



AGENDA

August 23, 2016

PUBLIC UTILITIES COMMISSION MEETING

7:00 p.m.

City Council Chambers
311 Vernon Street
Roseville, California

- 1. Roll Call**
- 2. Pledge of Allegiance**
- 3. Approval of the July 26, 2016 Minutes**
 - 3.1. July 26, 2016 Minutes
- 4. Oral Communications/Public Comment**
- 5. New Business**
 - 5.1. Election of Chair and Vice Chair

In conformance with Section II-B of the Public Utilities Commission Meeting Procedures, election to be held for Chair and Vice Chair. Elected officers shall assume their positions at the regular meeting in October.
 - 5.2. Roseville Electric Utility Monthly Update

Report by Electric Utility Director Michelle Bertolino summarizing monthly status of Electric issues, for information.
 - 5.3. Roseville Electric Utility Generation Facilities Update

Presentation by Assistant Electric Utility Director Michael Bloom on Roseville electric generation facilities, for information.
 - 5.4. Roseville Electric Utility Business Customer Satisfaction Survey

Presentation by Electric Regulatory Compliance Administrator Shawn Matchim and Energy Services Account Representative David Bradford summarizing the Business Customer Satisfaction Survey, for information.
 - 5.5. Environmental Utilities Monthly Update

Report by Environmental Utilities Director Rich Plecker summarizing monthly status of Environmental Utilities issues, for information.
 - 5.6. Environmental Utilities Wastewater Utility Overview

Presentation by Wastewater Utility Manager Ken Glotzbach on the Wastewater Utility Overview, for information.

- 6. Reports – Commission/Staff**
- 7. Proposed Future Agenda Items**
- 8. Adjournment**



PUBLIC UTILITIES COMMISSION

Title: July 26, 2016 Minutes

Meeting Date: 8/23/2016
Item #: 3.1.

ATTACHMENTS:

Description

July 26, 2016 Draft Minutes



MINUTES
Public Utilities Commission

July 26, 2016
7:00 p.m.

Council Chambers
311 Vernon Street
Roseville, CA 95678

1. Roll Call

PUC Commissioners Present: Bandon Granger
James McHan
Gretchen Hildebrand
Kerry Schmitz
John Speight
Jim Viele
John Vertido

Staff Present: Richard Plecker, Environmental Utilities Director
Jim Mulligan, Water Utility Manager
Stephen Peterson, Water Treatment Plant Chief Operator
Kelye McKinney, Assistant Environmental Utilities Director
Philip McAvoy, Electric Finance & Administration Manager
Matt Nelson, Electric Business Analyst
Todd White, Senior Manager, Energy Portfolio
Mike Bloom, Assistant Electric Utility Director
Michelle Sheidenberger, Assistant City Attorney
Cheryl Hammond, Recording Secretary

2. Pledge of Allegiance

3. Minutes of June 28, 2016

The minutes of June 28, 2016 were approved as presented, with the exception that Chairperson Bandon Granger's name be replaced with Vice Chairperson John Speight's name on the signature block.

4. Oral Comments/Public Comment

None.

5. New Business

a. Environmental Utilities Monthly Update

Report by Electric Utility Director Michelle Bertolino summarizing monthly status of Electric issues, for information

Philip McAvoy presented the monthly update in Michelle Bertolino's absence.

Public Comment: None.

b. Roseville Electric Utility Advanced Metering Project

Report by Electric Finance & Administration Manager Philip McAvoy and Electric Business Analyst Matt Nelson summarizing Electric's Advanced Metering project, for information.

Public Comment: None.

c. Environmental Utilities Monthly Update

Report by Environmental Utilities Director Rich Plecker summarizing monthly status of Environmental Utilities issues, for information.

Public Comment: None.

d. Water Utility Consumer Confidence Report

Presentation by Water Utility Manager Jim Mulligan and Water Treatment Plant Chief Operator Stephen Peterson on the Consumer Confidence Report, for information.

Public Comment: None.

6. Reports – Commission/Staff

None.

7. Proposed Future Agenda Items

None.

8. Adjournment

Commissioner Vertido moved for adjournment of the July 26, 2016 Public Utilities Commission meeting. Commissioner Speight seconded the motion. The motion passed unanimously at 8:07 p.m.

Blandon Granger
Chairperson

Cheryl Hammond
Recording Secretary



PUBLIC UTILITIES COMMISSION

Title: Roseville Electric Utility Generation Facilities Update

Meeting Date: 8/23/2016
Item #: 4.3.

ATTACHMENTS:

Description

Electric Utility Generation Facilities Update



Roseville Electric Utility Generation Update

Roseville Public Utilities Commission

August 23, 2016

**Mike Bloom, Matt Garner
and Jason Miller**

City of Roseville, California



2016 Generation Update

- **Generation Background**
- **Operations**
- **Major Projects**

City of Roseville, California



Roseville Energy Park (REP)

- 160 MW Combined Cycle Power Plant
- Commercial Operations – October 2007
- Uses water from the Pleasant Grove Waste Water Treatment Plant for cooling
- License requires zero liquid discharge
- Provides up to 60% of RE's energy
- Operates against market prices

City of Roseville, California



Roseville Power Plant No. 2

- 49 MW simple cycle
- Built in 1986 by NCPA
- 2 of 5 units in NCPA project
- Purchased by Roseville in 2010
- Provide reserve capacity and peaking

City of Roseville, California



REP Plant Operations

Roseville Energy Park Performance Measurements	Quarter Ending 6/30/2016	Fiscal Year to Date	Target	5 Year Industry Average
Availability	74.1%	91.0	> 92.1%	89.1%
Forced Outage Rate	1.9%	1.7%	< 3.6%	5.1%
Start Reliability	64%	77%	> 89.8%	98.7%

- Fourth quarter availability and start reliability were impacted by the major planned outage. Without this outage, availability would have been 97.2% and start reliability would have been 97.3%

City of Roseville, California



Plant Operations

- Safety
 - Employee driven Safety Committee
 - Days without a Lost Time Accident – 1468
 - Days without a Vehicle Accident – 1817

City of Roseville, California



Plant Operations

- Staffing
 - 23 full time employees
 - Fully staffed at this time
- Zero Liquid Discharge
 - Concentrates minerals
 - Purify water for reuse

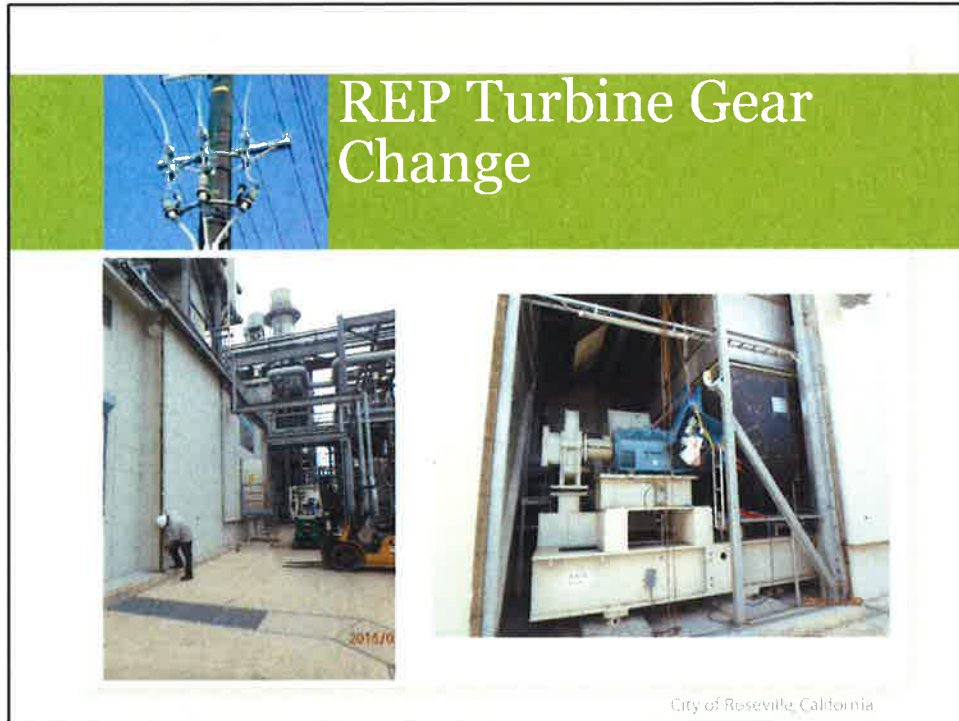
City of Roseville, California

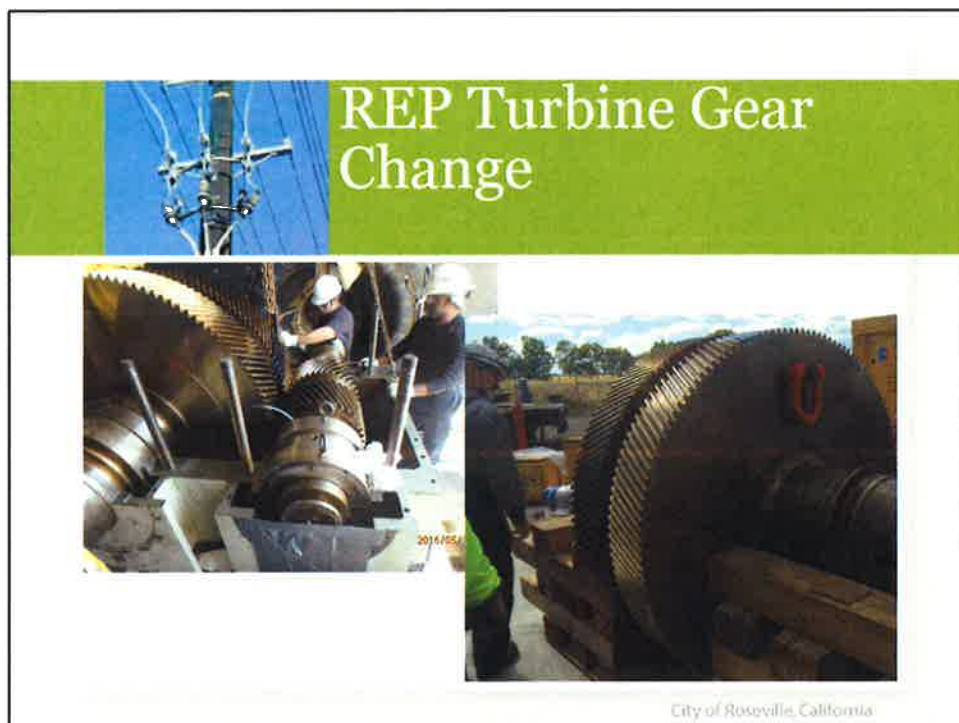


Major Projects/Programs

- REP
 - Gear change
 - Control system
 - ZLD improvements
 - Reliability Centered Maintenance
- RPP2
 - Control system
 - Unit 2 generator

City of Roseville, California







PUBLIC UTILITIES COMMISSION

Title: Roseville Electric Utility Business Customer Satisfaction Survey

Meeting Date: 8/23/2016
Item #: 4.4.

ATTACHMENTS:

Description

Business Customer Satisfaction Survey



Roseville Electric Utility

Business & Key Account Customer Satisfaction

Prepared for

Roseville Public Utilities Commission

August 23, 2016



(www.RKSresearch.com)

1



RE 2016 Business/Key Customer Satisfaction

The Bottom Line



Roseville Electric's 2016 Business and Key Account survey finds impressive scores among commercial customers and improved strength among Key Accounts, both pointing to a solid relationship between utility and customer.

1

Roseville Electric Key Accounts and Commercial customers are extremely satisfied with RE – Key Account satisfaction is up an astonishing 16 percentage points to 96% “very satisfied”; Commercial customer satisfaction remains stable, standing at an impressive 87% “very satisfied”.

2

There is overwhelming recognition that RE is a community owned municipal utility. But there is ample evidence that the Roseville Electric brand is strongly perceived as “low price” with a strong service dimension viewed as just a secondary strength.

3

The Key Account relationship is strong, showing no adverse signs resulting from the transition of account reps. Roseville Electric definitely stands in a position of strength with these customers allowing the utility to leverage this position in any modifications to service or account management.



Goal & Objectives

Project Goal:

Assess RE Performance in Spring, 2016, as viewed by business and key account customers.

Compare RE performance against:

- Most recent RE reading, done in December, 2013
- Compare against statewide results, generated in mid 2015 (for RE commercial customers)

Other objectives:

- Track communication and branding effectiveness
- Assess customer preferences regarding levels of service
- Assess EE program value
- Monitor customer preferences and trends

3



Methodology

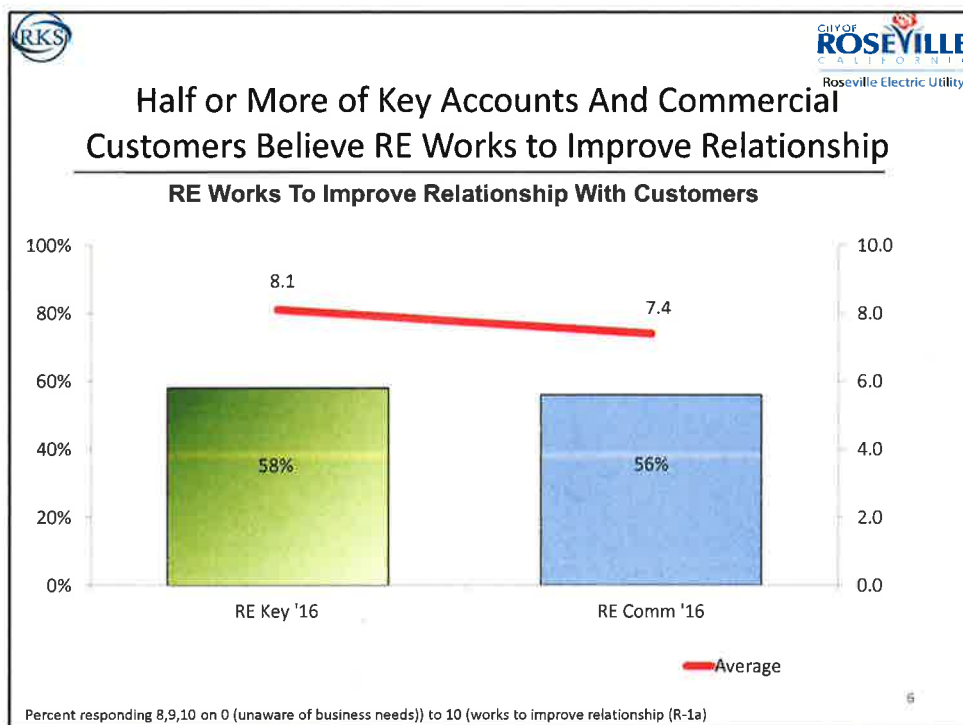
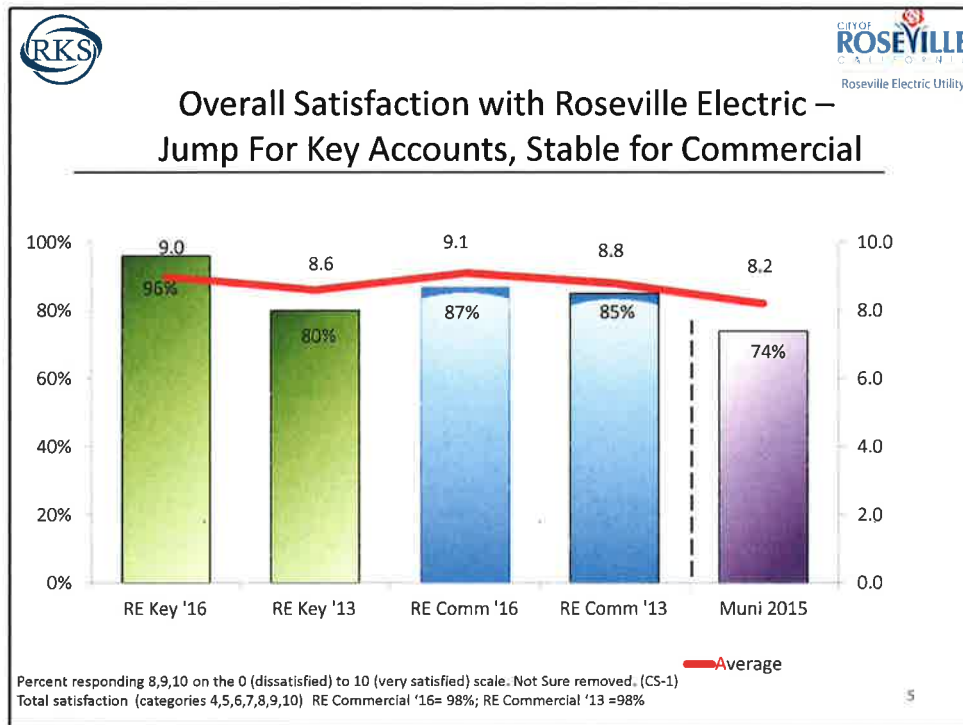
RE 2016 Proprietary Oversample:

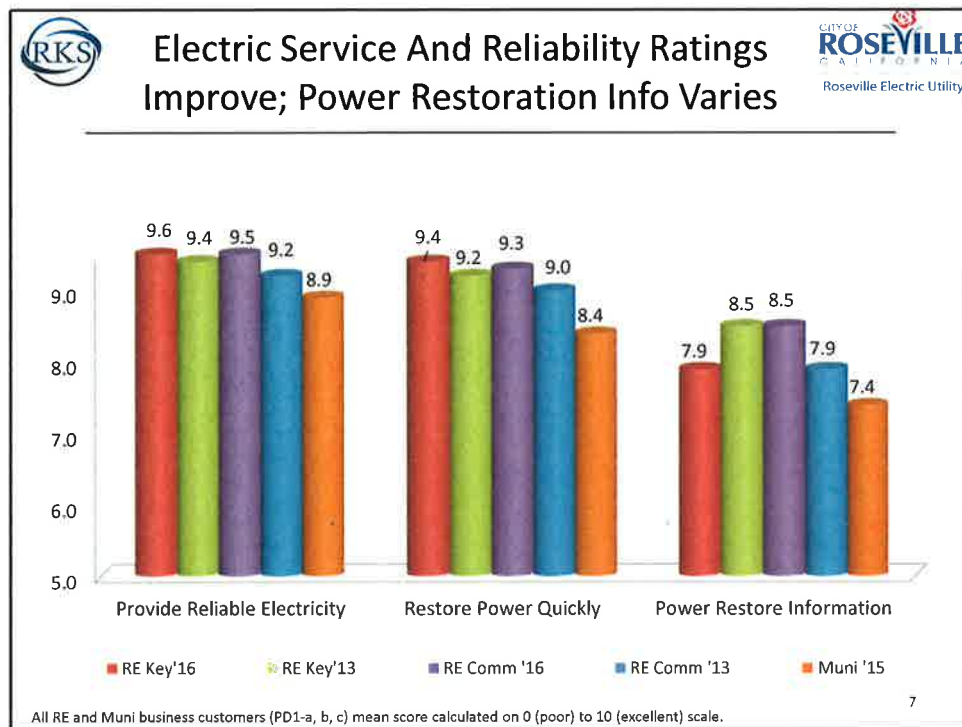
- Key Accounts: 24 online interviews conducted with Key Accounts between April 7 and May 3, 2016.
- Commercial customers: 110 telephone interviews between March 30 and May 9, 2016. The average interview took 13 minutes.

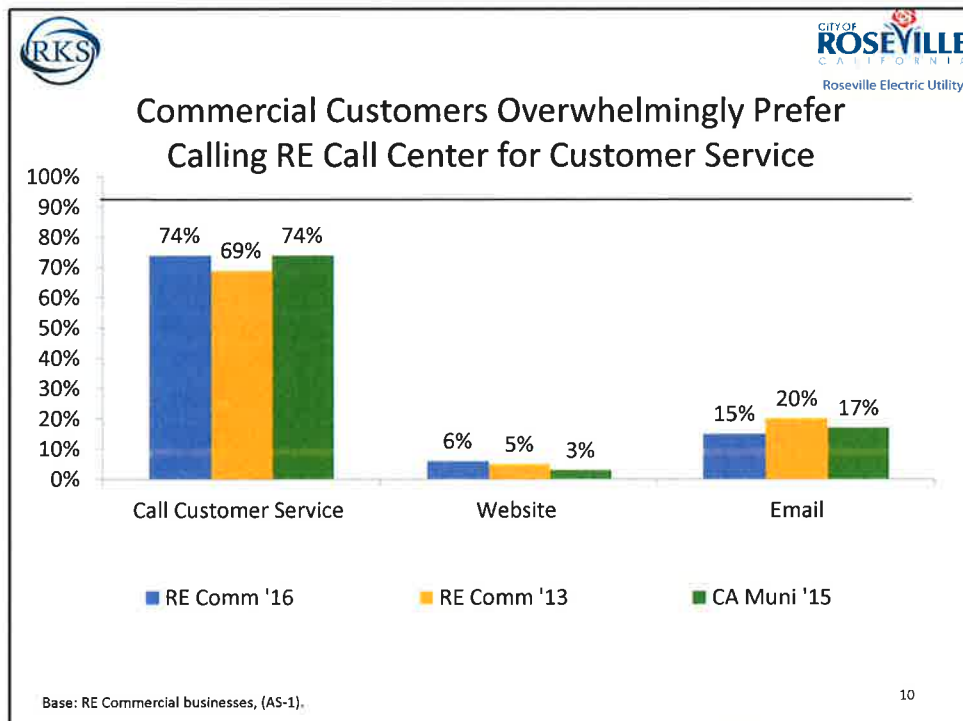
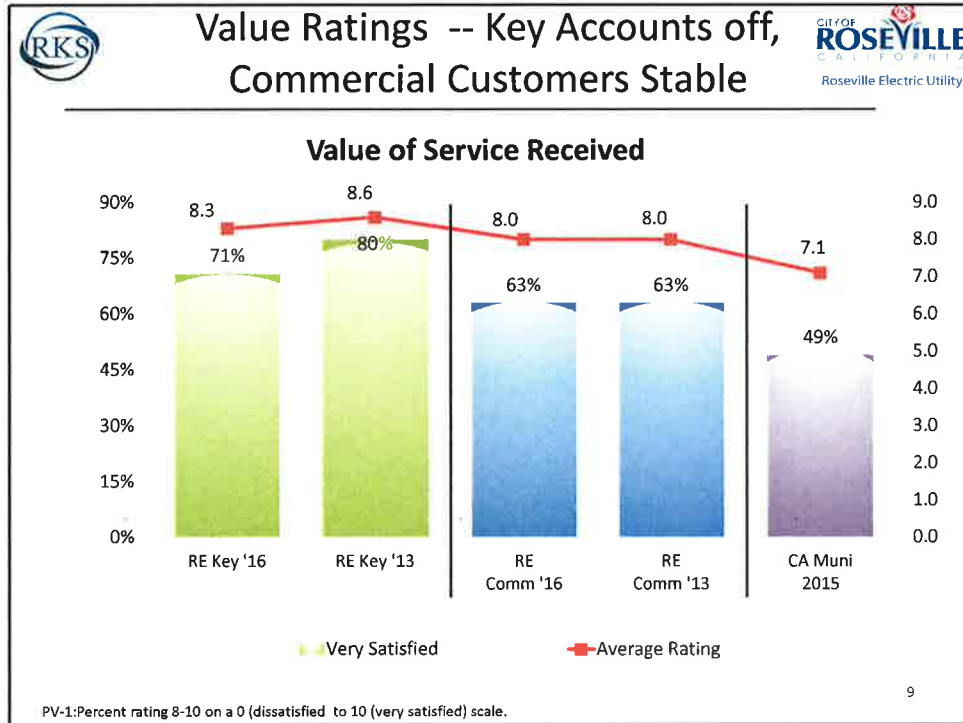
Most recent, previous, oversample-- 2013 based exclusively on telephone interviews and conducted in December, 2013:

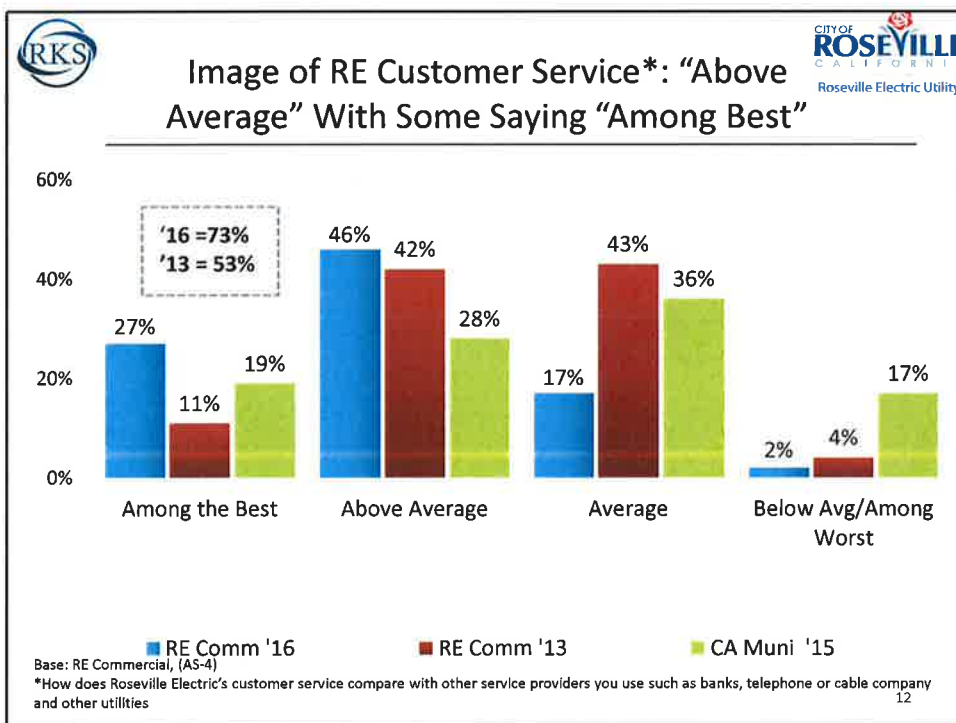
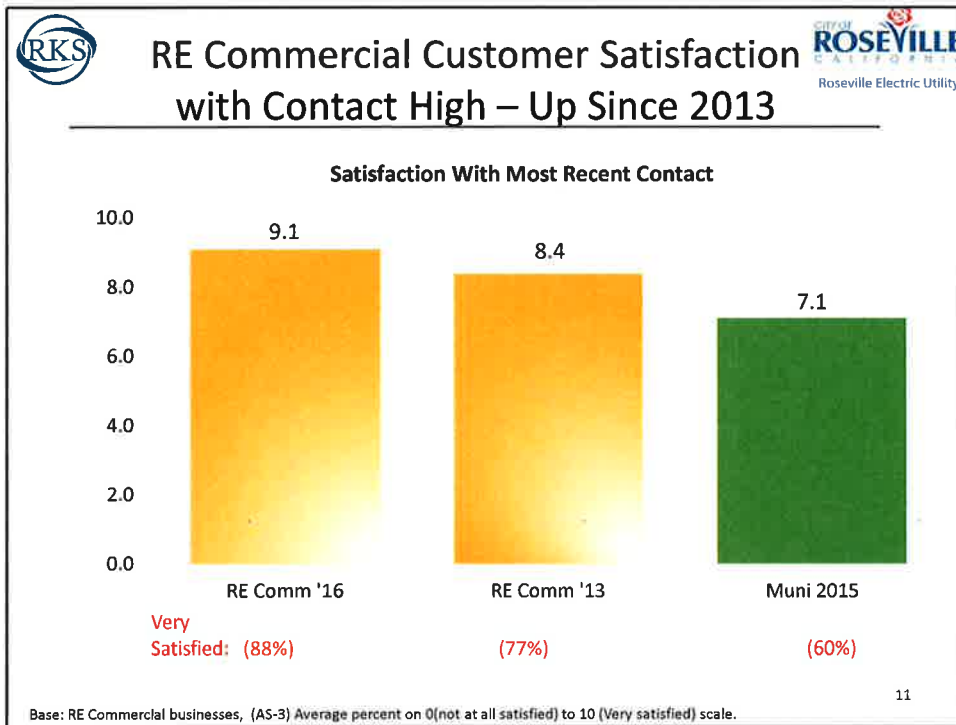
- 130 Commercial customers
- 20 Key accounts

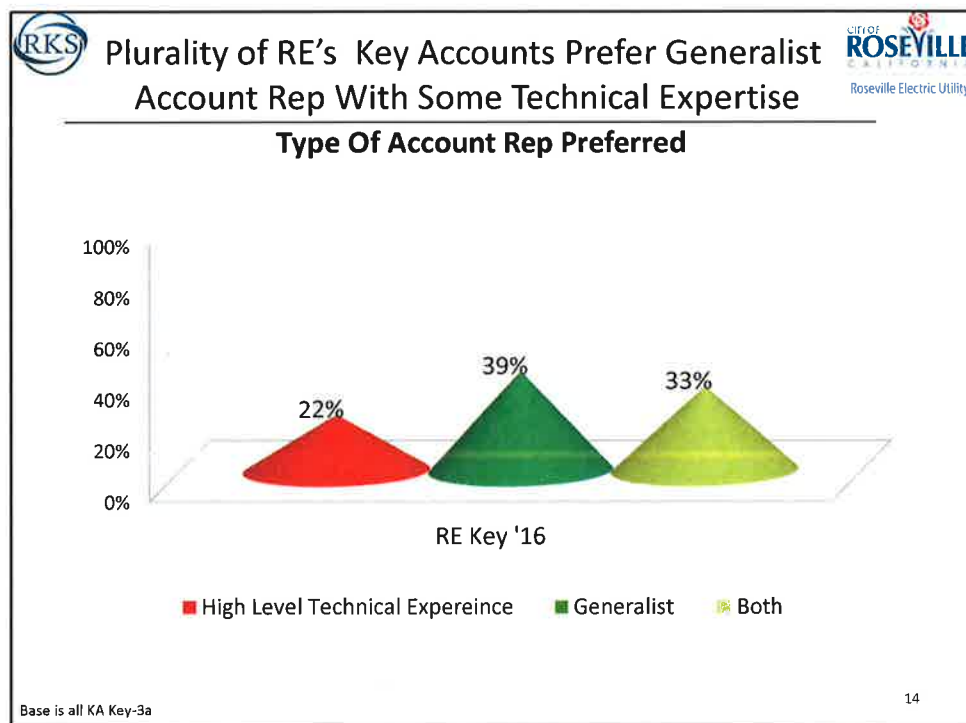
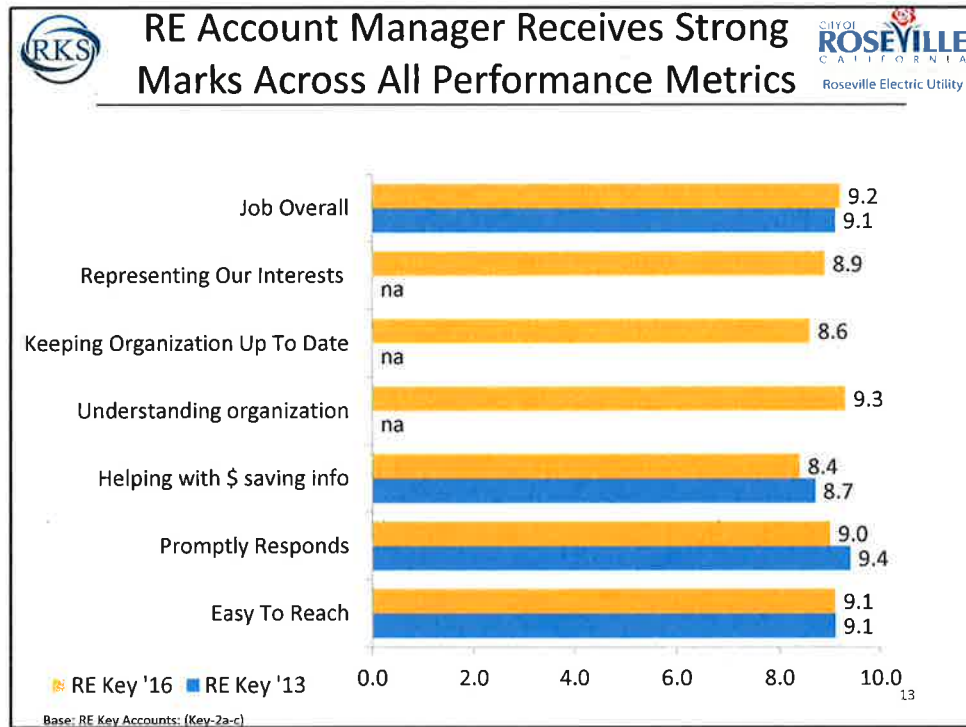
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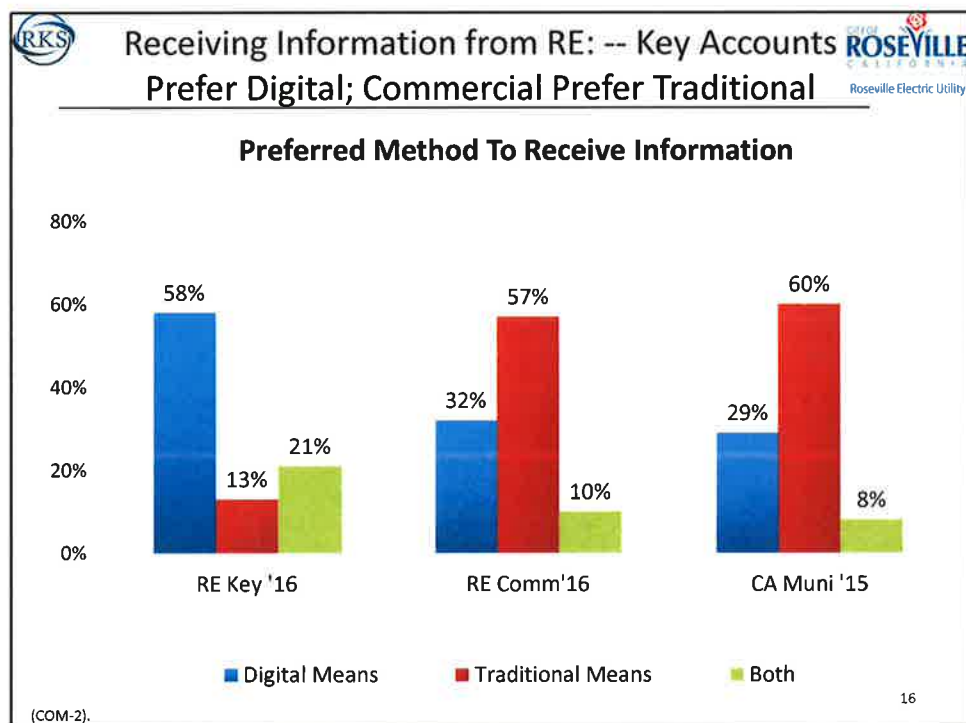
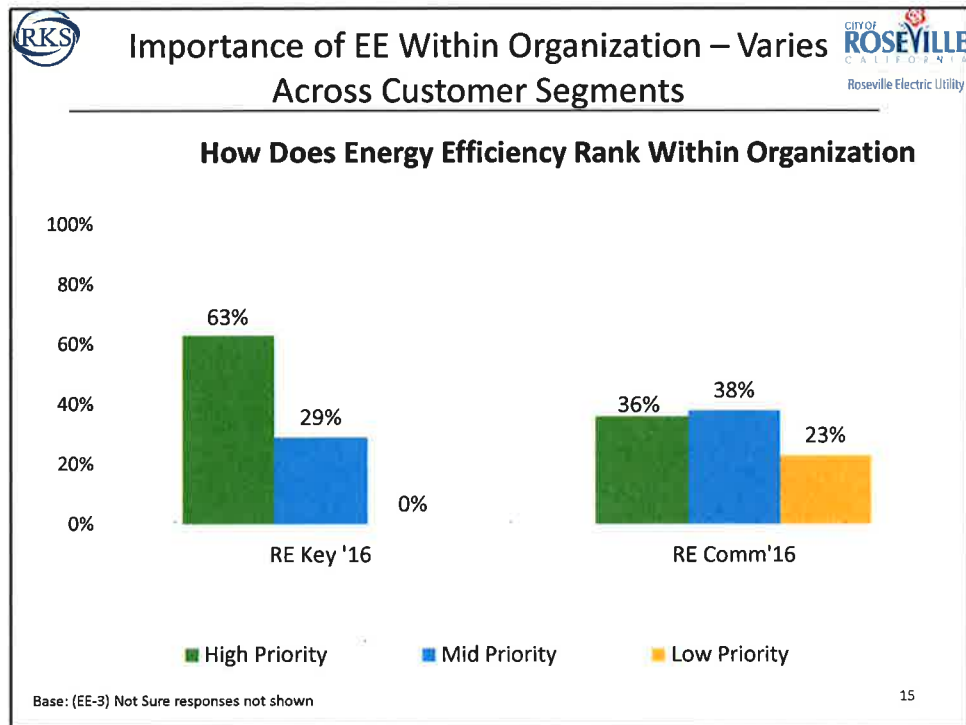


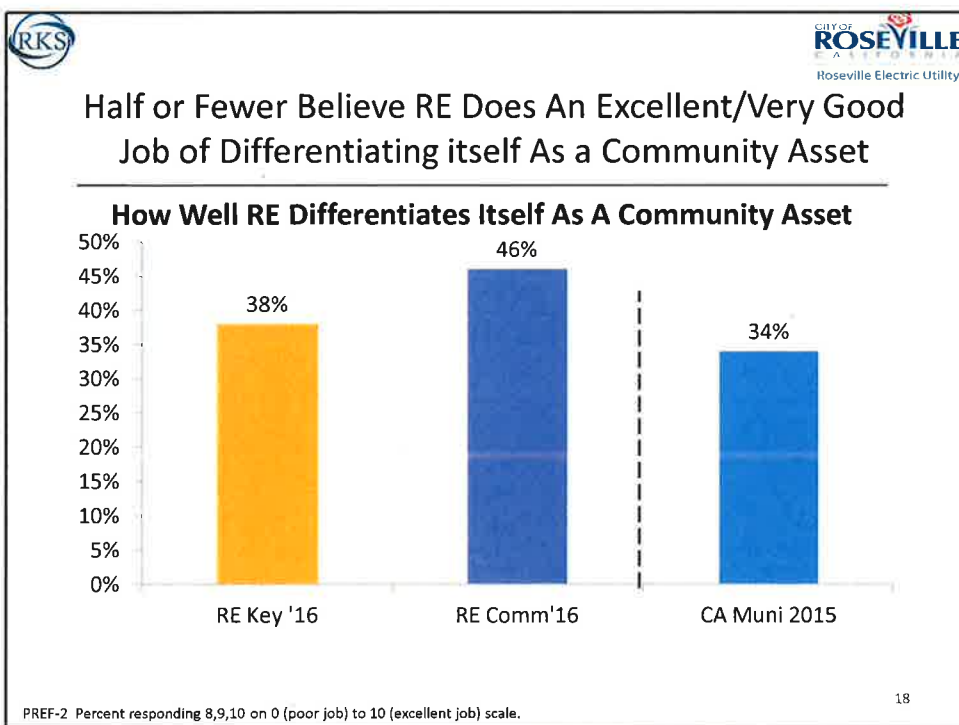
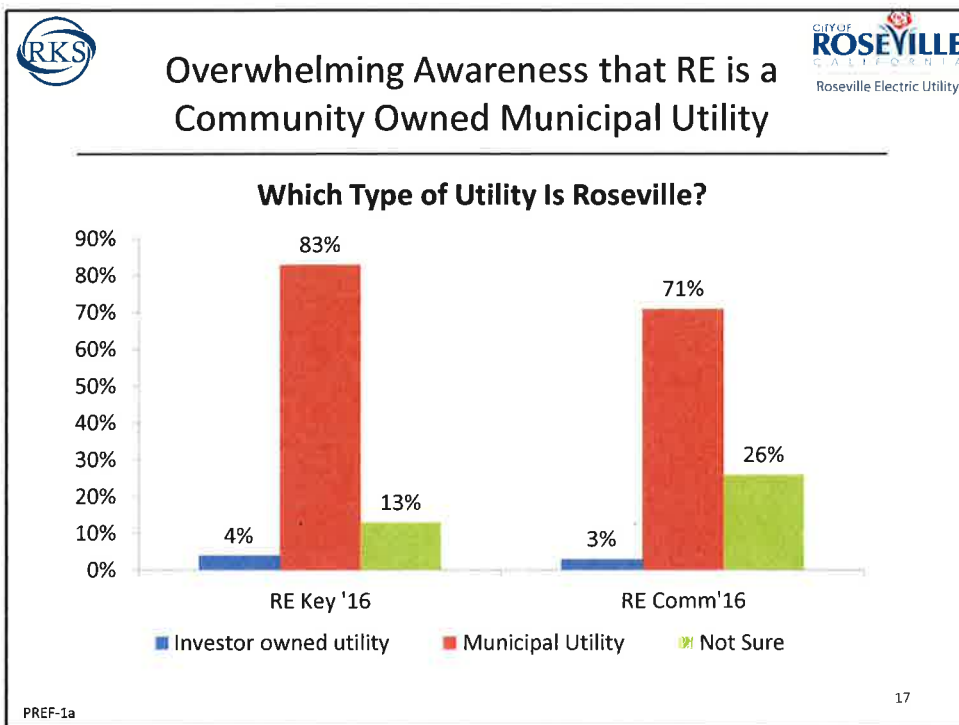


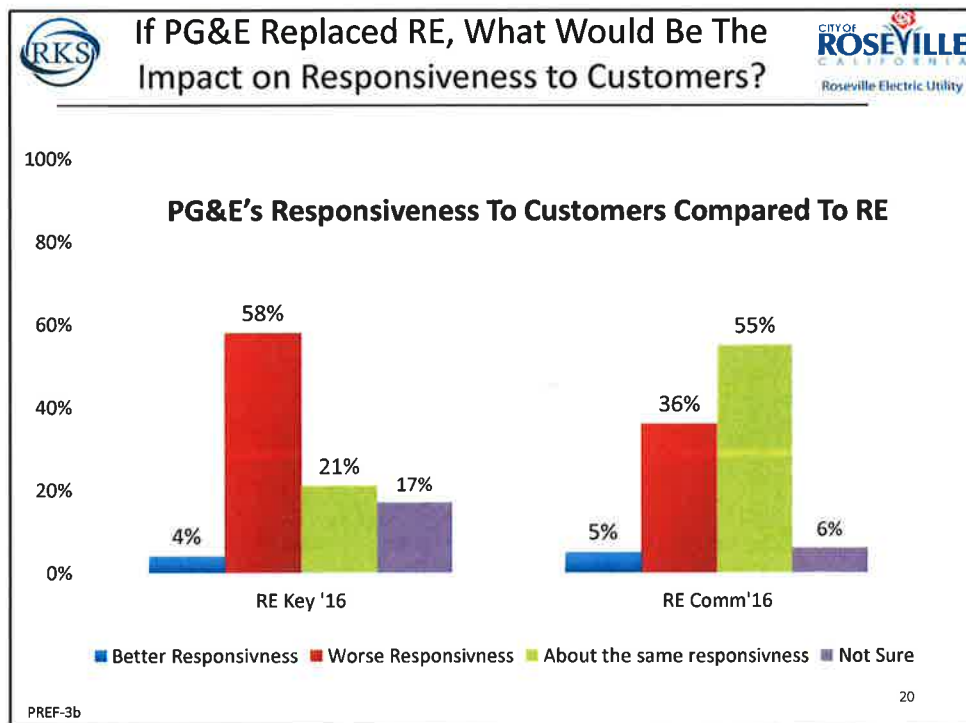
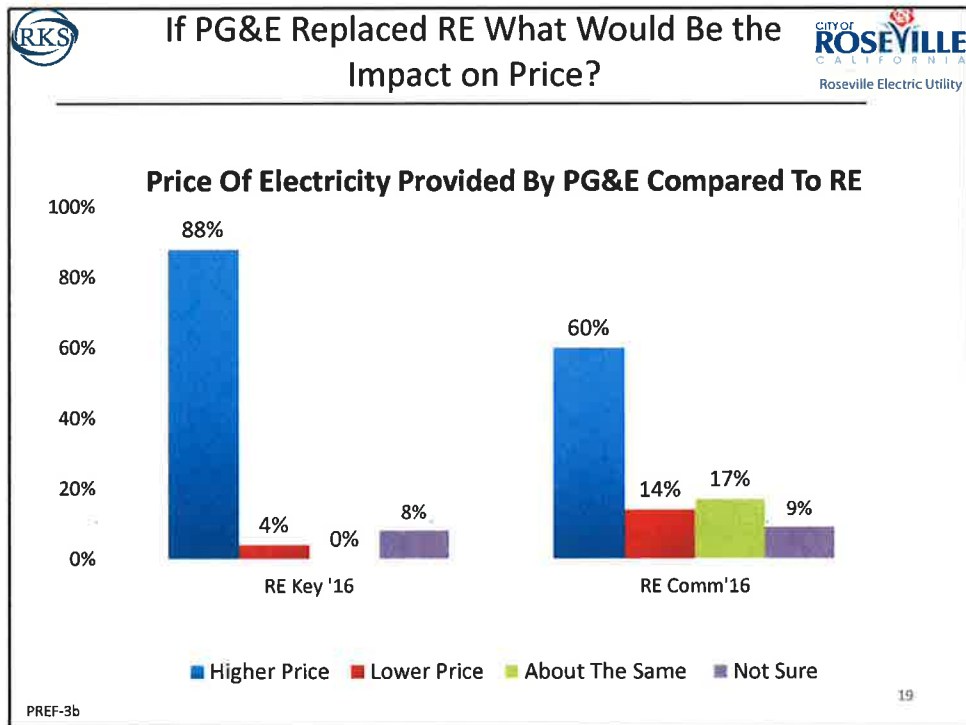














Summary



- Customer satisfaction is at high water mark, unlikely to go higher; suggests the climate might be right for RE to explore or advance new customer initiatives
- RE's image is of "low price provider" tends to exclude a quality component. In promoting RE as a community service provider, additional focus on a high quality service component would be consistent with Roseville's overall image
- Outage notification continues to be an area of improvement customers want to see.

21



Roseville Electric Utility

Business & Key Account Customer Satisfaction

Prepared for

Roseville Public Utilities Commission

August 23, 2016



(www.RKSresearch.com)

22

Title: Environmental Utilities Wastewater Utility Overview

Meeting Date: 8/23/2016
Item #: 4.6.

ATTACHMENTS:

Description

Wastewater Utility Update



Wastewater Utility Update

Ken Glotzbach
Wastewater Utility Manager
August 23, 2016

City of Roseville, California



Topics

- Divisions
- Work Performed
- A Few Numbers
- Water Recycling
- Upcoming Projects



City of Roseville, California

Divisions

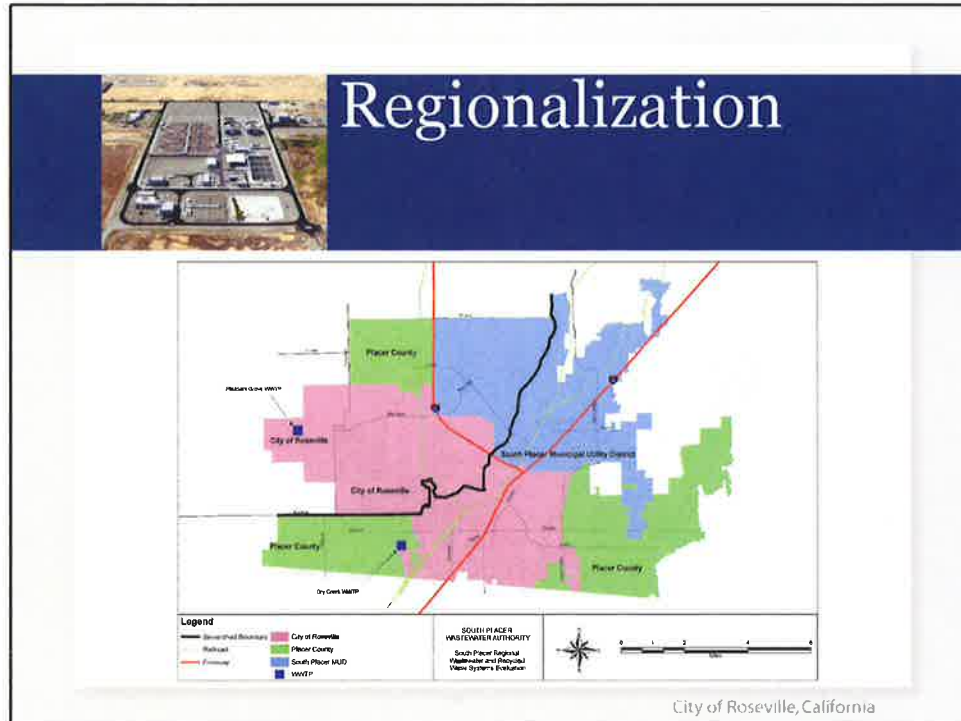
- Collections
- Treatment
- Laboratory / Compliance
- Industrial Waste
- Maintenance
- Recycled Water

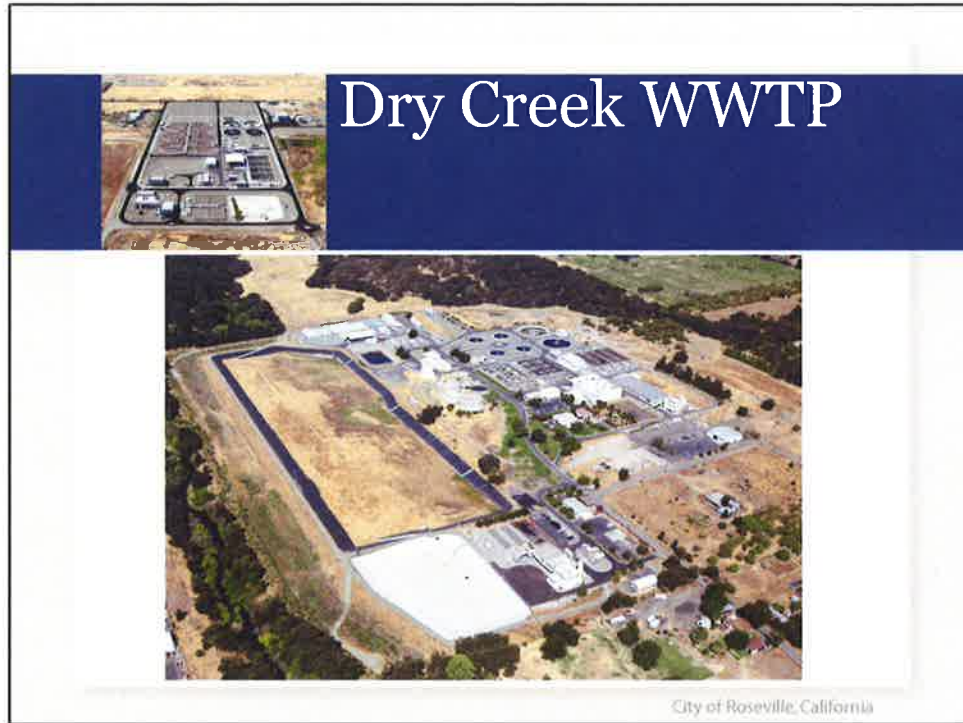
City of Roseville, California

Collection

- Wastewater completely separate system from Stormwater
- Stormwater discharges to open space areas and creeks

City of Roseville, California







For the past year:

- 80 Wastewater Staff
- 5.8 Billion Gal. wastewater collected / treated
- 1.2 Billion Gal. recycled water delivered
- Approximately 2,520 gallons spilled - 95% recovered
- 60,000 water tests / analysis performed
- 1,100 commercial and industrial facilities inspected

City of Roseville, California



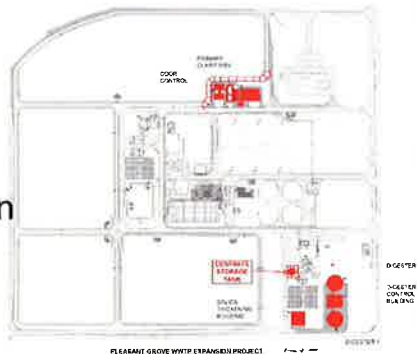
Pleasant Grove WWTP Expansion

Capacity Expansion
Construction Cost ~\$60M

- Primary Clarifiers
- Anaerobic Digesters

Energy Conversion
Improvements Construction Cost ~\$15M

- CNG Fueling
- Electricity Cogeneration



PLEASANT GROVE WWTP EXPANSION PROJECT

City of Roseville, California



Dry Creek WWTP Improvements

- Process modifications to reduce nitrogen levels in treated water (regulatory requirement)
- Improve existing energy conversion facilities to better utilize digester gas
- \$660K SGIP grant to help pay for energy improvements

City of Roseville, California



Recent Recognition

Water Environment Federation Recognition

- Water Recycling
- Advanced Wastewater Treatment
- FOG and Food Waste Processing (landfill diversion)
- Energy Recovery



City of Roseville, California



Water Quality



City of Roseville, California



Questions



City of Roseville, California