

AGENDA
SHAKOPEE PUBLIC UTILITIES COMMISSION
REGULAR MEETING
June 5, 2017

1. **Call to Order** at 5:00pm in the SPUC Service Center, 255 Sarazin Street.
2. **Approval of Minutes**
3. **Communications**
 - 3a) Thank You Note from APPA Spring Institute
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) Resn. #1164 – Approving of the Estimated Cost of Pipe Oversizing On The Watermain Project: Ridge Creek First Addition
9. **Reports: Electric Items**
 - 9a) Electric System Operations Report – Verbal
 - 9b) 2017 Reliability and Outage Report
 - 9c) LED Lighting - SPU Service Center
 - 9d) May 2017 MMPA Board Meeting Public Summary
 - 9e) State Conservation Improvement Plan Submittal
10. **Reports: Human Resources**
 - 10a) 16th Edition APPA Safety Manual - Adoption
11. **Reports: General**
12. **New Business**
13. **Adjourn to Goals/Objectives Work Session**
14. **Reconvene to Regular Session**
15. **Tentative Dates for Upcoming Meetings**
 - Mid Month Meeting -- June 19
 - Regular Meeting -- July 3
 - Mid Month Meeting -- July 17
 - Regular Meeting -- August 7
16. **Adjourn to 6/19/17 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., May 15, 2017.

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

It was noted that there was a correction in the May 1, 2017 minutes. Commissioner Joos was incorrectly stated as seconding a motion and was not in attendance.

Motion by Weyer, seconded by Helkamp to approve the amended minutes of the May 1, 2017 Commission meeting. Motion carried.

There were no Communication Items.

President Amundson offered the agenda for approval.

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

President Amundson stated that the Consent Items were: item 8d: Water Production Dashboard and item 11a: April 2017 Financial Results.

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

The warrant listing for bills paid May 15, 2017 was presented.

Motion by Joos, seconded by Helkamp to approve the warrant listing dated May 15, 2017 as presented. Motion carried.

The City of Shakopee did not have a Council Liaison attend the meeting.

Mr. Schemel provided a report of current water operations. The CR 78/CR 79 construction project is going well. The City Street Reconstruction Project continues and temporary water for Phase 1 of the project is complete. Valve repair on the street overlay project is also complete.

Utilities Manager Crooks reported that the estimated construction costs for the watermain extension on Horizon Drive were higher than the amount authorized by the Commission. The watermain will not be extended. The City of Shakopee has been officially notified.

Motion by Joos, seconded by Helkamp to approve Resolution #1163: Setting the Amount of the Trunk Water Charge, Approving of Its Collection and Authorizing Water Service to Certain Property Described as: Ridge Creek First Addition. Ayes: Helkamp, Joos, Hennen, Weyer and Amundson. Motion carried.

Line Superintendent Drent provided his report of current electric operations. Priority pole replacement continues. Residential backyard tree trimming has been completed. Warranty work is taking place on several switches within our electric distribution system. Also, electric cable is being pulled into the new additions to the High School.

Mr. Drent presented an overview of the 2017 APPA Lineworker's Rodeo in San Antonio, Texas. The event took place on Saturday, May 6. Two Journeymen teams competed and three Apprentice lineworkers competed. The SPU teams did very well.

Mr. Crooks read the April 2017 MMPA Board Meeting Summary, as provided by MMPA.

Finance Director Schmid reviewed the SPU Pay Equity Implementation Report. The MN Management and Budget Office notified SPU that we are in compliance with the Local Government Pay Equity Act.

The tentative commission meeting dates of June 5 and June 19 were noted.

Motion by Weyer, seconded by Helkamp to adjourn to the June 5, 2017 meeting. Motion carried.

A handwritten signature in dark ink, appearing to read "John R. Crooks", is written over a horizontal line. The signature is fluid and cursive.

Commission Secretary: John R. Crooks

Crooks, John

From: Larry Koshire [LKoshire@RPU.ORG]
Sent: Tuesday, May 23, 2017 11:05 AM
To: Drent, Greg; Crooks, John
Cc: Mark Swan; 'Heidi Lambert'
Subject: APPA Underground Class Tour



Greg and John

Thank you both for providing the APPA class a tour of your facilities last Thursday. You have quite a challenge with the growth you are experiencing. I think you noticed by the questions and conversation during the presentation and tour how interested and useful your efforts were to the class. And I found out Christian was a past "class graduate" when we were last in Minneapolis! We were pleased he chose to continue in the power industry. He did a great job.

On behalf of APPA and Mark, we really appreciated your participation.

Larry Koshire

RESOLUTION #1164

A RESOLUTION APPROVING OF THE ESTIMATED COST OF
PIPE OVERSIZING ON THE WATERMAIN PROJECT:RIDGE CREEK FIRST ADDITION

WHEREAS, the Shakopee Public Utilities Commission has been notified of a watermain project, and

WHEREAS, the pipe sizes required for that project have been approved as shown on the engineering drawing by Pioneer Engineering, P.A., and

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

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

WHEREAS, the pipes considered oversized are listed on an attachment to this Resolution,

NOW THEREFORE, BE IT RESOLVED, that the amount of the oversizing to be paid by the Shakopee Public Utilities Commission is approved in the amount of approximately \$66,941.00, and

BE IT FURTHER RESOLVED, the payment of the actual amount for said oversizing will be approved by the Utilities Commission when final costs for the watermain project are known.

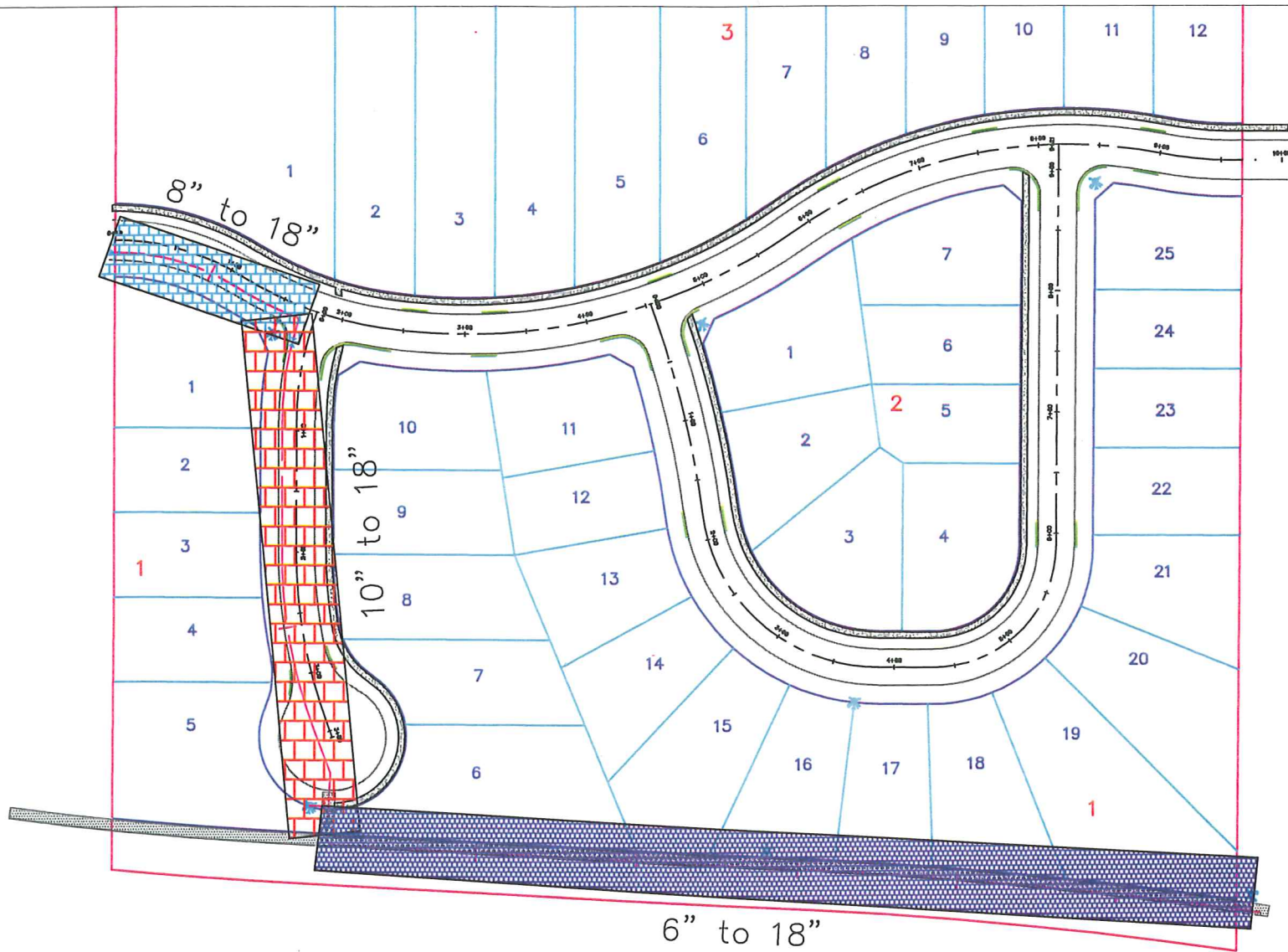
BE IT FURTHER RESOLVED, that all things necessary to carry out the terms and purpose of this Resolution are hereby authorized and performed.

Passed in regular session of the Shakopee Public Utilities Commission, this 5th day of June, 2017.

Commission President: Deb Amundson

ATTEST:

Commission Secretary: John R. Crooks



Attachment to
Resolution #

Ridge Creek
1st Addition
Trunk Water
Main Oversizing

SHAKOPEE PUBLIC UTILITIES
2017
RELIABILITY AND OUTAGE REPORT



SHAKOPEE PUBLIC UTILITIES COMMISSION
2017 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.

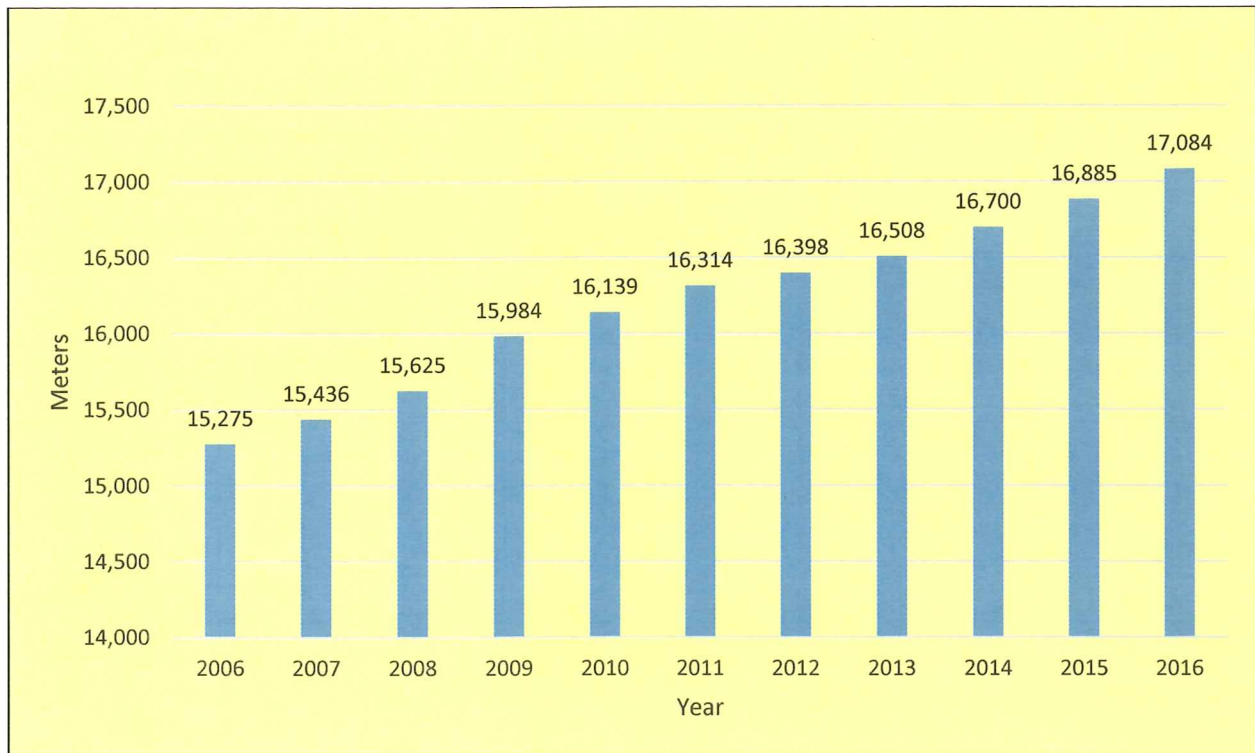
Shakopee Public Utilities Reliability Indices are also derived from this data and are reported in the later part of the report. We are required by Minnesota State Statute 216B.029 to provide this report, annually, to the Utility's Governing Body.

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 33% of overhead and 67% underground facilities. The system has 5 substations with 31 distribution circuits. There are 280 miles of underground lines and 92 miles of overhead lines. The system includes 3,766 power poles, 660 overhead transformers and 2,209 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.

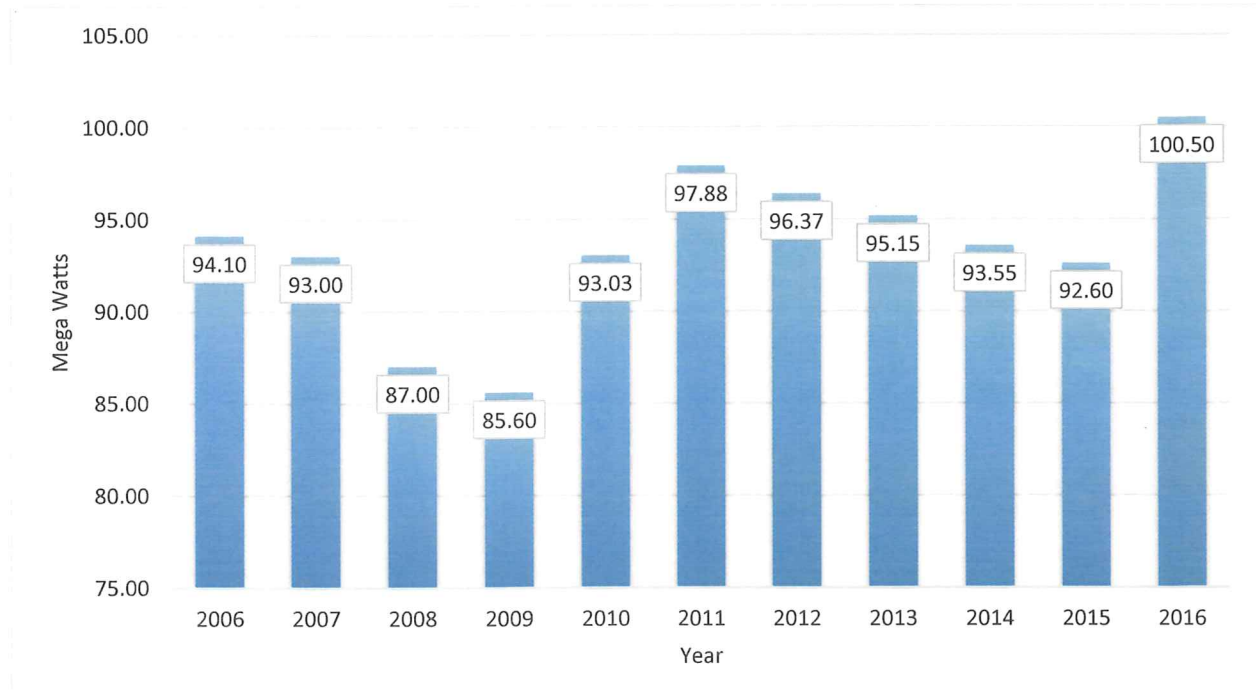
Shakopee Public Utilities Electric Meters

Shakopee Utilities 2016 customers number reached **17,084** electric meters. SPU has had continued growth in electric meters as shown in the graph below.



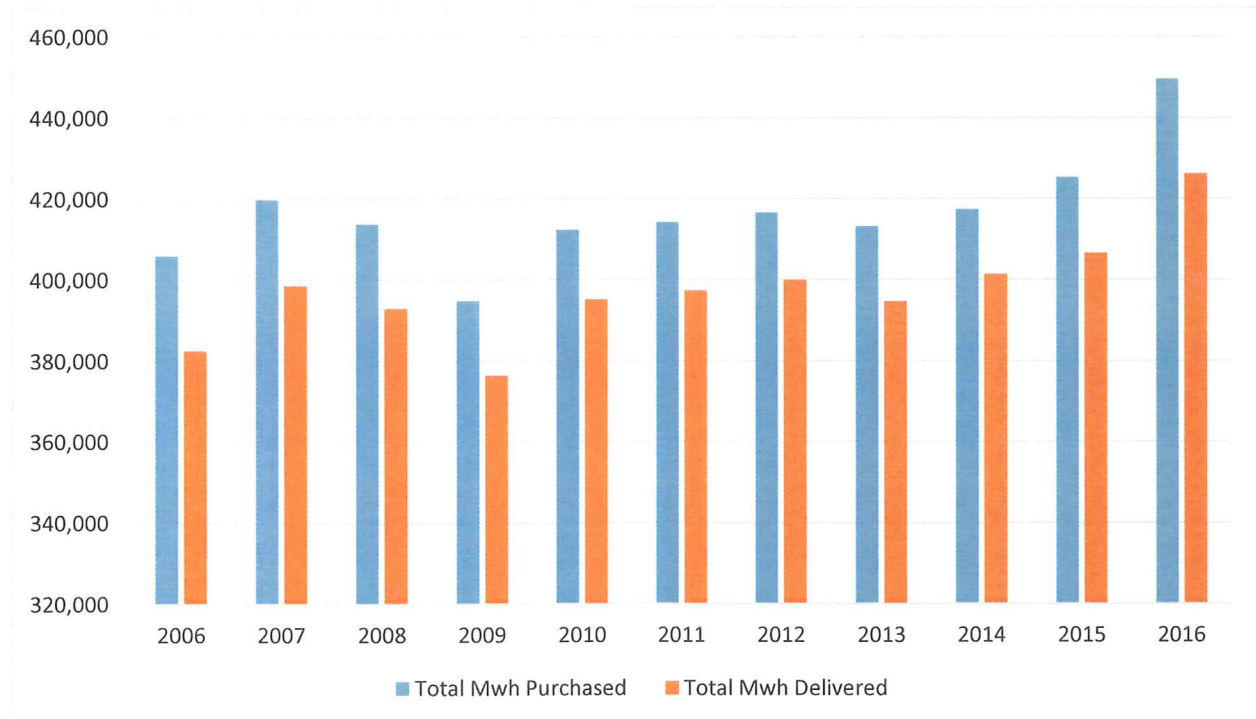
Coincidental Peak System Demand

Shakopee Public Utilities 2016 15-Minute Coincidental Peak Electric System Demand was 100.50 Mega Watts.



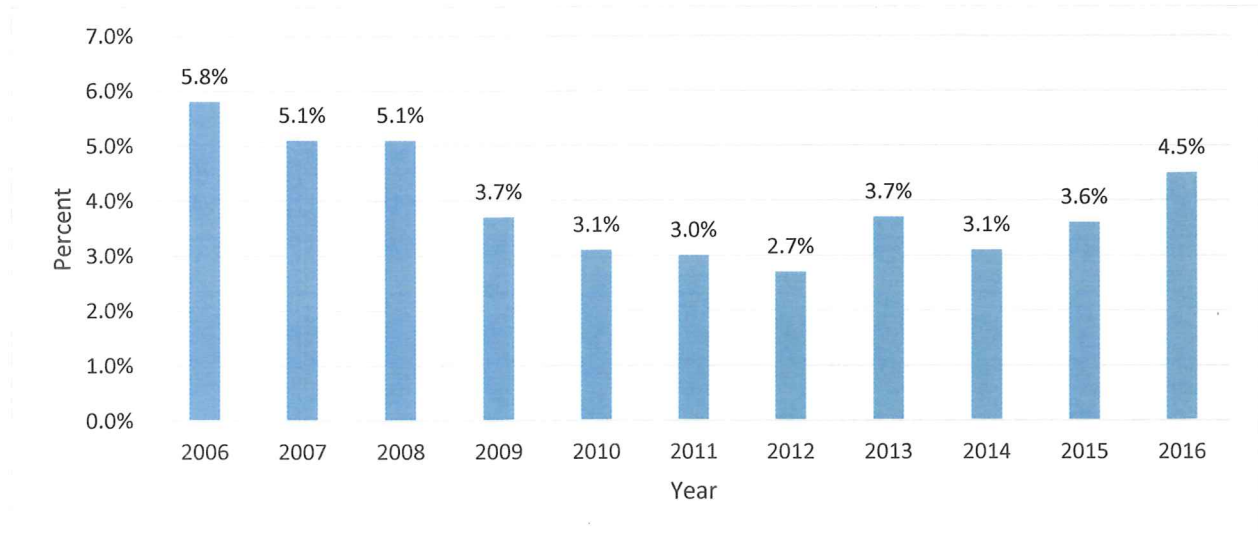
Mega Watt Hour Purchased and Delivered

SPU purchased 449,534 MWh and sold 424,695 MWh of electricity during 2016.



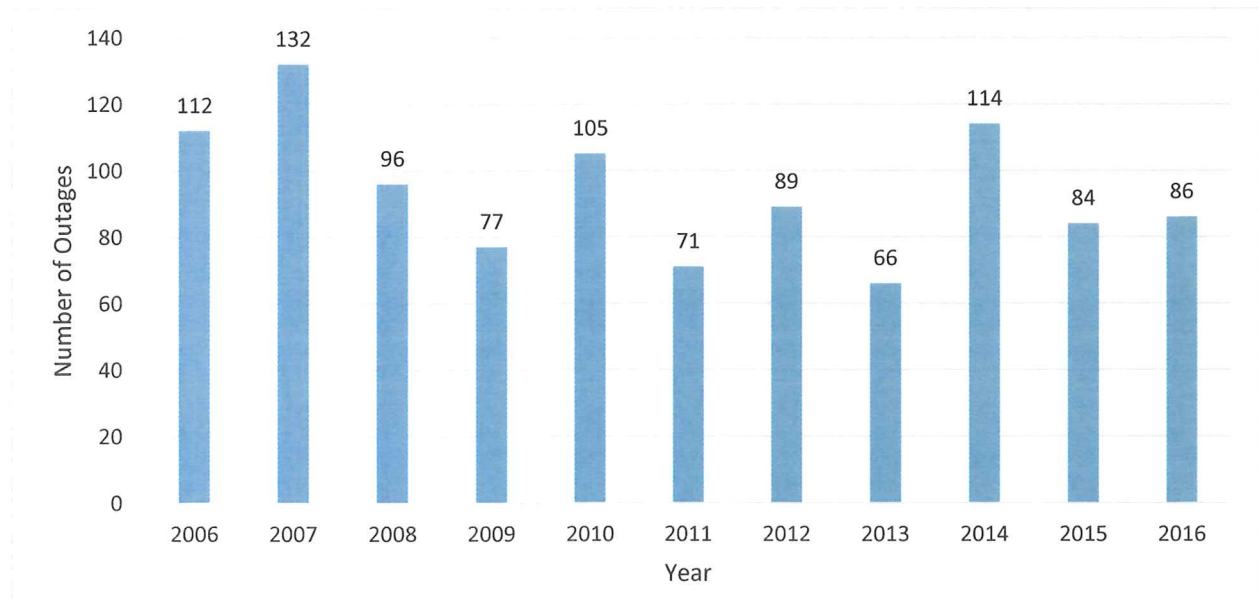
Unaccounted for KWH (Line Loss)

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 20,158,000 kWh of power during 2016. This is a loss of 4.5%, which is up from 3.6% in 2015 of the power purchased.



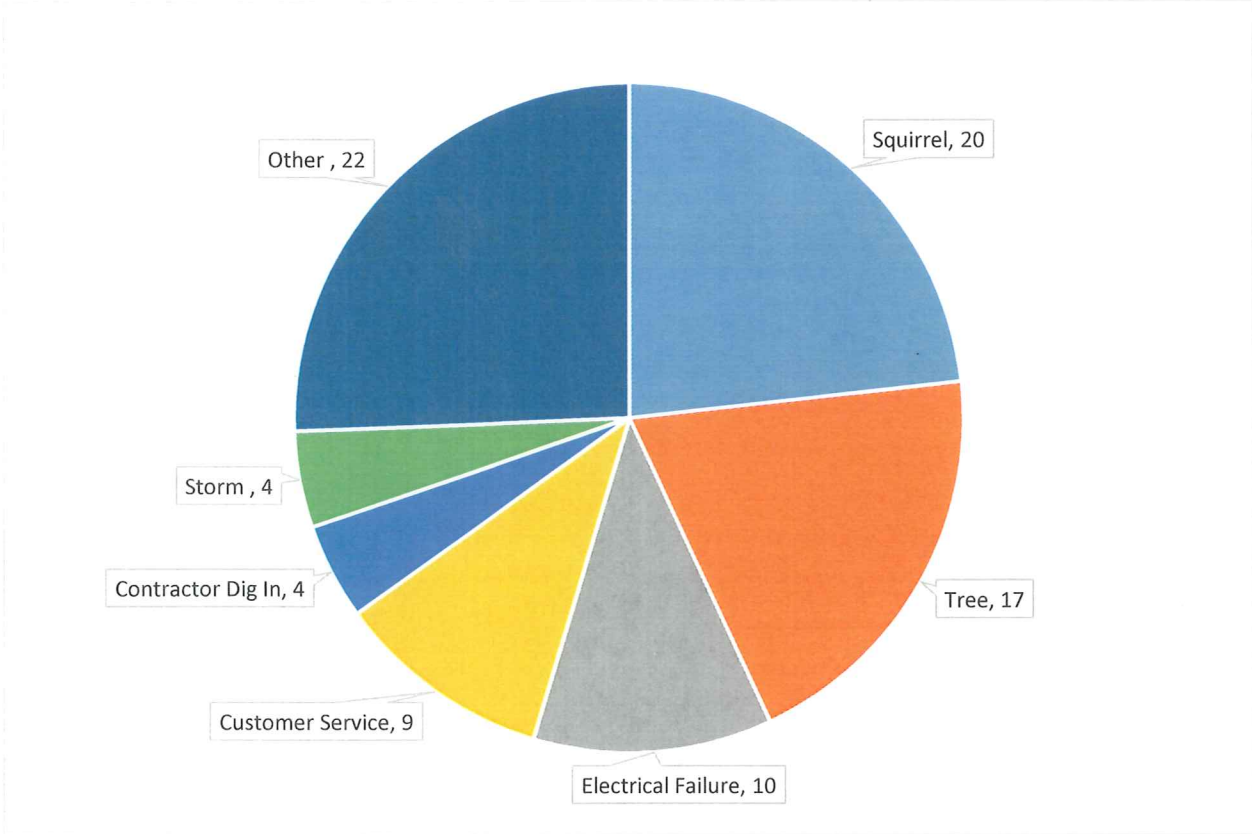
Outage Response

SPU has recorded outages for a 23-year period. During 2016, SPU Crews responded to 86 outages on the electric distribution system.



Outage Causes

The leading cause of power outages on SPU electrical system was due to animals. SPU had twenty (20) outages by animals and seventeen (17) by trees on its electric distributions system. Twenty-two outages are categorized under other which includes: unknown/other (5), equipment worn out (3), equipment damage (3), lightning (3), bird (3), weather (1), ice (1), road construction (1), equipment (1) and non-utility construction (1). 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 11 outages. Half of the outages on this circuit were caused by trees. Shakopee Electric crews will increase attention in our tree trimming program to improve to operating performance of this circuit.

Pike Lake circuit PL 73 also had the most customer outage hours at 1,974 hours.

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 2016 SAIFI 0.4927

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 2016 SAIDI 27.32 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 2016 CAIDI 55.44 minutes

ASAI – Average Service Availability Index

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

ASAI = Customer Hours Service Availability

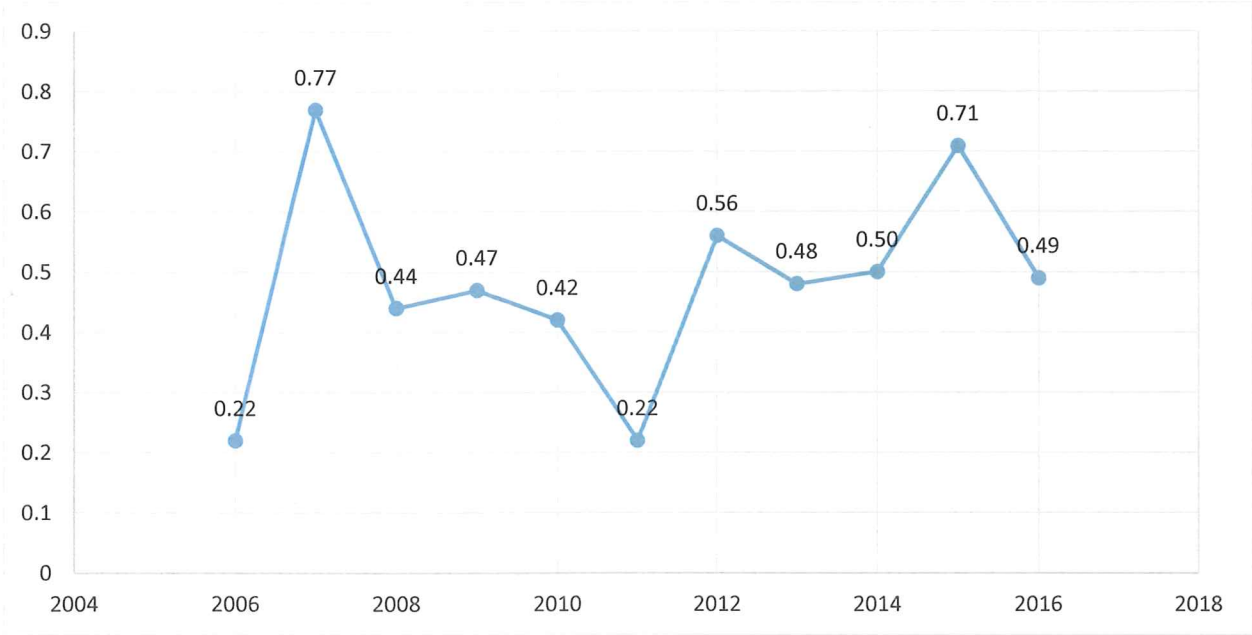
Number of Customers X (No. of hours/year)

SPU 2016 ASAI 99.995

Shakopee Utilities Ten Year Statistics

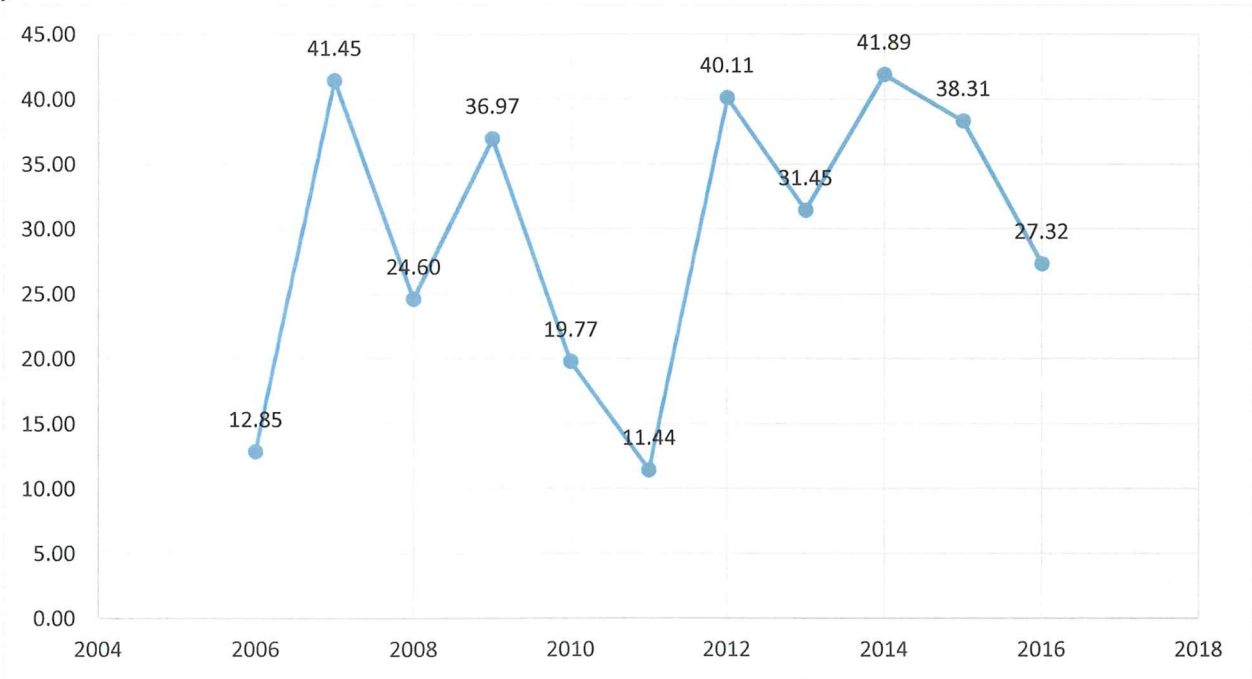
SAIFI – System Average Interruption Frequency Index

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.



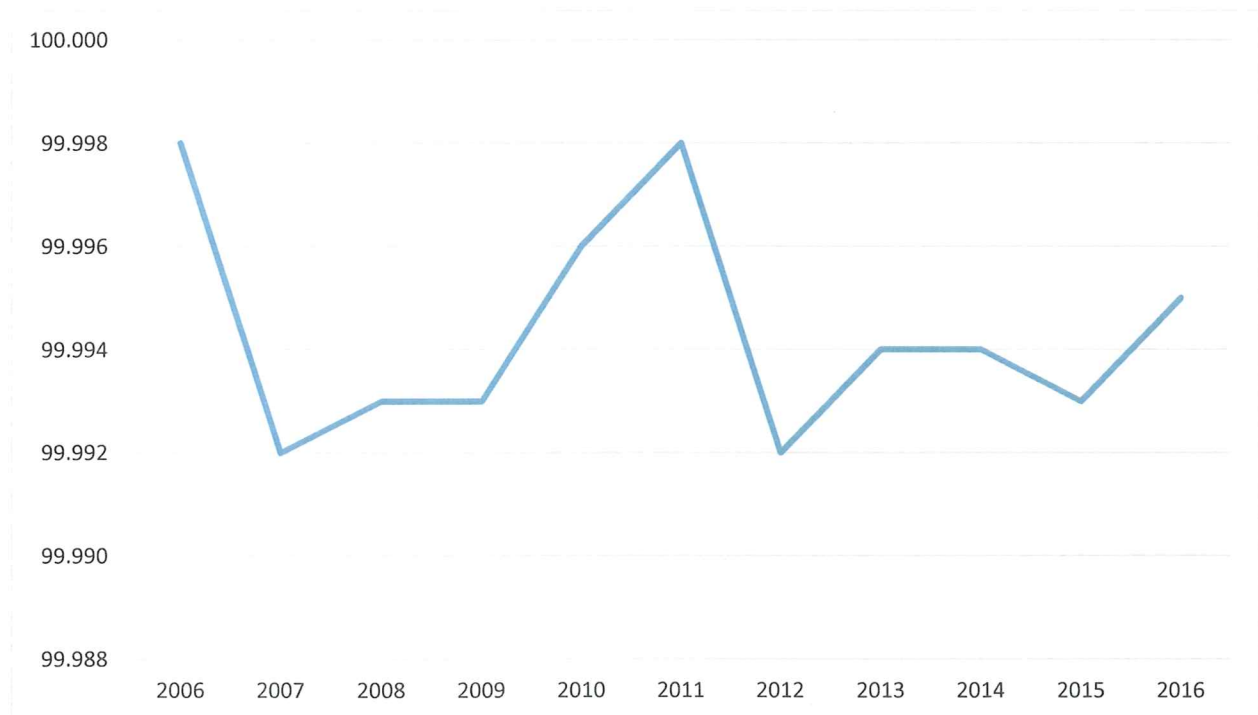
CAIDI – Customer Average Interruption Duration Index

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 2015	SPU 2016	Xcel MN, ND, SD 2016
SAIFI	0.71	0.493	0.83
SAIDI	38.31	27.32	88.20
CAIDI	75.98	55.44	106.82

Comparison with Regional Public Power Utilities and National Average

Shakopee Public Utilities participated in the American Public Power Association (APPA) 2013 Distribution System Reliability and Operation Survey of public owned power systems. The results of the survey were published in March 2014. Minnesota is in APPA's Region 3 with North Dakota, South Dakota, Nebraska, Kansas, Iowa and Missouri.

	SPU 2015	SPUC 2016	Region 3 Average 2015	National Average 2015
SAIFI	0.71	0.493	0.73	0.91
SAIDI	38.31	27.32	27.26	62.53
CAIDI	75.98	55.44	50.45	78.80
ASAI	99.993	99.995	99.994	99.91

Respectfully Submitted,

Greg Drent

Electric Superintendent

5/24/2017

1. Xcel website on reliability
2. APPA 2015 Reliability & Operations Survey
3. E-reliability tracker annual report
4. Relia Trak



SHAKOPEE PUBLIC UTILITIES

“Lighting the Way – Yesterday, Today and Beyond”

9c

May 22, 2017

TO: John Crooks, Utilities Manager *JJC*
FROM: Greg Drent, Electric Superintendent *GLD*
Subject: LED lights in service center

LED lights in SPU service center:


As part of the 2016 and 2017 CIP (Capital Improvement Plan) budget funds were allocated to change the inside lights at the service center to LED.

We have completed the change out throughout the building with the exception of the front entry and the commission room as that is part of a bigger project with the security of the front desk.

In the office area we changed out the bulbs from a 32w fluorescent bulb to a 12 w LED. We were able to claim CIP (Conservation Improvement Plan) savings of 34,988 kWhrs in 2016 for the front office area bulb change out. The warranty on the bulbs is 50,000 hours.

There was an additional 99,701 kWhrs savings in 2017 for the shop lighting as we had a full replacement light change out. The light fixtures were 250w metal halide and the new LED are 150w with a warranty of 100,000 hours for the entire fixture. We also installed occupancy sensors in the shop area for additional savings and efficiency.

**SHAKOPEE PUBLIC UTILITIES
MEMORANDUM**

TO: SHAKOPEE PUBLIC UTILITIES COMMISSION
FROM: JOHN R. CROOKS, UTILITIES MANAGER 
SUBJECT: MAY 2017 MMPA BOARD MEETING SUMMARY
DATE: JUNE 1, 2017

The Board of Directors of the Minnesota Municipal Power Agency (MMPA) met on May 23, 2017 at the offices of Shakopee Public Utilities in Shakopee, Minnesota.

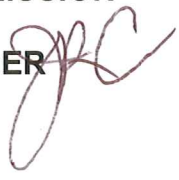
The Board held a planning session regarding future power generation.

The Board reviewed the progress of member cities in rolling out the Clean Energy Choice program to residential customers.

The Board also discussed plans for expanding renewable product options for commercial and industrial customers.

The Board discussed the status of the renewable projects that the Agency is pursuing.

**SHAKOPEE PUBLIC UTILITIES
MEMORANDUM**

TO: SHAKOPEE PUBLIC UTILITIES COMMISSION
FROM: JOHN R. CROOKS, UTILITIES MANAGER 
SUBJECT: 2016 SCIP REPORTING
DATE: JUNE 1, 2017

June 1, 2017 is the required filing date for the State Conservation Improvement Plan (SCIP). With this filing, both the results from the 2016 program and intended rebate changes for 2018 are included. SPU did file by the required deadline.

Results of the 2016 program were calculated and sent to the MN Division of Energy Resources. The State has a mandated goal of saving 1.5% of energy usage and spending 1.5% of energy sales on the SCIP program. The filed results are as follows:

2016

Energy Savings – 8,222,000 kWh (1.83%) without Shakopee Substation results
Energy Savings – 9,123,004 kWh (2.03%) with Shakopee Substation results
Program Costs - \$674,000

The most significant changes in the proposed program for 2018 involve LED lighting. The industry is evolving rapidly and SPU is developing more prescriptive rebates than having to expand our custom rebates program. Several changes are also being proposed to the State regarding rebate amounts for residential appliances and appliance recycling.

Official acceptance of the SPU 2016 energy savings results and the adoption of our 2018 SCIP program changes are expected in December.

**SHAKOPEE PUBLIC UTILITIES
MEMORANDUM**

TO: SHAKOPEE PUBLIC UTILITIES COMMISSION
FROM: JOHN R. CROOKS, UTILITIES MANAGER
SUBJECT: APPA SAFETY MANUAL – 16TH EDITION
DATE: JUNE 1, 2017



The APPA Safety Manual is now in its 16th edition. This replaces the Manual adopted by the Commission in 2012.


It has been prepared for the guidance and safety of all employees of municipal utilities. Strict observance of all safety rules is necessary to prevent unsafe acts and conditions. Lack of enforcement or repeated and flagrant violations of these rules can only result in accidents, with accompanying injury and economic loss.

Every SPU employee in the Electric, Water and Engineering Departments is required to acknowledge the receipt of the 16th edition of the APPA Safety Manual. A signature page signed by the employee and their Supervisor is required upon receiving the individual's copy of the manual.

ACTION NEEDED:

It is important that the Commission promote a safe and injury-free work environment. The Commission is asked to adopt the 16th edition of the APPA Safety Manual.

**SHAKOPEE PUBLIC UTILITIES
MEMORANDUM**

TO: SHAKOPEE PUBLIC UTILITIES COMMISSION
FROM: JOHN R. CROOKS, UTILITIES MANAGER 
SUBJECT: GOALS AND OBJECTIVES – STAFF INPUT
DATE: FEBRUARY 3, 2017

For this year's setting of Goals and Objectives for 2017, I have decided to share with the Commission the actual input from the SPU Directors. Attached are their individual objectives for the next 12-18 months. Several overlap and the anticipation would be all will be worked on during the year and most will be completed.

The following is a list of overlapping objectives and the Directors to be involved:

1. **Electric SCADA Implementation** – Bids are due this month.
Drent, Adams, Schmid and Crooks
2. **EBill Presentment** – Roll out will be end of March
Walsh and Schmid
3. **Daffron CIS iXP Upgrade** – Completion in August
Walsh and Schmid
4. **Service Territory Acquisition with MVEC** – Completion early 2018
Adams, Schmid and Crooks
5. **Develop GIS Roadmap** – December 2017
Adams, Schmid, Drent and Crooks

Crooks, John

From: Schmid, Renee
Sent: Wednesday, January 18, 2017 4:22 PM
To: Crooks, John
Subject: 2017 Goals

John –

Here is a list of goals for 2017 that I would prioritize:

- Ebill presentment
- Early review of health insurance options as we exceed 50 employees and implications for our employees and utility
- Support CIS iXp upgrade and implications for name and address changes with regards to impacts on Opower file, Impact Print file, and Paymentus file transfer as well as testing of all financial and materials applications as part of the CIS iXp upgrade
- Complete security assessment
- Begin to develop plan for IT disaster recovery
- Participate in territory acquisition project
- Evaluate debt retirement options in conjunction with decision on territory acquisition
- Support Electric SCADA implementation

Longer Term Projects that need to be added to our ongoing list and prioritized

- Determine how we are going to use GIS. Need map updates completed first before this can move forward
- Improve fixed asset reporting and tracking. This project correlates with inventory of utilities distribution systems and related retirement of such assets as well as possible integration with GIS, customer service, and engineering.
- Update of employee handbook and related personnel policies

I can expand this list further but these are the main projects that come to mind. Please let me know if you have any questions.

Renee Schmid

Director of Finance and Administration
Shakopee Public Utilities
PO Box 470
255 Sarazin Street
Shakopee, MN 55379
(952)233-1522 Direct (952)445-7767 Fax

Crooks, John

From: Walsh, Sharon
Sent: Friday, January 20, 2017 12:06 PM
To: Crooks, John
Subject: Goals for 2017-2018

John,

Here is where I think my focus is best served over the next 12-18 months

1. Customer Relations – iXP CIS upgrade
2. Customer Relations – Review of our billing practices to mitigate lost revenues and improved billing accuracy. This is to include: *CWR procedures*, including Energy Assistance; *Collection Letters*, including timing of issuance, time allowed to pay and year-round practice of CWR; *Penalties* – minimum account balance; and lastly, *Bill Due Date* (i.e., impact of the 15th on the process).
3. Customer Relations – Revamp of our phone answering/routing system to include a more customer-friendly experience and ability to react more quickly in power outage situation.
4. Marketing – rebranding of SPU within the community, primarily through social media and the redesign of our website.

These four things will definitely be large undertakings, but will have a great impact on our customers in terms of enhanced communications, improved integrity in our billing and collection processes, and perceived ‘advancement out of the dark ages’.

Thanks,

Sharon N. Walsh

Marketing and Customer Relations Director

Shakopee Public Utilities

255 Sarazin Street

Shakopee, MN 55379

952.233-1531 Direct 952.445-1988 Main

Crooks, John

From: Drent, Greg
Sent: Thursday, January 26, 2017 1:37 PM
To: Crooks, John
Subject: Goals for 2017

John,

Here are a few goals for electric department

1. Implement a new SCADA system
2. Pole inspections done and update pole attachment agreements
3. Complete Dean Lake substation upgrade to except generation on a regular basis and update switching procedures
4. Design and implement Apprenticeship program to become a Journeyman lineman for SPU
5. Change out ½ the street lights to LED in 2017

If you need anything else on this just let me know.

Greg Drent

SPU Electric Superintendent

952-233-1502 W

612-919-3674 C

gdrent@shakopeeutilities.com

Crooks, John

From: Adams, Joe
Sent: Thursday, January 26, 2017 2:40 PM
To: Crooks, John
Subject: 2017-18 Goals

John –

Thanks for requesting our input.

The number one goal I believe should be positioning ourselves to negotiate a fair deal to acquire additional service territory from MVEC. The areas now within the city limits that MVEC serves should be acquired with a formula that can be applied to future annexations of areas now outside the city and outside our service territory.

Number two goal would be transition our GIS mapping to a more accessible form namely being able to have field personnel access the data via a mobile device while maintain control over the data so that it is not tampered with or accessed by un authorized persons. This transition has to be to a format that will be compatible with future applications such as AMI/AMR, Work Orders and Asset Management.

Number three goal would be to continue to expand our capabilities with the Engineering analysis software to assist the Electric Department operate a safe, reliable and efficient system.

Number four goal would be adjust the work flow in the P/E department so that is as efficient and responsive to the needs of the other departments as it can be. I would like to further discuss the preliminary outline I previously provided and see if we can complete the plan details and then put it into action.

Thanks,

Joe

Joseph D. Adams
SPU Planning & Engineering Director
952-233-1501

Schemel, Lon

From: Schemel, Lon
Sent: Wednesday, January 25, 2017 1:04 PM
To: Crooks, John (jcrooks@shakopeeutilities.com)
Subject: My Goals & Objectives

Convert water's SCADA from whatever-the-hell 28' in a reservoir means to the Hydraulic Grade Line. This puts everything that we do in the future on the same units as elevation. **December 2017.**

Convert 10 irrigation meters to AMI. This may have to be put on my bucket list since it would be easier to...never mind. **September 2017.**

Install chlorine emergency shut-offs to safeguard the public from accidental releases. 2 per year. **2017 through 2019.**



Lon R. Schemel
Water Superintendent SPU
t.(952) 233-1504
a. P.O. Box 470, 255 Sarazin St, Shakopee, MN 55379
[Website](#) [Email](#)



SHAKOPEE PUBLIC UTILITIES MEMORANDUM

TO: SHAKOPEE PUBLIC UTILITIES COMMISSION

FROM: JOHN R. CROOKS, UTILITIES MANAGER

SUBJECT: 2016 COMMISSION GOALS / OBJECTIVES

DATE: MARCH 4, 2016

Transcribed from notes taken during the SPU Goals and Objectives Work Session on February 22, 2016. Items are listed under appropriate Strategic Initiative.

2016 Goals / Objectives

Shakopee Public Utilities Service to our Customers and to the Community

1. Provide customers with our Clean Energy Choice Program
2. Implement E-Billing presentment and paperless option for customers
3. Develop and deliver more content to ratepayers – Social Media and conventional means of communications
4. Begin Public Relations effort. Increase customer awareness of SPUC and our mission. Brand the Utilities with RP3 Designation, Lineworker's Rodeo, MMPA DG Plant, Low Rates, Tree City, etc...
5. Increase customer satisfaction. Consider a Customer survey to measure progress

Demonstrate a Commitment to all SPUC Employees

1. Electric Superintendent replacement
2. Evaluate needs for additional employees

Leverage Technology to Provide Even Better Customer Service

1. Continue efforts on Dean Lake Substation upgrade and Blue Lake Substation project
2. Implement smart phone application to view bill and pay bill
3. Outage Management options. Evolve current process