

AGENDA  
SHAKOPEE PUBLIC UTILITIES COMMISSION  
REGULAR MEETING  
MARCH 7, 2016

1. **Call to Order** at 5:00pm in the SPUC Service Center, 255 Sarazin Street.
2. **Approval of Minutes**
  - 2a) February 16, 2016
  - 2b) February 22, 2016
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) 2016 City of Shakopee Street Reconstruction Project
  - 8c) Resn. #1117 – Approving Watermain Replacement with the 2016 City of Shakopee Street Reconstruction Project
9. **Reports: Electric Items**
  - 9a) Electric System Operations Report – Verbal
  - 9b) MMPA February Board Meeting Summary
10. **Reports: Human Resources**
11. **Reports: General**
  - C=> 11a) December Financials
  - 11b) Governance Handbook – Updated
  - 11c) 2016 Goals and Objectives
12. **New Business**
13. **Tentative Dates for Upcoming Meetings**

- Mid Month Meeting	--	March 21
- Regular Meeting	--	April 4
- Mid Month Meeting	--	April 18
- Regular Meeting	--	May 2
14. **Adjourn to 3/21/16** at the SPUC Service Center, 255 Sarazin Street

MINUTES  
OF THE  
SHAKOPEE PUBLIC UTILITIES COMMISSION  
(Regular Meeting)

President Joos called the regular session of the Shakopee Public Utilities Commission to order at the Shakopee Public Utilities meeting room at 5:00 P.M., February 16, 2016.

MEMBERS PRESENT: Commissioners Joos, Amundson, Mars and Helkamp. Also present, Utilities Manager Crooks, Finance Director Schmid, Line Superintendent Athmann, Water Superintendent Schemel and Marketing/Customer Relations Director Walsh. Commissioner Olson was absent as previously advised.

Motion by Helkamp, seconded by Amundson to approve the minutes of the February 1, 2016 Commission meeting. Motion carried.

There were no Communication items.

President Joos offered the agenda for approval.

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

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

President Joos stated that the Consent Item was: item 8b: Monthly Production Dashboard.

The warrant listing for bills paid February 16, 2016 was presented.

Motion by Amundson, seconded by Helkamp to approve the warrant listing dated February 16, 2016 as presented. Motion carried.

There was no Liaison report.

Water Superintendent Schemel provided a report of current water operations. The video of Well 6 has taken place and no major issues were identified. Mr. Schemel discussed issues with the Minnesota Health Department's water testing procedures.

Item 8b: Monthly Production Dashboard was received under Consent Business.

Motion by Helkamp, seconded by Amundson to offer Resolution #1116. A Resolution For Vacation Of Electric Utility Easement Within A Portion Of Lot 7, Block 1, Riverview Estates,

Scott County, Minnesota.. Ayes: Commissioners Mars, Helkamp, Amundson and Joos. Nay: none. Motion carried. Resolution passed.

Line Superintendent Athmann provided a report of current electric operations. There were no electric outages. The overhead line construction for the Amazon circuit is taking place and the annual tree trimming is continuing. The planning for the Lineworker's Rodeo was discussed.

Utilities Manager Crooks provided an update on the Dean Lake Substation Expansion Project and the Blue Lake Substation Project.

The December Financials were reviewed by Finance Director Schmid. Year to date and year over year results were provided. An overview of GASB 68 was given. Staff was complemented on the 2015 financial results.

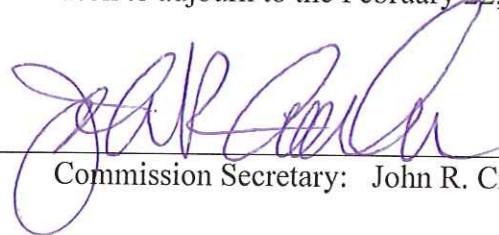
The SPU Governance Handbook was reviewed by Mr. Crooks. The Commission is pleased with the Handbook, but discussed minor changes that they would like incorporated in the document before April 1. The changes will be made and the Handbook brought back for discussion and adoption at the March 7 meeting.

Under New Business, Commissioner Amundson reviewed the process of interviewing candidates for the SPU Commissioner position. The new Commissioner begins the term as of April 1, 2016.

The tentative commission meeting dates of March 7 and March 21 were noted.

The February 22 meeting is scheduled for the 2016 Goals and Objectives Work Session and the annual review of the Utilities Manager.

Motion by Helkamp, seconded by Amundson to adjourn to the February 22, 2016 meeting. Motion carried.



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Commission Secretary: John R. Crooks



MINUTES  
OF THE  
SHAKOPEE PUBLIC UTILITIES COMMISSION  
(Regular Meeting)

President Joos called the regular session of the Shakopee Public Utilities Commission to order at the Shakopee Public Utilities meeting room at 5:00 P.M., February 22, 2016.

MEMBERS PRESENT: Commissioners Joos, Amundson, Mars, Helkamp, and Olson. Also present, Utilities Manager Crooks.

President Joos offered the agenda for approval.

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

Utilities Manager Crooks reviewed current and past goals and objectives as set by the Commission. Possible goals and objectives for 2016 were discussed. Identified goals and objectives were then prioritized. Mr. Crooks will bring back the 2016 Goals and Objectives to the March 7 Commission meeting for their approval.


Motion by Helkamp, seconded by Mars to adjourn to Utilities Manager's Annual Performance Review. Motion carried

Motion by Mars, seconded by Helkamp to reconvene back to regular session. Motion carried.

President Joos announced that no official business took place during the Utilities Manager's annual review.

The tentative commission meeting dates of March 7 and March 21 were noted.



Motion by Helkamp, seconded by Mars to adjourn to the March 7, 2016 meeting. Motion carried.

  
\_\_\_\_\_  
Commission Secretary: John R. Crooks



**SHAKOPEE PUBLIC UTILITIES  
MEMORANDUM**

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**TO:** John R. Crooks, Utilities Manager   
**FROM:** Lon R. Schemel, Water Superintendent   
**SUBJECT:** **2016 City of Shakopee Street Reconstruction**  
**DATE:** March 2, 2016

**BACKGROUND**

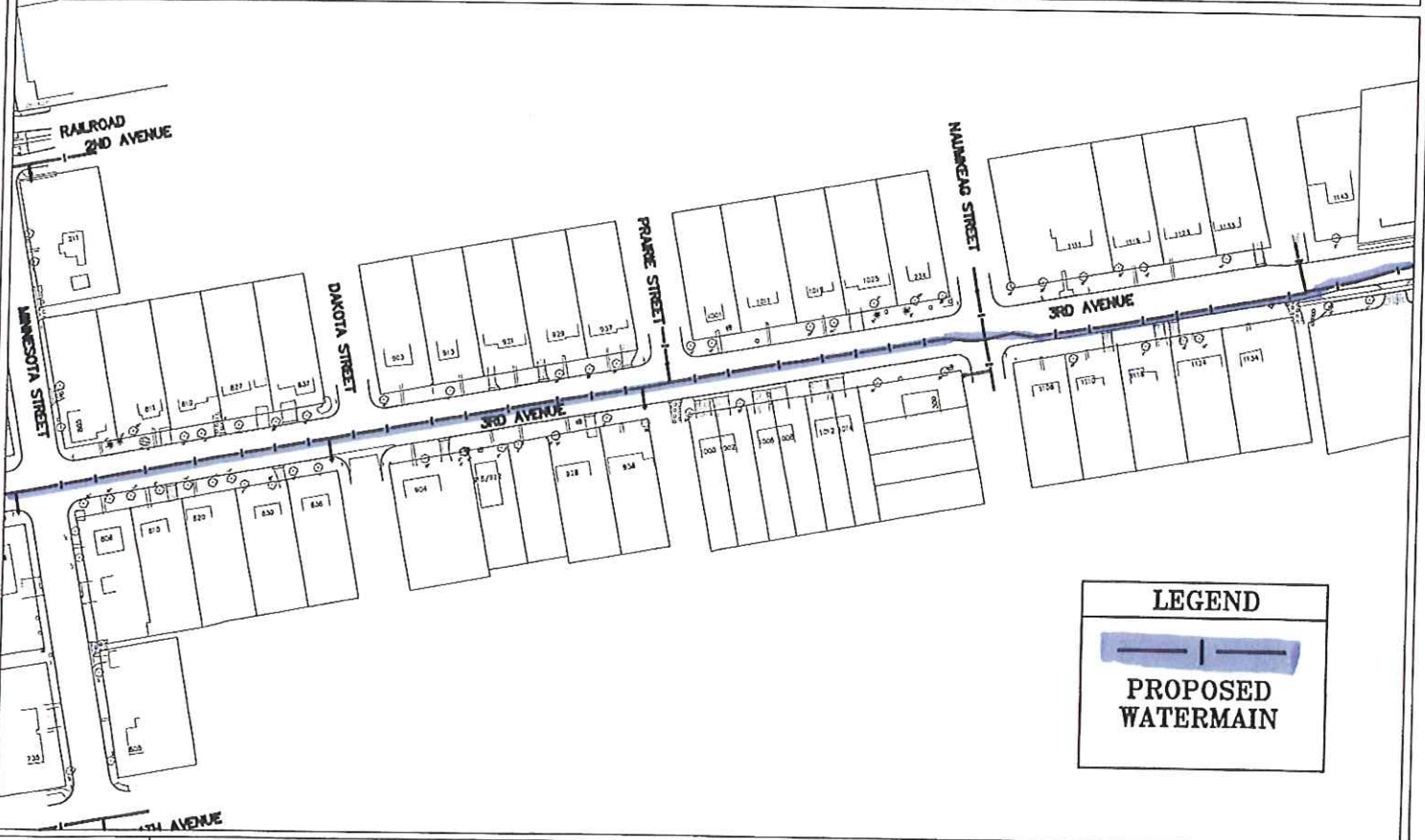
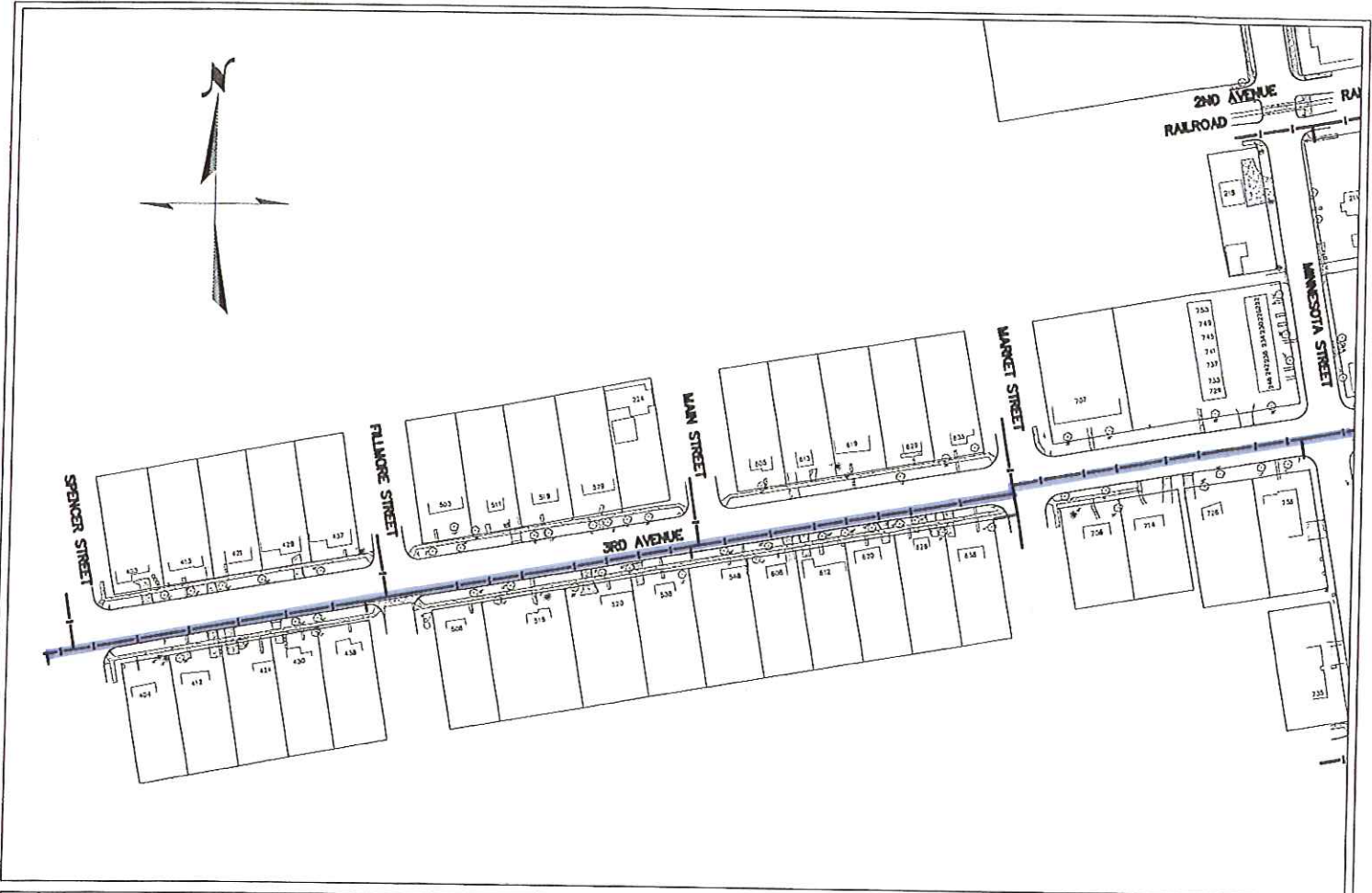
Resolution #262 defines the sequences involved in coordinating construction projects between the City of Shakopee and SPU. We are now at step 8 of that process which is the approval of the feasibility report from the City of Shakopee and the areas involved.

**ISSUE**


The feasibility report involves the areas highlighted on drawing 10 of the proposed watermain improvements from the City of Shakopee. These areas would be receiving new watermain and appurtenances in compliance with the Water Policy Manual dated August 4, 2014. The City of Shakopee's estimate for watermain improvements is \$527,000.00. The amount in SPU's reconstruction fund is \$577,000.00.

**ACTION REQUESTED**

Staff requests that the Commission adopt resolution #1117 to enable the City of Shakopee to proceed with the ordering of plans and specifications for the 2016 Street Reconstruction.



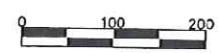
**LEGEND**

  
**PROPOSED WATERMAIN**



**2016 STREET RECONSTRUCTION**  
**PROPOSED WATERMAIN**

DATE: \_\_\_\_\_  
 DRAWN BY: \_\_\_\_\_ RTH  
 SHAKOPEE ENGINEERING DEPARTMENT



DRAWING NO:  
**10**

**Preliminary Cost Estimate**  
**2016 Street Reconstruction**  
**City of Shakopee**

**Watermain Improvements**

Item #	Description	Units	Quantity	Unit Price	Extended Total
1	MOBILIZATION	EA.	1	\$ 12,000.00	\$ 12,000.00
2	REMOVE WATER MAIN	L.F.	3160	\$ 2.00	\$ 6,320.00
3	REMOVE HYDRANT	EA.	8	\$ 200.00	\$ 1,600.00
4	REMOVE GATE VALVE AND BOX ASSEMBLY	EA.	17	\$ 150.00	\$ 2,550.00
5	REMOVE WATER SERVICE PIPE (INCLUDES CURB STOP)	L.F.	2900	\$ 1.00	\$ 2,900.00
6	REMOVE VALVE MANHOLE	EA.	1	\$ 350.00	\$ 350.00
7	TEMPORARY WATER SERVICE	L.S.	1	\$ 20,000.00	\$ 20,000.00
8	ROCK EXCAVATION	C.Y.	800	\$ 70.00	\$ 56,000.00
9	CLEARING AND GRUBBING < 12"	TREE	1	\$ 200.00	\$ 200.00
10	CLEARING AND GRUBBING 12" - 24"	TREE	4	\$ 300.00	\$ 1,200.00
11	CLEARING AND GRUBBING 24"-32"	TREE	5	\$ 500.00	\$ 2,500.00
12	CLEARING AND GRUBBING > 32"	TREE	5	\$ 1,000.00	\$ 5,000.00
13	CONNECT TO EXISTING WATER MAIN	EA.	10	\$ 1,000.00	\$ 10,000.00
14	6" WATER MAIN - DUCTILE IRON PIPE CL 52	L.F.	2025	\$ 34.00	\$ 68,850.00
15	8" WATER MAIN - DUCTILE IRON PIPE CL 52	L.F.	1135	\$ 38.00	\$ 43,130.00
16	6" GATE VALVE AND BOX ASSEMBLY	EA.	13	\$ 1,300.00	\$ 16,900.00
17	8" GATE VALVE AND BOX ASSEMBLY	EA.	4	\$ 1,500.00	\$ 6,000.00
18	HYDRANT	EA.	8	\$ 3,500.00	\$ 28,000.00
19	CONNECT TO EXISTING WATER SERVICE	EA.	83	\$ 200.00	\$ 16,600.00
20	1" CORPORATION STOP	EA.	83	\$ 250.00	\$ 20,750.00
21	1" CURB STOP AND BOX	EA.	83	\$ 220.00	\$ 18,260.00
22	1" TYPE K COPPER PIPE	L.F.	2900	\$ 20.00	\$ 58,000.00
23	A1 CASTING OVER CURB STOP	EA.	30	\$ 200.00	\$ 6,000.00
24	GATE VALVE EXTENSION	L.F.	2	\$ 100.00	\$ 200.00
25	HYDRANT EXTENSION	L.F.	2	\$ 800.00	\$ 1,600.00
26	ADJUST GATE VALVE	EA.	15	\$ 250.00	\$ 3,750.00
27	WATER MAIN FITTINGS	LB	3600	\$ 5.00	\$ 18,000.00
				<b>Subtotal</b>	<b>\$ 426,660.00</b>
				+3% Contingency	\$ 12,740.00
				<b>Total With Contingency</b>	<b>\$ 439,400.00</b>
				+20% Indirect Costs	\$ 87,600.00
				<b>Total</b>	<b>\$ 527,000.00</b>



## RESOLUTION #1117

A RESOLUTION APPROVING WATERMAIN REPLACEMENT  
WITH THE 2016 CITY OF SHAKOPEE STREET RECONSTRUCTION PROJECT

WHEREAS, the Shakopee City Council has ordered an improvement to the areas defined in the 2016 Street Reconstruction Project for street, sanitary sewer and storm sewer, 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 7, 2016 approved the Preliminary Engineering Report for watermain replacement, as shown on the attached engineering drawings, and

THEREFORE BE IT FURTHER RESOLVED, the funding for this project comes from the Commission approved reconstruction fund, 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, in consideration of the savings and coordination the Shakopee Public Utilities Commission approves the watermain and associated appurtenances replacement as recommended in the Preliminary Engineering Report prepared by the city staff and as approved on March 7, 2016 by the Shakopee Public Utilities Commission, and hereby concurs with the City Council's ordering the project and the plans and specifications.

Adopted in regular session of the Shakopee Public Utilities Commission, this 7<sup>th</sup> day of March, 2016.

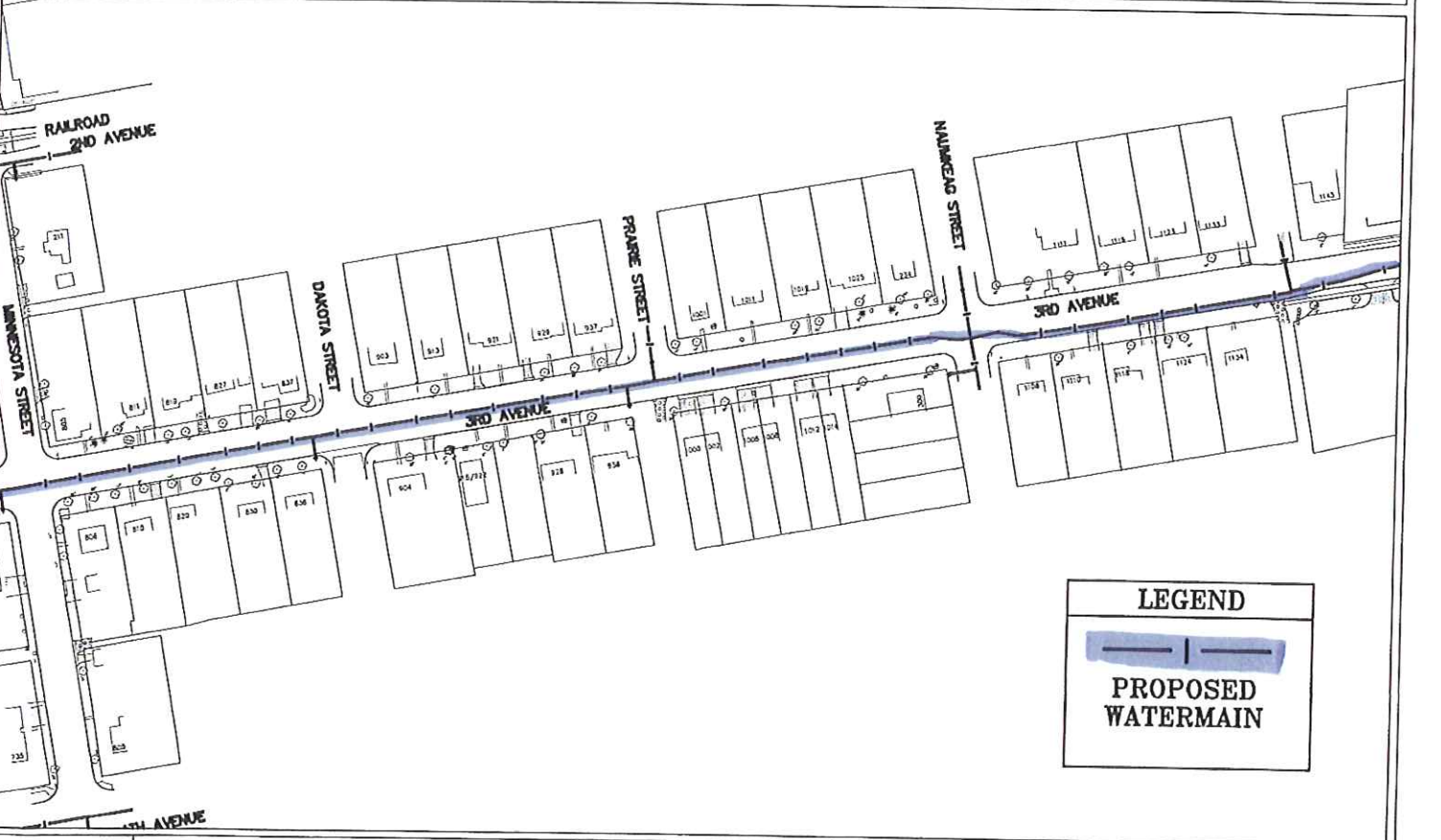
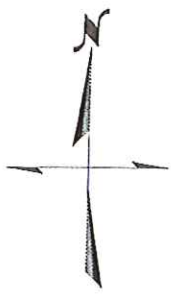
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Commission President: Terrance Joos

ATTEST:

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Commission Secretary: John R. Crooks



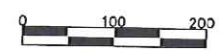
**LEGEND**

**PROPOSED WATERMAIN**



**2016 STREET RECONSTRUCTION**  
**PROPOSED WATERMAIN**

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SHAKOPEE ENGINEERING DEPARTMENT



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**SHAKOPEE PUBLIC UTILITIES  
MEMORANDUM**

**TO: SHAKOPEE PUBLIC UTILITIES COMMISSION**  
**FROM: JOHN R. CROOKS, UTILITIES MANAGER**   
**SUBJECT: FEBRUARY 2016 MMPA BOARD MEETING SUMMARY**  
**DATE: MARCH 3, 2015**

The Board of Directors of the Minnesota Municipal Power Agency (MMPA) met on February 23, 2016 in Shakopee, Minnesota.

At the meeting, the Board approved completion of MMPA's 46 Megawatt Shakopee distributed generation project.

The Board also approved Hometown Solar grants for 5kW projects in the member communities of Arlington, Brownton, Olivia, and Winthrop.

The 2016 Energy Education program continues to have high participation in member communities and project host communities. This year, MMPA expects approximately 2,500 students to participate from 31 schools from all twelve member communities. The Energy Education program aligns with Minnesota's fourth grade science standards and focuses on how energy is generated, transmitted and used.



## SHAKOPEE PUBLIC UTILITIES COMMISSION

"Lighting the Way - Yesterday, Today and Beyond"

February 26, 2016

Propose as Consent

TO: John Crooks *JRC*

CC: Joe Adams  
Marv Athmann  
Sherri Anderson  
Lon Schemel  
Sharon Walsh

FROM: Renee Schmid, Director of Finance and Administration *RS*

SUBJECT: Financial Results for January, 2016

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

### Month to Date Financial Results – January, 2016

- 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, 2016

- Total Utility Operating Revenues for the month of January totaled \$3.7 million and were favorable to budget by \$94k or 2.6%. Electric revenues were favorable to budget by \$67k or 2.0% and water revenues were favorable to budget by \$26k or 11.8%.
- Total operating expenses were \$3.1 million and were favorable to budget by \$629k or 16.7%. Total purchased power in January was \$2.4 million and was \$80k or 3.2% lower than budget for the month. Total Operating Expense for electric including purchased power was favorable to budget by \$599k or 17.8% due to purchased power costs and timing of expenditures in conservation expense of \$428k, and lower than plan expenses in employee benefits, outside services, and depreciation of \$87k. Total Operating Expense for Water was also favorable to budget by \$29k or 7.3% due timing of expenditures in system operation and maintenance and depreciation.
- Total Utility Operating Income was \$585k and was \$722k favorable to budget due to higher operating revenues and timing of operating expenses.



## SHAKOPEE PUBLIC UTILITIES COMMISSION

“Lighting the Way - Yesterday, Today and Beyond”

- Total Utility Non-Operating Revenue was \$162k and was favorable to budget by \$71k driven by higher than plan rental and miscellaneous income of \$7k, and higher than plan investment income of \$64k.
- Capital Contributions for the month of January totaled \$15k and were unfavorable to budget by \$170k due to timing of collection of trunk and water connection fees.
- Transfers to the City of Shakopee totaled \$180k and were lower than budget for the month by \$5k.
- Change in Net Position was \$582k and was favorable to budget by \$629k primarily due to timing of operating expenses.
- Electric usage billed to customers in January was 35,330,494 KWH, an increase from December usage billed at 34,477,066 KWH.
- Water usage billed to customers in January was 85.8 million gallons, an decrease from December usage billed at 87.7 million gallons.



**SHAKOPEE PUBLIC UTILITIES**

**MONTH TO DATE FINANCIAL RESULTS**

**JANUARY 2016**



**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 2016			Month to Date Budget - January 2016			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)	%
<b>OPERATING REVENUES</b>	\$ 3,481,318	249,516	3,730,835	3,413,879	223,137	3,637,016	67,439	2.0%	26,380	11.8%	93,819	2.6%
<b>OPERATING EXPENSES</b>												
Operation, Customer and Administrative	2,594,204	265,070	2,859,274	3,181,766	289,098	3,470,864	587,562	18.5%	24,028	8.3%	611,590	17.6%
Depreciation	175,432	111,170	286,602	186,946	116,655	303,601	11,514	6.2%	5,485	4.7%	17,000	5.6%
Amortization of Plant Acquisition	-	-	-	-	-	-	-	0.0%	-	-	-	0.0%
Total Operating Expenses	2,769,636	376,240	3,145,876	3,368,712	405,753	3,774,465	599,076	17.8%	29,513	7.3%	628,589	16.7%
Operating Income	711,682	(126,724)	584,959	45,167	(182,616)	(137,449)	666,515	1475.7%	55,893	30.6%	722,408	525.6%
<b>NON-OPERATING REVENUE (EXPENSE)</b>												
Rental and Miscellaneous	23,202	88,435	111,636	16,069	88,120	104,189	7,133	44.4%	314	0.4%	7,447	7.1%
Interdepartment Rent from Water	7,500	-	7,500	7,500	-	7,500	-	0.0%	-	-	-	0.0%
Investment Income	60,637	13,735	74,372	9,700	753	10,453	50,937	525.1%	12,981	1722.8%	63,918	611.5%
Interest Expense	(30,463)	(4)	(30,467)	(30,457)	(4)	(30,461)	(6)	0.0%	0	5.5%	(6)	0.0%
Amortization of Debt Issuance Costs and Loss on Refunding	(1,484)	-	(1,484)	(1,484)	-	(1,484)	-	0.0%	-	-	-	0.0%
Gain/(Loss) on the Disposition of Property	-	-	-	-	-	-	-	-	-	-	-	0.0%
Total Non-Operating Revenue (Expense)	59,392	102,166	161,558	1,328	88,870	90,198	58,064	4373.1%	13,296	15.0%	71,360	79.1%
Income Before Contributions and Transfers	771,074	(24,558)	746,516	46,495	(93,746)	(47,251)	724,580	1558.4%	69,188	73.8%	793,768	1679.9%
<b>CAPITAL CONTRIBUTIONS TRANSFER TO MUNICIPALITY</b>												
	(107,592)	15,495	(92,097)	-	185,846	185,846	-	-	(170,351)	-91.7%	(170,351)	-91.7%
		(72,000)	(72,000)	(112,146)	(72,912)	(185,058)	4,554	4.1%	912	1.3%	5,466	3.0%
<b>CHANGE IN NET POSITION</b>	\$ 663,482	(81,063)	582,419	(65,652)	19,189	(46,463)	729,134	1110.6%	(100,251)	-522.5%	628,882	1353.5%

**SHAKOPEE PUBLIC UTILITIES  
ELECTRIC OPERATING REVENUE AND EXPENSE**

	MTD Actual January 2016	MTD Budget January 2016	MTD Actual v. Budget Better/(Worse) \$	%
<b>OPERATING REVENUES</b>				
Sales of Electricity				
Residential	\$ 1,369,229	1,352,591	16,638	1.2%
Commercial and Industrial	2,022,823	1,976,442	46,381	2.3%
Uncollectible accounts	-	-	-	-
Total Sales of Electricity	3,392,052	3,329,032	63,019	1.9%
Forfeited Discounts	24,098	18,640	5,458	29.3%
Free service to the City of Shakopee	14,592	14,157	435	3.1%
Conservation program	50,577	52,050	(1,473)	-2.8%
Total Operating Revenues	3,481,318	3,413,879	67,439	2.0%
<b>OPERATING EXPENSES</b>				
Operations and Maintenance				
Purchased power	2,440,519	2,520,236	79,717	3.2%
Distribution operation expenses	30,860	33,551	2,692	8.0%
Distribution system maintenance	64,841	67,673	2,832	4.2%
Maintenance of general plant	28,045	24,118	(3,927)	-16.3%
Total Operation and Maintenance	2,564,264	2,645,578	81,314	3.1%
Customer Accounts				
Meter Reading	9,439	10,433	993	9.5%
Customer records and collection	43,320	44,789	1,469	3.3%
Energy conservation	(373,696)	54,150	427,846	790.1%
Total Customer Accounts	(320,937)	109,372	430,309	393.4%
Administrative and General				
Administrative and general salaries	52,002	48,129	(3,872)	-8.0%
Office supplies and expense	35,419	15,967	(19,451)	-121.8%
Outside services employed	11,606	46,093	34,487	74.8%
Insurance	13,996	14,057	61	0.4%
Employee Benefits	211,138	261,637	50,498	19.3%
Miscellaneous general	26,716	40,933	14,217	34.7%
Total Administrative and General	350,877	426,816	75,939	17.8%
Total Operation, Customer, & Admin Expenses	2,594,204	3,181,766	587,562	18.5%
Depreciation	175,432	186,946	11,514	6.2%
Amortization of plant acquisition	-	-	-	0.0%
Total Operating Expenses	2,769,636	3,368,712	599,076	17.8%
<b>OPERATING INCOME</b>	<b>\$ 711,682</b>	<b>45,167</b>	<b>666,515</b>	<b>1475.7%</b>



## SHAKOPEE PUBLIC UTILITIES WATER OPERATING REVENUE AND EXPENSE

	MTD Actual January 2016	MTD Budget January 2016	MTD Actual v. Budget Better/(Worse) \$	%
<b>OPERATING REVENUES</b>				
Sales of Water	\$ 248,324	221,727	26,597	12.0%
Forfeited Discounts	1,191	1,410	(218)	-15.5%
Uncollectible accounts	1	-	1	
Total Operating Revenues	249,516	223,137	26,380	11.8%
<b>OPERATING EXPENSES</b>				
Operations and Maintenance				
Pumping and distribution operation	36,592	41,949	5,357	12.8%
Pumping and distribution maintenance	17,661	36,203	18,542	51.2%
Power for pumping	20,211	22,629	2,418	10.7%
Maintenance of general plant	7,792	1,990	(5,802)	-291.6%
Total Operation and Maintenance	82,255	102,771	20,516	20.0%
Customer Accounts				
Meter Reading	6,726	5,789	(938)	-16.2%
Customer records and collection	11,696	12,159	462	3.8%
Energy conservation	-	-	-	-
Total Customer Accounts	18,423	17,948	(475)	-2.6%
Administrative and General				
Administrative and general salaries	27,521	31,479	3,958	12.6%
Office supplies and expense	13,395	6,391	(7,004)	-109.6%
Outside services employed	4,099	12,948	8,849	68.3%
Insurance	4,665	4,686	20	0.4%
Employee Benefits	76,928	93,266	16,338	17.5%
Miscellaneous general	37,785	19,610	(18,175)	-92.7%
Total Administrative and General	164,392	168,380	3,987	2.4%
Total Operation, Customer, & Admin Expenses	265,070	289,098	24,028	8.3%
Depreciation	111,170	116,655	5,485	4.7%
Amortization of plant acquisition	-	-	-	-
Total Operating Expenses	376,240	405,753	29,513	7.3%
<b>OPERATING INCOME</b>				
	\$ (126,724)	(182,616)	55,893	30.6%

**SHAKOPEE PUBLIC UTILITIES  
MEMORANDUM**

**TO: SHAKOPEE PUBLIC UTILITIES COMMISSION**

**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**



## TABLE OF CONTENTS

GOVERNANCE PRINCIPALS.....	3
ROLE OF THE SPUC BOARD .....	4
ROLE OF AN INDIVIDUAL SPUC COMMISSION MEMBER.....	5
ROLE OF THE SPUC PRESIDENT .....	6
ROLE OF THE SPUC VICE PRESIDENT.....	7
ROLE OF THE WAGE AND BENEFITS COMMITTEE .....	8
COMMISSION APPOINTMENT PROCESS, TERMS AND OFFICER ELECTIONS.....	9
CURRENT COMMISSIONERS AND THEIR TERMS .....	10

## 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 Commissioners to other Committees as deemed. Appointments must be followed by Commission confirmation. 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 1<sup>st</sup>.
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 1<sup>st</sup>, 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**  
**Joe Helkamp**  
**Terry Joos**  
**William Mars**  
**Jordan Olson**

		Non-Public E-Mail
E-Mail	Amundson	<a href="mailto:damundson@shakopeeutilities.com">damundson@shakopeeutilities.com</a>   <a href="mailto:damund1281@hotmail.com">damund1281@hotmail.com</a>
	Helkamp	<a href="mailto:jhelkamp@shakopeeutilities.com">jhelkamp@shakopeeutilities.com</a>   <a href="mailto:jlhent6@att.net">jlhent6@att.net</a>
	Joos	<a href="mailto:tjoos@shakopeeutilities.com">tjoos@shakopeeutilities.com</a>   <a href="mailto:tjoos@mnsupply.com">tjoos@mnsupply.com</a>
	Mars	<a href="mailto:wpmars007@gmail.com">wpmars007@gmail.com</a>
	Olson	<a href="mailto:jolson@shakopeeutilities.com">jolson@shakopeeutilities.com</a>   <a href="mailto:P3NN4B7T3@gmail.com">P3NN4B7T3@gmail.com</a>

		Non-Public Phone #
Phone	Amundson	952-445-7091   612-810-6678 – cell
	Helkamp	952-445-0558   952-270-4700
	Joos	952-445-2011   952-913-4695 - work
	Mars	952-445-4228   952-445-4228 - home/cell
	Olson	651-336-4401

Address	Amundson	1281 Jefferson Street South
	Helkamp	6408 Oxford Road South
	Joos	886 Carriage Circle
	Mars	1279 Cider Circle
	Olson	249 Mound Street

Terms	Amundson	4/1/15 - 3/31/18
	Helkamp	6/1/10 - 3/31/19
	Joos	4/1/11 - 3/31/17
	Mars	4/20/04 - 3/31/16
	Olson	4/1/14 - 3/31/17

Revised 1/4/16



## 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](http://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](http://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. (ALL 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/slanderous;
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: 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