terms are expiring. The officers are the Commission President, Vice-President and the Secretary. Each office has a term of one year.
7. At the first meeting in April, the appointment of a MMPA Representative and Alternant is to take place. The MMPA Representative is a voting member of the MMPA Board of Directors and is to attend monthly Board meetings. The MMPA Alternant also may attend the MMPA Board meeting but is not eligible to vote. The term of service for the Representative and alternant is one year.

COMMISSIONERS

Deb Amundson
Terry Joos
Aaron Weyer
Dan Hennen
Mathew Meyer

E-Mail	Non-Public E-Mail	
Amundson	damundson@shakopeeutilities.com	damund1281@hotmail.com
Meyer		mathew@mathewmeyer.com
Hennen	dhennen@shakopeeutilities.com	danielhennen@fastmail.net
Joos	tjoos@shakopeeutilities.com	tjoos@mnsupply.com
Weyer	aweyer@shakopeeutilities.com	aweyer428@hotmail.com

Phone	Non-Public Phone #	
Amundson	952-445-7091	612-810-6678
Meyer		612-741-4732
Hennen	952-913-6975	
Joos	952-445-2011	952-913-4695
Weyer	952-445-4459	

Address		
Amundson	1281 Jefferson Street South	
Meyer		
Hennen	945 Shumway Street South	
Joos	886 Carriage Circle	
Weyer	1815 Countryside Drive	

Terms		
Amundson	4/1/15 - 3/31/18	
Meyer	4/1/18 - 3/31/21	
Hennen	4/1/17 - 3/31/20	
Joos	4/1/11 - 3/31/20	
Weyer	4/1/16 - 3/31/19	

Effective 4/1/18

SHAKOPEE PUBLIC UTILITIES COMMISSION

COMMISSIONER ACKNOWLEDGEMENT

I hereby acknowledge that I have received a copy of the Shakopee Public Utilities Commission Governance Handbook. I understand that the contents of this Handbook are for general information and guidance and it does not constitute a contract between myself and the Shakopee Public Utilities Commission.

I understand it is my responsibility to read and understand the contents of this Governance Handbook. If I do not understand any provision of the Handbook, I shall contact the Utilities Manager for clarification.

I understand that no person other than the Utilities Manager, as directed by the Shakopee Public Utilities Commission, has the authority to change any policy, rule or procedure as stated in the Governance Handbook.

Commissioner Signature _____

Print Name _____ Date _____

NOTE: Commissioners will be required to acknowledge receipt of the Governance Handbook by signing this acknowledgement.

This copy is to remain in the Handbook

SHAKOPEE PUBLIC UTILITIES COMMISSION

SOCIAL MEDIA POLICY

INTRODUCTION

Web 2.0 and social media technologies offer continually evolving opportunities to enhance public outreach, resident and visitor interaction and employee productivity for the Shakopee Public Utilities Commission (SPUC). The SPUC will determine, at its discretion, how its web-based social media resources will be designed, implemented and managed as part of its overall communications strategy. Social media web resources administered by SPUC departments may be expanded, modified or discontinued based on SPUC goals, priorities and resources.

PURPOSE

The SPUC wishes to represent itself, its services and its facilities appropriately and consistently on the Internet. The purpose of this policy is to establish procedures for creating a consistent overall social media presence that meets the SPUC's established goals.

The SPUC intends to use social media websites as an additional communication channel to help promote its programs, events and services. This technology allows news of an event to spread quickly and is a good forum to facilitate public discussion. The SPUC's official website, located at www.spucweb.com, shall remain the SPUC's primary online medium for communicating information to the public.

A. GENERAL PROCEDURES

The SPUC has an overriding interest and expectation in deciding what is "spoken" on behalf of the SPUC on its official social media sites. This policy establishes guidelines for the use of social media by individual SPUC departments. This policy applies to any new, as well as pre-existing or proposed, social media networking accounts sponsored by SPUC departments.

The SPUC's website (www.spucweb.com) will remain the SPUC's primary and predominant Internet presence. Whenever possible information posted to the SPUC's social media websites should also be posted on the SPUC's website. Content posted to SPUC social media sites should regularly contain links directing users back to the SPUC's official website for in-depth information, forms, documents or online services necessary to conduct business with the SPUC.

1. The best, most appropriate, SPUC uses of social media tools fall generally into two categories:
 - a. As channels for disseminating time-sensitive information as quickly as possible (example: emergency information).
 - b. As marketing/promotional channels that increase the SPUC's ability to broadcast its messages to the widest possible audience.
2. The Communications Coordinator shall be responsible for the SPUC's primary social media pages.

3. Any department requiring consistent and frequent social communications may be asked to start its own site(s) and to provide staff to maintain it. Each department will be responsible for the content and upkeep of any social media sites the department may create.
4. Elected officials; appointed members of SPUC Boards, Commissions and Committees; and employees should comply with the guidelines outlined in Sections D and E of this document.
5. SPUC social media sites are subject to State of Minnesota public records laws. Any content maintained in a social media format that is related to SPUC business, including a list of subscribers and posted communication, is a public record. The department maintaining the site is responsible for responding completely and accurately to any public records request for public records on social media. Content related to SPUC business shall be maintained in an accessible format and so that it can be produced in response to a request. Wherever possible, such sites shall clearly indicate that any articles and any other content posted or submitted for posting are subject to public disclosure. Users shall be notified that public disclosure requests must be directed to the relevant departmental public disclosure officer.
6. Minnesota state law and relevant SPUC records retention schedules apply to social media formats and social media content as reflected in the SPUC's record retention policy. In most cases, content on the SPUC's social media sites is expected to be transitory, incidental or non-vital in nature and therefore shall be retained "until read." However, any content posted that does constitute the official record will be retained according to the SPUC records retention schedule.

B. PROCESS FOR CREATING A SOCIAL MEDIA PRESENCE

1. Individual SPUC departments shall have the discretion to determine the utilization of social media. However, once undertaken, all social media initiatives shall comply with this policy.
2. Individual departments shall consult with the Communications Coordinator prior to embarking on the use of new social media tools. This will ensure that the SPUC's array of sanctioned social media accounts are kept to a sustainable number, policies are followed, and the SPUC's communication strategy is appropriately maintained.
3. The appropriate Department Head shall approve the use of social media tools within their department. Staff shall not create a new or significantly alter an existing social media site without the approval of their Department Head.
4. Prior to launching a social media site, the assigned staff person shall register the site and all associated passwords for the account with the SPUC's Communications Coordinator. Any changes to staff responsibilities or passwords must be reported to the Communications Coordinator in a timely manner.

C. STANDARDS FOR OPERATING AND MAINTAINING A SOCIAL MEDIA PRESENCE

SPUC social media accounts and their associated content should focus on significant SPUC interest areas and be organized in a manner that avoids ambiguities and/or conflicting information across the SPUC's various communication mediums, including other SPUC social media websites. Departments' administration and use of SPUC social media websites must comply with applicable laws, regulations and policies, as well as proper business etiquette.

Social media websites are to be consistently branded in order to communicate a clear association with the SPUC, and must contain a SPUC-standard disclaimer. Branding should include, but is not limited to, the inclusion of the SPUC logo, SPUC department information (address, phone number, and hours of operation) and any other aesthetic “look and feel” defined by the Communications Division now or in the future.

The naming and contact conventions used for social media accounts should be SPUC-specific and must not contain individual employee names, with the exception of professional staff social media accounts. All approved social media sites will be linked with the SPUC’s official website.

All SPUC sponsored social media sites shall prominently post the Disclaimer and Comments Policy found in Appendix A. In situations where a social media site does not allow for prominent posting of the Disclaimer and Comments Policy, a link to a PDF copy of Appendix A shall be posted instead.

Interacting on Social Media

The SPUC social media sites may “like” or “follow” government entities; nonprofit and nonpartisan organizations related to SPUC functions; local media sites; and elected officials. Posts or comments related to the SPUC and the community at large may be shared to the extent that they correspond with the SPUC’s social media goals.

Responding to Comments

In cases where comments are accepted, the staff member responsible for the page **MUST** monitor the site regularly and respond in a timely manner (within 24 hours during the workweek). (Staff can set up automatic e-mail notification when someone posts a comment to a social media site.)

Guidance on When/How to Respond to Comments

- a. If the person has a question – Respond with information or point them back to the SPUC’s website or other resource. You may ask them to contact you offline when appropriate (when it is a private issue, when the issue is one in which there is little or no interest by others, etc.)
- b. If the person has a complaint – If inaccurate, politely correct inaccuracies. When a general complaint, thank them for sharing feedback and give any other direction that may be needed. If it is regarding a personal matter, reply that you would like to address the issue offline and provide contact information.
- c. If the person leaves a general comment, like “Wow, this is cool” or “Can’t wait,” no response is required.
- d. If the person wants to start debating with a SPUC employee – Take the conversation offline. Do not debate them on the site. It is ok to correct inaccuracies and to provide evidence to support information, but avoid debates.

When in doubt on how to respond to a comment, please contact the Communications Coordinator for guidance.

Removing Comments

Comments violating the SPUC’s comment policy (see Appendix A) shall be removed promptly. When a person’s comment is removed, the SPUC will post a reason for removing the post (i.e. “*A comment to this post was removed because it endorsed a political candidate. This is in violation of the SPUC’s comment policy (link to policy)*”). Removed comments should be archived for our records by completing the tracking form found in Appendix B and submitting it to the Communications Coordinator.

Correcting Mistakes

If an employee makes a factual mistake on a SPUC social media site, he/she should correct it as soon as possible. Corrections should be upfront and timely. If modifying an earlier post, make it clear that the post has been corrected. Designate corrections with "Fixed Link" or "Fact Correction" prior to the correction. Do not try to "hide" corrections, as someone may have seen the incorrect information and may be acting upon it.

Review Procedures

The Communications Coordinator will have access to all SPUC sponsored social media sites, including rights to edit a site. Each site will be monitored weekly to ensure the site is meeting its intended purpose, that it is being updated regularly, that the content is appropriate and to look for any possible problem that would reflect negatively on the SPUC.

D. ELECTED OFFICIALS AND OFFICIALS APPOINTED TO SPUC BOARDS, COMMISSIONS AND COMMITTEES

Elected officials and officials appointed to SPUC Boards, Committees and Commissions should comply with the following guidelines when using SPUC social media sites:

1. Official SPUC social media sites shall not be used for campaigning purposes.
2. Comments or links to any content that endorses or opposes political candidates or ballot propositions, including links to an elected official's campaign site shall not be posted. (A.I.J. comments posted during an election season by anyone who has filed for office will be removed.)
3. Elected officials and members serving on a SPUC board, commission or committee should be mindful of the risks of electronic communication in relation to the Minnesota Data Practices Act and the Open Meeting Law; two-way communication between elected officials or between members of SPUC boards, commissions, committees should be strictly avoided. Adding to a post or comment that would create a quorum of the group you represent should also be strictly avoided. (If the comment or posting requires official review it should be handled before the group during a public meeting.)
4. Social media sites should not be used as a mechanism for conducting official SPUC business other than to informally communicate with the public.
5. When posting or commenting on a SPUC social media site, officials shall reveal their position, be honest, straightforward and respectful, and not represent themselves as speaking on behalf of the SPUC.
6. In an effort to be honest, officials must ensure they do not share non-public information related to coworkers, personnel data, medical information, claims or lawsuits, or other non-public or confidential information.
7. Strive to add value to any social media discussion by staying focused on the issue.
8. To help prevent errors and liability issues, officials are encouraged to ask the appropriate staff person or department to post official SPUC documents (i.e., an ordinance recently passed by the SPUC Council), rather than summarizing them from memory.
9. Officials are asked to correct errors or mistakes in a posting or comment as soon as possible. If you modify an earlier post, make it clear the posting has been corrected. Consider designating corrections with "Fixed link" or "Fact correction" prior to the correction.

E. SPUC EMPLOYEES

1. Staff Members Maintaining SPUC Social Media Sites.

Staff members assigned the task of maintaining social media sites on behalf of the SPUC must follow this Policy and all relevant sections of the SPUC's Information Technology Policy and Personnel Handbook. Failure to do so will be subject to discipline as outlined in the SPUC's Personnel Handbook.

SPUC social media messages may not be used by any SPUC employee or representative for private or personal purposes or for the purpose of expressing private or personal views on personal, political or policy issues.

SPUC social media messages may not be used to express personal views or concerns pertaining to SPUC employment relations matters.

Social media website accounts are considered a SPUC asset and logins to these accounts must be securely administered in accordance with SPUC security policies.

A social media website account shall not be used by the SPUC or any SPUC employee or representative to disclose sensitive and/or confidential information without the prior express written approval of the SPUC Attorney's Office.

2. Staff Members Maintaining a Professional Social Media Account.

In instances where a SPUC staff member wishes to set up a social media account to assist in his or her professional capacity as a representative of the SPUC, the following guidelines must be met:

- a. Department Heads must approve the establishment of a professional social media account by department employees.
- b. Employees shall consult with the Communications Coordinator prior to embarking on the use of professional social media tools. This will ensure that the SPUC's array of sanctioned social media accounts are kept to a sustainable number, policies are followed, and the SPUC's communication strategy is appropriately maintained.
- c. The account and passwords must be registered with the Communications Coordinator.
- d. The employee must prominently identify his or her job title.
- e. Employees should not post private or personal information on the site, unless it pertains to the goals of the account.
- f. Accounts may "like" or follow individuals, businesses and groups, that pertain to the employee's job function. Employees shall not endorse or express personal views on personal, political or policy issues when representing the SPUC in their professional capacity.

Upon termination, the employee shall close the account and remove all information pertaining to his or her relationship with the SPUC.

3. Employees' Personal Social Media Pages.

The line between personal and professional, public and private can be easily blurred in social media. Keep the following guidelines in mind when using a personal social media account:

- a. Personal social media account names by employees should not be tied to the SPUC. Additionally, staff should not use their personal social media accounts to speak on behalf of the SPUC.
- b. SPUC staff members have the right to speak publicly as a private citizen on matters of public concern. However, employees are reminded to use good judgment when commenting on a SPUC social media site or if commenting or posting on a private site regarding a SPUC related issue, policy, etc. If you are identifying yourself as a SPUC employee, your actions reflect upon the SPUC.
- c. When responding to an item on the SPUC's page or on any other page, ask yourself if you or your department would be embarrassed to see the comment appear in the news. If so, don't post it.
- d. Employees with personal social media accounts never have the right to post non-public and confidential information such as information related to co-workers, personnel data, medical information, and claims or lawsuits against the SPUC.
- e. Video or pictures obtained by employees on duty are the property of the SPUC. Employees shall not post those pictures or videos on social media sites without approval from the employees' department head or the SPUC Administrator.

F. EXCEPTIONS/CHANGE

This policy supersedes all previous policies covering the same or similar topics. Any exception to this policy may be granted only by the SPUC Administrator. This policy may be reviewed and changed at any time.

APPENDIX A

DISCLAIMER & COMMENT POLICY **(to be prominently posted on every social media page)**

The purpose of this and other SPUC sponsored social media sites is to communicate between the SPUC, its individual departments and members of the public. We reserve the right, at our sole discretion, to change, modify, add or delete comments or posts, photos and videos in accordance with this policy.

The SPUC will remove comments that:

1. Contain obscenities;
2. Demean specific individuals or groups of people;
3. Are libelous/slandorous;
4. Contain factual inaccuracies;
5. Qualify as SPAM;
6. Are not topically related to the particular social medium article being commented upon;
7. Express support for or opposition to political campaigns or ballot measures;
8. Contain sexual content or links to sexual content;
9. Solicit commerce;
10. Conduct or encourage illegal activity;
11. Compromise the safety or security of the public or public systems; or
12. Violate a legal ownership interest of any other party.

Additionally, ALL comments posted during an election season by anyone who has filed for office will be removed.

The SPUC has the right to remove a comment from and/or block a user who is not using their legal name or otherwise appropriately identifying themselves.

The SPUC has the right to reproduce any pictures or videos posted to this site in any of its publications or websites or any other media outlets. The SPUC has the right to quote any comments or suggestions left by users.

The views, postings, positions or opinions expressed on this site do not necessarily reflect those of the SPUC.

Advertising

The SPUC does not endorse any product, service, company or organization advertising on its social media pages. The ads that appear on social media pages are sold, posted and maintained by those social media sites.

Privacy policy

Please note that the SPUC does not share information gathered through its social media sites with third parties for promotional purposes. However, any information you provide to the SPUC is subject to the Minnesota Government Data Practices Act. This law classifies certain information as available to the public on request.

APPENDIX B

REMOVED COMMENTS TRACKING FORM

All comments removed from a SPUC sponsored social media site should be documented with this form. When completed, please deliver or email to _____, Communications Coordinator, at _____.

1. SPUC social media site affected: _____
2. Date of original post: _____
3. Screen name of poster: _____
4. Entire comment that was removed (attach separate page if more room is needed):

5. Reason for removal of comment: _____

6. Date comment was removed and explanation for removal was posted to social media site:

7. Comment removed from SPUC social media site by: _____

8. Other pertinent information (if applicable): _____

Date this report was received by the Communications Coordinator: _____

This form will be retained by the Communications Coordinator for a period of 1 year.

APPENDIX C

DEFINITIONS

Social Media Websites - Social media websites focus on creating and fostering online social communities for a specific purpose and connect users from varying locations and interest areas. Social media websites can offer many different ways for users to interface such as instant messaging, blogging and commenting, online forums, status updates (microblogging), website link sharing, video conferencing, sharing pictures and videos, etc. Examples include Facebook, MySpace, LinkedIn, Twitter, YouTube, Flickr, Vine, etc.

Blog - (an abbreviated term for "Web Log") is a website where a blog author can post information on a specific topic targeted to a specific audience. A blog, if commenting is enabled, allows registered members of the public (called blog commenters) to post comments about posts by the blog author.

Social Networking - Social networking websites offer a way for registered users to communicate with each other on the Internet. They usually offer many ways to connect to other registered users such as status updates (microblogging), instant messaging, blogs, polls, photo sharing, video sharing, etc.

Web 2.0 - Commonly associated with web applications that facilitate interactive information sharing, interoperability, user-centered design, and collaboration on the World Wide Web. A Web 2.0 site gives its users the free choice to interact or collaborate with each other in a social media dialogue as creators (prosumers) of user-generated content in a virtual community, in contrast to websites where users (consumers) are limited to the passive viewing of content that was created for them.

**SHAKOPEE PUBLIC UTILITIES
MEMORANDUM**

TO: SHAKOPEE PUBLIC UTILITIES COMMISSION
FROM: JOHN R. CROOKS, UTILITIES MANAGER 
SUBJECT: COMMISSION MEETING PROCEDURES AND PROTOCOL
DATE: MARCH 29, 2018

Past SPU Commissioner, John Engler, compiled a useful, condensed overview of Commission meeting procedures. It is especially useful to new Commission members and is provided to them at the first meeting in April. It is also appropriate to review the procedures with present Commissioners on an annual basis.

MEETING GUIDELINES:

1. Conflict of Interest

If an issue presents a potential conflict of interest, the affected Commissioner states that they have a potential conflict of interest, and then removes themselves from discussion. They do not vote on that issue.

2. Abstaining from a vote

When a Commissioner chooses to abstain from a vote, the Commissioner simply states that they are abstaining, gives a short reason, and then does not vote.

3. Agenda

- The agenda is a meeting outline that has been drafted by the Utilities Manager and the Commission President. The agenda is reviewed, amended as requested, and approved by the Commissioners at the beginning of each meeting. All Commissioners have the right to amend the agenda.

- Communications

Communication items are generally those things that are received by a Commissioner or the Utilities Manager that do not need action by the Commission. If discussion is wanted on a particular communication, then the item will be added to the current or future agenda.

- Consent Items

"Consent Items" or "Items on the Consent agenda" are represented on the agenda by the symbol C=>. These are generally matters not needing discussion. All consent items are acted on by a single motion applying to the entire group without discussion on any individual item.

Prior to adoption of the consent items, the President will ask for any additions or deletions from the consent agenda. All requests to have something removed from the consent item list by a Commissioner will be honored and that item will be removed from the consent list.

- Reports

Items on the agenda that carry the designation as "Action" or "Advisory" may be removed from that status by amending the agenda. The Commission retains the right to take action on any matter even though on the agenda it carries the designation of "Action" or "Advisory".

- Liaison Report

The Council Member, who has been appointed by the council as the SPUC Liaison, has time allotted at each meeting to discuss issues and answer questions about items of importance to the council and SPUC.

- Audience

If there are people in the audience who wish to speak to an agenda item, reasonable accommodation will be made to deviate from the set agenda to hear from the audience and get their issues resolved.

4. Directing Staff

The Commission does not directly assign action items or projects to anyone at the Utility except the Utility Manager. The Utility Manager will delegate, assign responsibilities, and define the scope of the action as needed.

5. Procedure

To the greatest extent possible, the Commission follows parliamentary procedure as outlined in "Roberts Rules of Order". The following is a list of a few of those rules that are most often used:

- Only those having the floor as recognized by the President shall speak.
- The President will not generally make a motion or second a motion but may do so at his/her discretion.
- Discussion on a motion will be disallowed until the motion is seconded.
- Any Commissioner may make modifications to a motion as a friendly amendment, if it is acceptable by the maker.
- Informal discussion on a subject is permitted while no motion is pending.
- Generally, the person making the motion will have the first opportunity to speak to the motion.
- Both audience members and the Commissioners are encouraged to address their remarks to the President, to maintain a courteous tone, and avoid interjecting personal notes into the debate.
- A Commissioner who has not spoken on an item will generally be recognized over someone who has previously spoken.
- The President will make sure that the motion is clear and the effect of adopting the motion is clear to everyone.
- The President will make sure that it is clear to everyone what the actual vote count is when there is a vote that is not unanimous.
- The President will make every effort possible to be protective of staff, of the Commission, and of the citizens, from personal or derogatory attacks.
- A quorum must be present to do business.
- Meetings start at the posted time.
- Debate is confined to the merits of the pending question.
- If the question is called:
 - It is out of order when another has the floor.
 - It must be seconded and it is not debatable or amendable.
 - Requires a two thirds vote (2 / 3 or 3 / 4 or 4 / 5).
 - If the motion passes, the original motion is then voted on immediately.

6. Resolutions

Resolutions are written motions that are adopted by the Commission. The substance of a resolution can be anything proposed as a motion. The reason that some motions are labeled as resolutions is that for long and important motions, it is better to have them written out so that discussion is easier, or so that it can be distributed to the public after its adoption.

All items designated as resolutions require a "roll call" vote.





SHAKOPEE PUBLIC UTILITIES

"Lighting the Way – Yesterday, Today and Beyond"

11f

March 28, 2018

PROPOSE AS CONSENT

TO: John Crooks 
CC: Joe Adams
Sherri Anderson
Greg Drent
Lon Schemel
Sharon Walsh 
FROM: Renee Schmid, Director of Finance and Administration
SUBJECT: Financial Results for January, 2018

The following Financial Statements are attached for your review and approval.

Month to Date Financial Results – January, 2018

- Combined Statement of Revenue & Expense and Net Assets – Electric, Water and Total Utility
- Electric Operating Revenue & Expense Detail
- Water Operating Revenue & Expense Detail

Key items to note:

Month to Date Results – January, 2018

- Total Utility Operating Revenues for the month of January totaled \$4.2 million and were favorable to budget by \$201k or 5.0%. Electric revenues were favorable to budget by \$199k or 5.3% driven by higher than plan energy sales in all revenue groups. Water revenues were favorable to budget by \$2k or 0.7% driven by higher than plan sales volumes in residential and commercial revenue groups.
- Total operating expenses were \$3.6 million and were favorable to budget by \$0.2 million or 5.6%. Total purchased power costs in January were \$2.7 million and were \$202k or 7.9% higher than plan for the month. Total Operating Expense for electric including purchased power was \$3.2 million and was favorable to budget by \$220k or 6.4% primarily due to lower than plan expenses in energy conservation of \$415k due to timing and was partially offset by higher than plan purchased power costs of \$202k. Total Operating Expense for Water was \$0.4 million was unfavorable to budget by \$4k or 0.9%.
- Total Utility Operating Income was \$602k and was \$418k favorable to budget due to higher than plan operating revenues and lower than plan operating expenses.
- Total Utility Non-Operating Expense was \$131k and was unfavorable to budget by \$27k due to lower than plan investment income of \$39k and partially offset by higher than plan rental and miscellaneous income of \$13k.



SHAKOPEE PUBLIC UTILITIES

"Lighting the Way – Yesterday, Today and Beyond"

- Capital Contributions for the month of January totaled \$148k and were unfavorable to budget by \$19k due to lower than plan trunk water fees and capital contributions due to timing and partially offset by higher than plan connection fee income.
- Municipal contributions to the City of Shakopee totaled \$190k and were lower than plan by \$20k.
- Change in Net Position was \$429k and was favorable to budget by \$391k primarily due to higher than plan operating revenues and lower than plan operating expenses.
- Electric usage billed to customers in January was 37,729,402 kWh, an increase from December usage billed at 35,719,165 kWh.
- Water usage billed to customers in January was 89.8 million gallons, an increase from December usage billed at 89.2 million gallons.

SHAKOPEE PUBLIC UTILITIES
MONTH TO DATE FINANCIAL RESULTS
JANUARY 2018



SHAKOPEE PUBLIC UTILITIES
"Lighting the Way – Yesterday, Today and Beyond"

SHAKOPEE PUBLIC UTILITIES
COMBINED STATEMENT OF REVENUES, EXPENSES AND CHANGES IN FUND NET POSITION

	Month to Date Actual - January 2018			Month to Date Budget - January 2018			Electric		Water		Total Utility	
	Electric	Water	Total Utility	Electric	Water	Total Utility	MTD Actual v. Budget B/(W)	%	MTD Actual v. Budget B/(W)	%	MTD Actual v. Budget B/(W)	%
	\$						\$		\$		\$	
OPERATING REVENUES	3,929,113	305,898	4,235,009	3,729,689	303,828	4,033,515	199,424	5.3%	2,070	0.7%	201,494	5.0%
OPERATING EXPENSES												
Operation, Customer and Administrative	3,004,798	302,393	3,307,192	3,222,124	298,959	3,521,082	217,325	6.7%	(3,434)	-1.1%	213,891	6.1%
Depreciation	196,268	129,257	325,525	199,558	128,912	328,470	3,290	1.6%	(344)	-0.3%	2,945	0.9%
Amortization of Plant Acquisition	-	-	-	-	-	-	-	0.0%	-	-	-	0.0%
Total Operating Expenses	3,201,067	431,650	3,632,716	3,421,681	427,871	3,849,552	220,615	6.4%	(3,779)	-0.9%	216,836	5.6%
Operating Income	728,046	(125,754)	602,292	308,007	(124,045)	183,962	420,039	136.4%	(1,709)	1.4%	418,330	227.4%
NON-OPERATING REVENUE (EXPENSE)												
Rental and Miscellaneous	29,758	95,948	125,706	15,783	95,630	112,413	13,975	88.5%	(682)	-0.7%	13,293	11.8%
Interdepartment Rent from Water	7,500	-	7,500	7,500	-	7,500	-	0.0%	-	-	-	0.0%
Investment Income	(18,349)	1,774	(16,575)	16,940	5,511	22,451	(35,289)	-208.3%	(3,737)	-67.8%	(39,026)	-173.8%
Interest Expense	(30,725)	(71)	(30,796)	(29,189)	(29)	(29,198)	(1,558)	-5.3%	(42)	-147.3%	(1,598)	5.5%
Amortization of Debt Issuance Costs and Loss on Refunding	(216,694)	-	(216,694)	(216,694)	-	(216,694)	-	0.0%	-	-	-	0.0%
Gain/(Loss) on the Disposition of Property	-	-	-	-	-	-	-	-	-	-	-	0.0%
Total Non-Operating Revenue (Expense)	(228,509)	97,651	(130,858)	(205,640)	102,112	(103,528)	(22,869)	-11.1%	(4,461)	-4.4%	(27,330)	-26.4%
Income Before Contributions and Transfers	499,537	(28,103)	471,434	102,367	(21,933)	80,434	397,170	388.0%	(6,170)	28.1%	391,000	486.1%
CAPITAL CONTRIBUTIONS	(10,709)	158,224	147,515	-	168,373	168,373	(10,709)	-	(8,149)	-4.9%	(18,858)	-11.3%
TRANSFER TO MUNICIPALITY	(116,003)	(74,000)	(190,003)	(122,048)	(87,715)	(209,763)	6,045	5.0%	13,715	15.6%	19,760	9.4%
CHANGE IN NET POSITION	\$ 372,824	56,122	428,946	(19,681)	58,728	37,045	392,505	1994.4%	(604)	-1.1%	391,901	1057.9%

SHAKOPEE PUBLIC UTILITIES
ELECTRIC OPERATING REVENUE AND EXPENSE

	MTD Actual January 2018	MTD Budget January 2018	MTD Actual v. Budget Better/(Worse)	
			\$	%
OPERATING REVENUES				
Sales of Electricity				
Residential	\$ 1,459,858	1,379,415	80,443	5.8%
Commercial and Industrial	2,374,427	2,257,783	116,645	5.2%
Uncollectible accounts	-	-	-	-
Total Sales of Electricity	3,834,286	3,637,198	197,088	5.4%
Forfeited Discounts	23,606	20,453	3,153	15.4%
Free service to the City of Shakopee	14,003	13,853	150	1.1%
Conservation program	57,218	58,185	(967)	-1.7%
Total Operating Revenues	3,929,113	3,729,689	199,424	5.3%
OPERATING EXPENSES				
Operations and Maintenance				
Purchased power	2,745,580	2,543,880	(201,701)	-7.9%
Distribution operation expenses	74,041	37,222	(36,819)	-98.9%
Distribution system maintenance	89,309	69,157	(20,152)	-29.1%
Maintenance of general plant	22,888	21,340	(1,548)	-7.3%
Total Operation and Maintenance	2,931,818	2,671,599	(260,220)	-9.7%
Customer Accounts				
Meter Reading	8,985	9,133	148	1.6%
Customer records and collection	42,951	50,754	7,803	15.4%
Energy conservation	(355,685)	59,003	414,688	702.8%
Total Customer Accounts	(303,749)	118,890	422,639	355.5%
Administrative and General				
Administrative and general salaries	47,798	51,183	3,386	6.6%
Office supplies and expense	35,478	15,839	(19,639)	-124.0%
Outside services employed	10,405	26,316	15,910	60.5%
Insurance	10,602	12,164	1,563	12.8%
Employee Benefits	241,107	288,310	47,203	16.4%
Miscellaneous general	31,339	37,822	6,483	17.1%
Total Administrative and General	376,729	431,635	54,906	12.7%
Total Operation, Customer, & Admin Expenses	3,004,798	3,222,124	217,325	6.7%
Depreciation	196,268	199,558	3,290	1.6%
Amortization of plant acquisition	-	-	-	0.0%
Total Operating Expenses	\$ 3,201,067	3,421,681	220,615	6.4%
OPERATING INCOME	\$ 728,046	308,007	420,039	136.4%

SHAKOPEE PUBLIC UTILITIES

WATER OPERATING REVENUE AND EXPENSE

	MTD Actual January 2018	MTD Budget January 2018	MTD Actual v. Budget Better/(Worse)	
			\$	%
OPERATING REVENUES				
Sales of Water	\$ 304,577	301,962	2,615	0.9%
Forfeited Discounts	1,320	1,865	(545)	-29.2%
Uncollectible accounts	-	-	-	-
Total Operating Revenues	305,896	303,826	2,070	0.7%
OPERATING EXPENSES				
Operations and Maintenance				
Pumping and distribution operation	51,350	42,942	(8,409)	-19.6%
Pumping and distribution maintenance	25,456	28,572	3,116	10.9%
Power for pumping	23,833	23,949	116	0.5%
Maintenance of general plant	10,405	5,221	(5,184)	-99.3%
Total Operation and Maintenance	111,044	100,684	(10,361)	-10.3%
Customer Accounts				
Meter Reading	4,837	5,160	322	6.2%
Customer records and collection	11,733	13,203	1,470	11.1%
Energy conservation	-	-	-	-
Total Customer Accounts	16,571	18,363	1,792	9.8%
Administrative and General				
Administrative and general salaries	30,381	32,157	1,775	5.5%
Office supplies and expense	12,518	7,174	(5,344)	-74.5%
Outside services employed	4,135	13,483	9,349	69.3%
Insurance	3,534	4,055	521	12.8%
Employee Benefits	83,387	101,535	18,149	17.9%
Miscellaneous general	40,823	21,508	(19,316)	-89.8%
Total Administrative and General	174,778	179,912	5,134	2.9%
Total Operation, Customer, & Admin Expenses	302,393	298,959	(3,434)	-1.1%
Depreciation	129,257	128,912	(344)	-0.3%
Amortization of plant acquisition	-	-	-	-
Total Operating Expenses	431,650	427,871	(3,779)	-0.9%
OPERATING INCOME	\$ (125,754)	(124,045)	(1,709)	-1.4%





SHAKOPEE PUBLIC UTILITIES

"Lighting the Way – Yesterday, Today and Beyond"

11g

March 29, 2018

TO: John Crooks, Utilities Manager 
FROM: Sharon Walsh, Director of Marketing and Customer Relations 
SUBJECT: 2018 Tom Bovitz Scholarship Award – Submissions and Ranking Sheet

Overview

Attached are the five (5) submissions received for the 2018 Tom Bovitz Memorial Scholarship. Each submission is identified by an alpha character only.

This alpha character should be used when completing the attached Ranking Sheet. Each submission should be ranked with "5" being the highest rating and "1" being the lowest. Upon response from all Commissioners the ranking points will be tallied and the submission earning the highest score will receive the first place SPU \$1000 scholarship and will be entered into the MMUA state competition. The second highest score will receive the second place SPU \$500 scholarship.

Action Requested

Staff requests the Commission to please review all submissions and complete the attached ranking sheet according to the instructions. Return to Sharon Walsh, Director of Customer Relations/Marketing, by Monday, April 9, 2018.

2018 Tom Bovitz Memorial Scholarship Ranking Sheet

Commissioner: _____

Submission Code	Ranking Points
A	
B	
C	
D	
E	

"5" is the highest ranking; "1" is the lowest ranking



Municipal Utilities: Good For Us All

With public utilities being a staple in how the United States is run for 200 plus years, their perseverance throughout that time has proven their effectiveness. Providing quality utilities to the local community is the main goal of local government-run utilities. There are many benefits from these municipal utilities when compared to commercially run utilities, from less greed to supporting the community and local interest.

Investor-owned utilities, or IOUs, are a business organization which provides its customers with their product, a utility, but rather than being government run, they are a private enterprise. Being a private enterprise has a glaring issue, pricing. With IOUs, the pricing is set by the state public utility commission. This pricing has only a portion of customer input, whereas, with public utilities, the pricing is more focused on the citizen. The price is either decided on by the utilities governing board or in a public form by the city council. Also, public utilities are nonprofit, and only charge what is necessary to remain cash solvent. In return, the prices are much more manageable for the citizens.

Another example of the benefits of public utilities is how the utilities support the local community. When there is excess capital, it is then given to the city helping to cover general tax fund dollars. In Shakopee, this helps fund services like the Shakopee Fire Department, the Shakopee Police Department, and the City of Shakopee Snow Removal as the proceeds are

focused solely on the community. However, with IOUs, the proceeds go to its shareholders, not benefiting the local community.

Lastly, municipal utilities are more interested in their district. With the commissioners working in the community, required to be customers of the utilities, and a majority of them living in the same city, or in close proximity, they feel more pressured to provide quality services. For example, in an article from the Shakopee Valley News, it mentions the public utilities is expanding its renewable energy sources, hoping to become completely renewable in the near future. Being in the community also means there is local support if issues were to arise for an individual.

In conclusion, public utilities offer benefits unique when compared to IOUs. Municipal utilities offer better prices, community support, and higher local interest than their counterpart. Public utilities have been around for a couple centuries and will be a viable option for a community in the years to come.

B

"Municipal utilities: good for all of us"

Shakopee Public Utilities (SPU) provides electric service to many residents of Shakopee, my home, being one of those served. When thinking of a theme that ties with municipal utilities which is "good for all of us" this is what comes to mind.

Electricity is something we take for granted every day. When we flip the light switch, or plug in that phone charger we expect the phone to begin charging and for the lights to turn on. It is very easy to be spoiled with the opportunities that electricity provides. It lights our homes and businesses, allows us to have entertainment, it offers cooling and heating just to name a few things.

The Minnesota Municipal Utilities Association (MMUA) listed some important values on their website that can build on the "good for all of us" theme. These values have the customer and business operations in mind. They are: people, safety, advocacy, teamwork, communication, creativity, dedication, integrity and environment.

To keep the lights on, a utility must have good equipment and employees to make this happen 24/7/365. Electricity doesn't get to take a day off. People need it every day as a basic human need. Reacting quickly and safely to outages is important. Customers don't want to feel inconvenienced if they don't have power. Making sure equipment is safe, well maintained and in good working order is critical to customer satisfaction too.

Beyond reliable service, the customers want to pay fair and reasonable rates. Providing low cost electricity is important to customers paying the electric bill. As stated on MMUA's website, municipal utilities are governed by the city council or an appointed utility commission. They work to determine the rates for the services the utility provides.

Being able to offer good service is also important. This can be for both customer service and services that help the customer's needs. Most importantly, friendly customer service should be at the top of the list for any business. Offering energy efficiency programs or renewable programs are also beneficial. I know SPU started to offer their customers a program called Clean Energy Choice. Customers can choose if they want to purchase renewable energy options for a small additional fee per month on their electric bill. Obviously this would be up to them, but it would be something to consider in the long run. SPU also offers rebate programs for homes and businesses. It's good to know they are looking out for us!

Being in the community is another important item. I know the purpose of the scholarship being offered is to give back to the community and help increase awareness of utilities that provide a daily service to us – the use of electricity. This was a good learning opportunity for me and a very big eye opener.

As you can see the MMUA values I mentioned earlier play a big part in what the utility has to offer. They want these values to show in what they do as a business – to make something good for all of us. That means having reliable service, fair prices, services that are beneficial to a variety of customers, safety in the workplace and for its customers, educational communications and most importantly being a responsible business that is trusted in the community.

C

Tom Bovitz Memorial Scholarship Award Essay

Before applying for this scholarship, I didn't know anything about municipal utilities and how they were different from private power companies. After researching the topic, I've discovered the many benefits of municipal utilities and how they benefit my local community in Shakopee.

One of the areas that municipal utilities offers is energy services targeted to local needs, like compact fluorescent lighting programs which my family took advantage of and replaced our outdated light bulbs with the newer fluorescent bulbs that we received a rebate for.

I have an interest in Wind generation so I was interested to learn that Minnesota municipal utilities also fostered the first commercial wind electric generating plant in Minnesota. I took an Environmental Ethics and Ecology class in the Environmental Learning Center at Shakopee High School this year. There is a wind Turbine that helps power the ELC building which was a very cool thing I learned about this year. One thing that I learned is that wind turbines automatically shut down in very windy conditions – typically greater than 50 mph – to prevent turbine damage and is called the cut-out speed.

I also learned about how Municipal utilities are governed either by a local utility commission or by a city council. I checked on how it works in Shakopee and we have a local utilities commission with a Utilities Manager and Electric and Water Supervisor and a few other positions that are appointed. This open governance is the reason they are known as public power utilities.

It was great to learn that municipal utilities generally have more reliable service and faster response time when there is a problem such as a natural disaster. In Minnesota, we can often face power outages due to ice storms, high winds and or tornados. We have lived in Shakopee for 14 years and we don't remember ever losing power which is amazing. We have a cabin 80 miles northwest of here and we lose

power all the time out there. A few years ago we had a storm go through and we lost power for 4 days. It makes me feel more secure to know that we have very reliable service in Shakopee.

The last fact that I learned about municipal utilities is that they typically cost less than private power companies. Our rates are lower than the national average and lower than the Minnesota average which my family and I really appreciate. We have a family of five and use a lot of electricity so even a savings of a few cents per kilowatt hour can really add up.

Based on the research I've done on this topic, I've learned that there are significant advantages of municipal power that I wasn't aware of. I'm glad that we live in a city that has public utilities for my family and I to use. Thank you for the opportunity for me to learn more about this topic so I can share with my friends and family members.



**Why are municipalities better
than larger corporations?**

Beginning in the 1980's, there was a profound switch with newfound faith in privatization that has spread to become the global economic phenomenon of the 1990s. Throughout the world, governments are turning over their agencies to private manager control of everything from electrical utilities to prisons, from railroads to education. In the past several years, more and more state and local governments have adopted privatization as a way to balance their budgets, while maintaining at least tolerable levels of services. Viewed in this context, the pros and cons of privatization can be measured against the standards of good management—regardless of ownership. What emerges are three conclusions:

1. Neither public nor private managers will always act in the best interests of their shareholders. Privatization will be effective only if private managers have incentives to act in the public interest, which includes, but is not limited to, efficiency.
2. Profits and the public interest overlap best when the privatized service or asset is in a competitive market. It takes competition from other companies to discipline managerial behavior.
3. When these conditions are not met, continued governmental involvement will likely be necessary. The simple transfer of ownership from public to private hands will not necessarily reduce the cost or enhance the quality of services.

Over the years, many localities have explored the usage of municipal utilities, usually around the time their franchise agreements with investor-owned private electric companies are about to expire. Some officials and advocates are now examining municipal utilities as concerns are raised over carbon emissions from fossil fuels,

especially coal, and as the ability to use renewable energy sources like solar and wind increases. "Right now, a lot of the communities are looking at it for climate reasons," said Ursula Schryver, director of education and customer programs at the American Public Power Association. "The biggest benefit about public power is the local control." As some analysis studies have shown, when removing the traditional coal burning plants used by private companies, municipalities could get 54 percent of its energy from renewable resources and reduce greenhouse gas emissions by more than 50 percent. However, these investments are costly and could take years to transition into.

Approximately 70 percent of the nation's homes are powered through private, investor-owned utilities. These companies are allowed to earn a set profit on their investments, normally through the rates they charge customers. Those companies rarely, if ever, reinvest into the communities they serve. On the other hand, government-owned utilities, most of them formed 50 to 100 years ago, are nonprofit entities that do not answer to shareholders. They have access to tax-exempt financing for their projects, they do not pay federal income tax and they tend to pay their executive's salaries that are on par with government levels, rather than higher corporate rates. As proof of this, Shakopee residents are subsidized with about \$2 million from the local municipality. This financial assistance helps to bring down the overall high energy costs for its residents. In addition, the municipality gives back to the community with charitable donations and other incentives like this scholarship.

The financial structure and how it's operated can also help municipal utilities supply cheaper electricity. According to data from the federal Energy Information

Administration, municipal utilities overall offer cheaper residential electricity than privately held businesses — not including electric cooperatives, federal utilities or power marketers — a difference that holds true in 32 of the 48 states where both exist. In one study, Minnesota residents could see approximately 15% lower costs when using a municipality and several states like Maine, Montana, Washington, Hawaii and Oregon, could see cost reductions of up to 75%! In addition, municipalities can plow more of their revenue back into maintenance and prevention, which can result in more reliable service and faster restorations after power failures. According to an advocacy group called Massachusetts Alliance for Municipal Electric Choice, government-owned utilities, on average employ more linemen per 10,000 customers than the privately held companies thereby improving the local economy.

So, it's clearly evident that municipalities have an advantage to the consumer and this should be more widespread. Privately held, multimillion-dollar companies have the political and/or financial muscle to either prevent these transitions back to municipality or place many obstacles into the path.

E

As I am typing this essay, I realize that my computer battery is only at 8%. Although that may sound silly, we often take these things for granted and do not realize the importance of public utilities. Without them, we would not have the ability to charge electronics.

I recently went on a trip to Mexico and realized how fortunate I am to live in a community that has public utilities. My perception of utilities in Mexico is based off of the fact that they are behind the United States in technology. Where the power lines in Mexico are all overhead and out in the open, in a catastrophic event such as the hurricane in Puerto Rico, it can take up to three months just to get power restored. Having utility lines buried underground, it keeps us more safe in the event of a storm and lowers the risk of a power outage. The municipal utilities are able to react quicker in a crisis and restore power more efficiently.

Due to the limited access of resources, other countries are unable to regulate their energy in a cost effective manner, unlike how in Minnesota we are able to because of public utilities. We typically tend to take our easy access to public utilities for granted. It is as simple as flipping on a switch and instantly having light or turning on a faucet and receiving clean water. We are absentminded of the fact that our furnace turns on several times a day, providing us with heat from natural gas that is pumped to our house. Other countries like Mexico, in residential homes, are not as fortunate to have these benefits as we do.

In addition to having these resources, the dollars collected for residential and commercial service go back into the community to assist with programs to help the customers be more efficient in their use of utilities. They also help keep the unemployment rate low, as people are needed in the community to better serve and grow the local economy. Aside from providing electric, gas, and water services, municipal utilities accommodate services such as cable television, garbage & recycling, sanitary sewers, and stormwater drains to the general public.

So much of what we rely on each day uses electricity. Without electrical power, we would not have the ability to wake up each morning with light in our house. Toast or microwavable pancakes would not be available for breakfast and our milk would be sour from the refrigerator not being cold. We would be forced to show up to school or work with wet hair without the electricity to power a hair dryer. Our phones would be dead without power to charge them and homework would not be completed for the next day due to dead computers not being able to be plugged into the wall.

In conclusion, words cannot describe how grateful I am to have municipal utilities in my area. For the work that they do everyday to provide the public access to natural resources is something that everyone should be grateful to have.

SHAKOPEE PUBLIC UTILITIES
MEMORANDUM

11h

TO: John R. Crooks, Utilities Manager 
FROM: Lon R. Schemel, Water Superintendent 
SUBJECT: **WEBSITE UPDATE**
DATE: March 29, 2018

This update is for January 11, 2018, to March 28, 2018.

We now have enough data in Google Analytics to compare previous periods with previous years. These Google Analytics pages are compared to the previous year's period from January 11, 2017, to March 28, 2017.



SiteLock, the global leader in website security, protects you from hackers, spam, viruses, and scams, removes malware, and provides PCI Compliance.

SiteLock has verified this website: 03/29/2018

spucweb.com



Company Name

Shakopee Public Utilities

Domain

spucweb.com

Verified spam-free

03/29/2018

Verified malware-free

03/29/2018

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Audience Overview

All Users
+0.00% Users

Jan 11, 2018 - Mar 28, 2018
Compare to: Jan 11, 2017 - Mar 28, 2017

Overview

Jan 11, 2018 - Mar 28, 2018: Users

Jan 11, 2017 - Mar 28, 2017: Users



Users

2.33%
6,683 vs 6,531



New Users

-0.78%
5,102 vs 5,142



Sessions

0.75%
10,631 vs 10,552



Number of Sessions per User

-1.54%
1.59 vs 1.62



Pageviews

1.19%
23,110 vs 22,838



Pages / Session

0.44%
2.17 vs 2.16



Avg. Session Duration

1.03%
00:02:12 vs 00:02:11



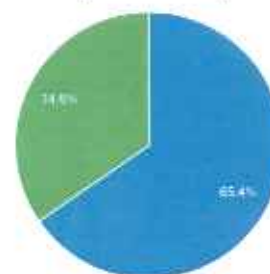
Bounce Rate

-6.41%
25.16% vs 26.89%

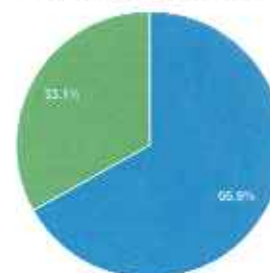


New Visitor Returning Visitor

Jan 11, 2018 - Mar 28, 2018



Jan 11, 2017 - Mar 28, 2017



Language

Users % Users

1. en-us

Jan 11, 2018 - Mar 28, 2018

6,562 98.15%

Jan 11, 2017 - Mar 28, 2017

6,415 98.25%

% Change

2.29% -0.11%

2. en-gb

Jan 11, 2018 - Mar 28, 2018

49 0.73%

Jan 11, 2017 - Mar 28, 2017

41 0.63%

% Change

19.51% 16.71%

3. (not set)

Jan 11, 2018 - Mar 28, 2018

20 0.30%

Jan 11, 2017 - Mar 28, 2017

8 0.12%

% Change

150.00% 144.13%

4. es-419

Jan 11, 2018 - Mar 28, 2018

1

Jan 11, 2016 - Mar 28, 2016	15	0.22%
Jan 11, 2017 - Mar 28, 2017	4	0.06%
% Change	275.00%	266.19%
5. es-xl		
Jan 11, 2018 - Mar 28, 2018	7	0.10%
Jan 11, 2017 - Mar 28, 2017	9	0.14%
% Change	-22.22%	-24.05%
6. es		
Jan 11, 2018 - Mar 28, 2018	5	0.07%
Jan 11, 2017 - Mar 28, 2017	0	0.00%
% Change	100.00%	100.00%
7. c		
Jan 11, 2018 - Mar 28, 2018	4	0.06%
Jan 11, 2017 - Mar 28, 2017	13	0.20%
% Change	-69.23%	-69.95%
8. ru-ru		
Jan 11, 2018 - Mar 28, 2018	3	0.04%
Jan 11, 2017 - Mar 28, 2017	2	0.03%
% Change	50.00%	46.48%
9. zh-cn		
Jan 11, 2018 - Mar 28, 2018	3	0.04%
Jan 11, 2017 - Mar 28, 2017	2	0.03%
% Change	50.00%	46.48%
10. es-es		
Jan 11, 2018 - Mar 28, 2018	2	0.03%
Jan 11, 2017 - Mar 28, 2017	5	0.08%
% Change	-60.00%	-60.94%

Users Flow

Jan 11, 2018 - Mar 28, 2018
Compare to: Jan 11, 2017 - Mar 28, 2017

All Users
100% Sessions

Country

United States
10K ▲0.6%

India
98 ▲36%

(not set)
37 ▲60%

Canada
8 ▼77%

Afghanistan
3 ▼62%

...

57 ▼6%

Starting pages
11K sessions, 8.2K drop-offs

8.2K ▲3%

/online-bill-pay/
1.6K ▼0.3%

/contact-us/
176 ▼42%

/contact-us/
127 ▼11%

/customer-service-2/
118 ▼26%

(38 more pages)
358 ▼10%

1st Interaction
2.4K sessions, 1.3K drop-offs

454 ▼3%

/customer-service-2/
360 ▼36%

/contact-us/
351 ▲15%

/careers/
246 ▼16%

/online bill pay/
101

(44 more pages)
877 ▲7%

2nd Interaction
1.1K sessions, 517 drop-offs

509 ▼6%

/contact-us/
67 ▼25%

/customer-service-2/
73 ▼28%

/online-bill-pay/
71 ▲1%

/imposter-p...nds-money/
62 ▲6%

(38 more pages)
312 ▼14%

3rd Interaction
597 sessions, 218 drop-offs

107 ▼17%

/customer-service-2/
67 ▼30%

/contact-us/
51 ▼13%

/online bill pay/
49 ▼24%

/electric/
32 ▼25%

(37 more pages)
291 ▲4%

Devices

All Users
+2.54% Users

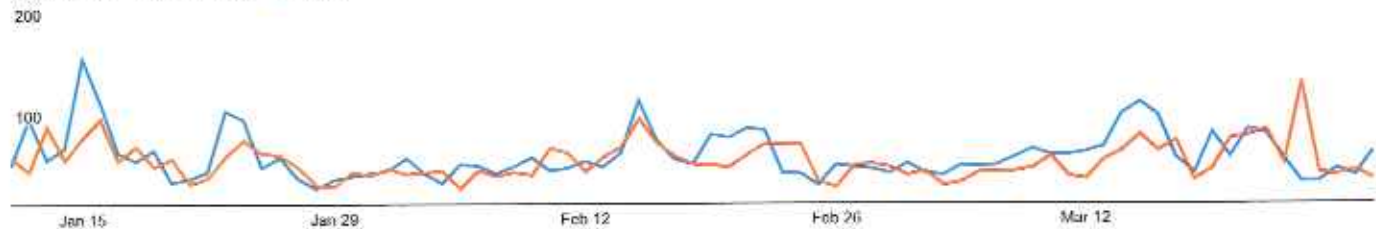
Jan 11, 2018 - Mar 28, 2018
Compare to: Jan 11, 2017 - Mar 28, 2017

Explorer

Summary

Jan 11, 2018 - Mar 28, 2018: Users

Jan 11, 2017 - Mar 28, 2017: Users



Mobile Device Info

	Acquisition		Behavior				Conversions		eCommerce	
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Transactions	Revenue	Ecommerce Conversion Rate	
	10.01% 2,428 vs 2,207	7.74% 1,880 vs 1,745	12.85% 4,065 vs 3,602	6.59% 24.87% vs 26.67%	1.78% 2.82 vs 2.77	1.99% 00:02:29 vs 00:02:26	0.00% 0 vs 0	0.00% \$0.00 vs \$0.00	0.00% 0.00% vs 0.00%	
1. Apple iPhone										
Jan 11, 2018 - Mar 28, 2018	1,134 (46.38%)	894 (47.55%)	1,844 (45.36%)	25.43%	2.88	00:02:18	0 (0.00%)	\$0.00 (0.00%)	0.00%	
Jan 11, 2017 - Mar 28, 2017	970 (43.81%)	767 (43.95%)	1,463 (40.62%)	26.18%	2.85	00:02:21	0 (0.00%)	\$0.00 (0.00%)	0.00%	
% Change	16.91%	16.56%	26.04%	-2.85%	1.13%	-2.09%	0.00%	0.00%	0.00%	
2. Apple iPad										
Jan 11, 2018 - Mar 28, 2018	246 (10.06%)	181 (9.63%)	404 (9.94%)	30.94%	1.71	00:02:33	0 (0.00%)	\$0.00 (0.00%)	0.00%	
Jan 11, 2017 - Mar 28, 2017	278 (12.66%)	212 (12.15%)	493 (13.69%)	36.92%	1.70	00:02:16	0 (0.00%)	\$0.00 (0.00%)	0.00%	
% Change	-11.51%	-14.62%	-18.05%	-16.19%	0.21%	12.04%	0.00%	0.00%	0.00%	
3. Microsoft Windows RT Tablet										
Jan 11, 2018 - Mar 28, 2018	71 (2.90%)	49 (2.61%)	115 (2.83%)	23.48%	2.04	00:02:48	0 (0.00%)	\$0.00 (0.00%)	0.00%	
Jan 11, 2017 - Mar 28, 2017	2 (0.09%)	2 (0.11%)	2 (0.06%)	50.00%	2.00	00:04:23	0 (0.00%)	\$0.00 (0.00%)	0.00%	
% Change	3,450.00%	2,350.00%	5,650.00%	-53.04%	2.17%	-35.91%	0.00%	0.00%	0.00%	
4. Samsung SM-N950U Galaxy Note8										
Jan 11, 2018 - Mar 28, 2018	59 (2.41%)	44 (2.34%)	107 (2.63%)	14.95%	3.72	00:07:47	0 (0.00%)	\$0.00 (0.00%)	0.00%	
Jan 11, 2017 - Mar 28, 2017	0 (0.00%)	0 (0.00%)	0 (0.00%)	0.00%	0.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%	
% Change	∞%	∞%	∞%	∞%	∞%	∞%	0.00%	0.00%	0.00%	
5. Samsung SM-G955U Galaxy S8+										
Jan 11, 2018 - Mar 28, 2018	58 (2.37%)	43 (2.29%)	121 (2.98%)	15.70%	3.36	00:02:19	0 (0.00%)	\$0.00 (0.00%)	0.00%	

Jan 11, 2017 - Mar 28, 2017

6.	Jan 11, 2017 - Mar 28, 2017	0 (0.00%)	0 (0.00%)	0 (0.00%)	0.00%	0.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
	% Change	∞%	∞%	∞%	∞%	∞%	∞%	0.00%	0.00%	0.00%
	Samsung SM-G930V Galaxy S7									
	Jan 11, 2018 - Mar 28, 2018	44 (1.88%)	32 (1.40%)	84 (2.67%)	10.71%	2.71	00:02:26	0 (0.00%)	\$0.00 (0.00%)	0.00%
	Jan 11, 2017 - Mar 28, 2017	43 (1.94%)	33 (1.89%)	62 (1.72%)	17.74%	3.48	00:03:35	0 (0.00%)	\$0.00 (0.00%)	0.00%
	% Change	2.33%	-3.03%	35.48%	-39.61%	-22.09%	-32.12%	0.00%	0.00%	0.00%
7.	Samsung SM-G950 Galaxy S8									
	Jan 11, 2018 - Mar 28, 2018	39 (1.60%)	24 (1.28%)	57 (1.40%)	26.32%	3.89	00:02:39	0 (0.00%)	\$0.00 (0.00%)	0.00%
	Jan 11, 2017 - Mar 28, 2017	0 (0.00%)	0 (0.00%)	0 (0.00%)	0.00%	0.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
8.	% Change	∞%	∞%	∞%	∞%	∞%	∞%	0.00%	0.00%	0.00%
	Samsung SM-G950F Galaxy S8									
	Jan 11, 2018 - Mar 28, 2018	35 (1.43%)	22 (1.17%)	46 (1.13%)	23.91%	3.61	00:02:01	0 (0.00%)	\$0.00 (0.00%)	0.00%
9.	Jan 11, 2017 - Mar 28, 2017	0 (0.00%)	0 (0.00%)	0 (0.00%)	0.00%	0.00	00:00:00	0 (0.00%)	\$0.00 (0.00%)	0.00%
	% Change	∞%	∞%	∞%	∞%	∞%	∞%	0.00%	0.00%	0.00%
	Samsung SM-G930I Galaxy S7									
	Jan 11, 2018 - Mar 28, 2018	29 (1.19%)	20 (1.06%)	47 (1.16%)	21.28%	3.74	00:02:14	0 (0.00%)	\$0.00 (0.00%)	0.00%
	Jan 11, 2017 - Mar 28, 2017	47 (2.12%)	41 (2.35%)	72 (2.00%)	20.83%	3.04	00:02:15	0 (0.00%)	\$0.00 (0.00%)	0.00%
	% Change	-38.30%	-51.22%	-34.72%	2.13%	23.11%	-0.83%	0.00%	0.00%	0.00%
10.	(not set)									
	Jan 11, 2018 - Mar 28, 2018	23 (0.94%)	22 (1.17%)	32 (0.79%)	46.88%	2.00	00:03:02	0 (0.00%)	\$0.00 (0.00%)	0.00%
	Jan 11, 2017 - Mar 28, 2017	65 (2.94%)	52 (2.98%)	111 (3.08%)	22.52%	2.64	00:02:27	0 (0.00%)	\$0.00 (0.00%)	0.00%
	% Change	-64.62%	-57.69%	-71.17%	108.12%	-24.23%	23.85%	0.00%	0.00%	0.00%

Rows 1 - 10 of 406

Network Referrals

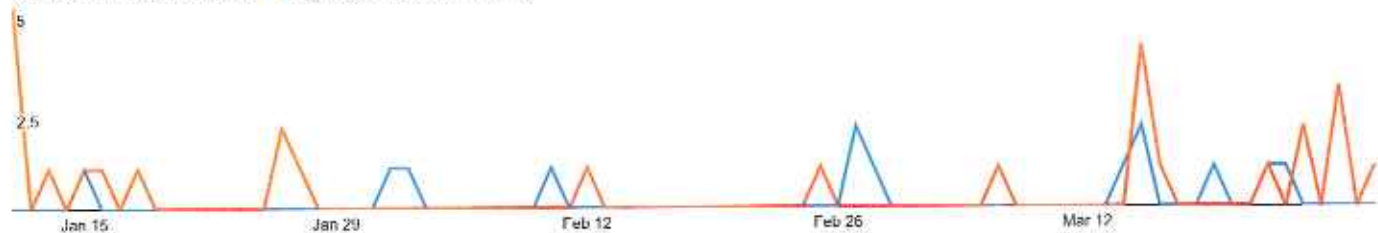
Jan 11, 2018 - Mar 28, 2018
Compare to: Jan 11, 2017 - Mar 28, 2017

All Users
+0.00% Sessions

Social Referral

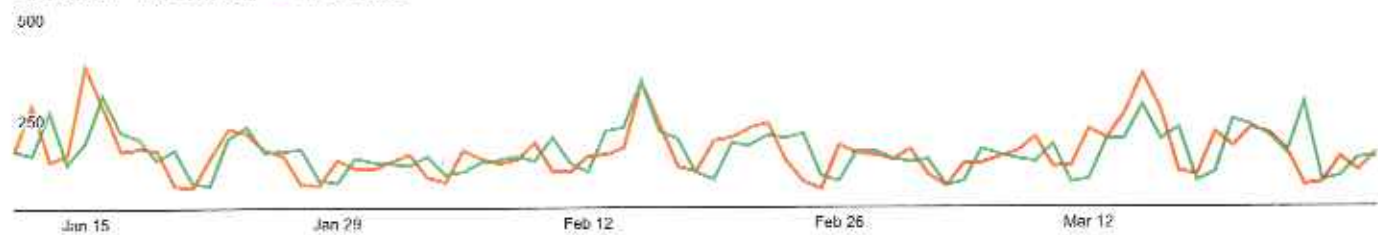
Jan 11, 2018 - Mar 28, 2018: Sessions via Social Referral

Jan 11, 2017 - Mar 28, 2017: Sessions via Social Referral



Jan 11, 2018 - Mar 28, 2018: All Sessions

Jan 11, 2017 - Mar 28, 2017: All Sessions



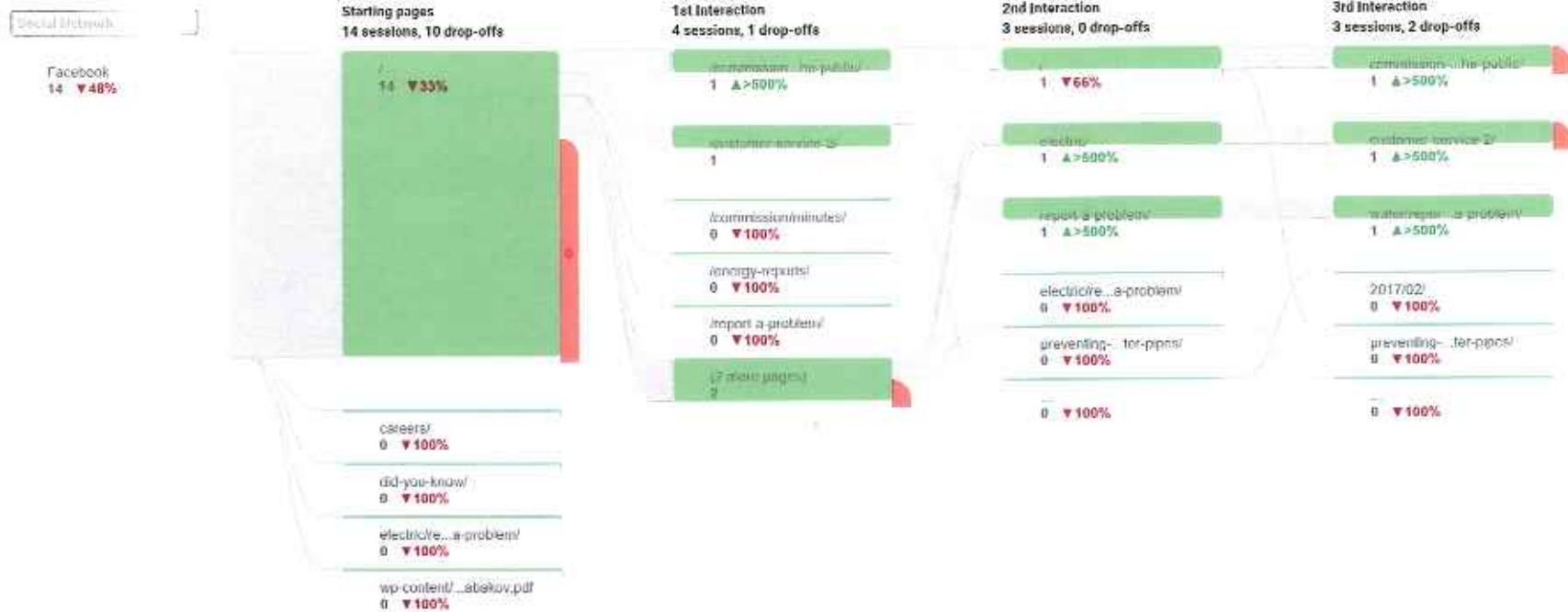
Social Network	Sessions	Pageviews	Avg. Session Duration	Pages / Session
1. Facebook				
Jan 11, 2018 - Mar 28, 2018	14 (100.00%)	33 (100.00%)	00:02:10	2.36
Jan 11, 2017 - Mar 28, 2017	27 (100.00%)	67 (100.00%)	00:01:07	2.48
% Change	-48.15%	-50.75%	93.50%	-5.01%

Rows: 1 - 1 of 1

Social Users Flow

Jan 11, 2018 - Mar 28, 2018
Compare to: Jan 11, 2017 - Mar 28, 2017

All Users
+0.00% Sessions

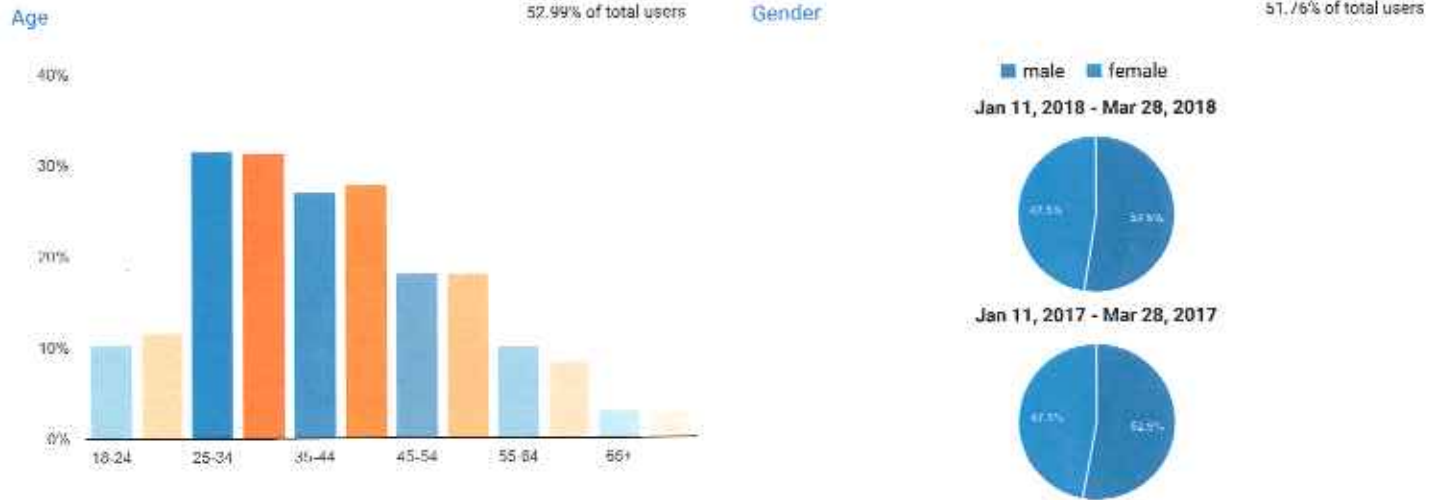


Demographics: Overview

 All Users
+0.00% Users

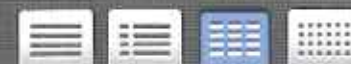
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