



AGENDA
June 27, 2017
VIDEO

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 MAY 23, 2017 MINUTES**
 - 3.1. May 23, 2017 Minutes
- 4. ORAL COMMUNICATIONS/PUBLIC COMMENTS**
- 5. REQUESTS/PRESENTATIONS**
 - 5.1. Roseville Electric Utility Monthly Update
Report by Electric Utility Director Michelle Bertolino summarizing monthly status of Electric Utility issues, for information.
 - 5.2. Roseville Electric 2016 Annual Reliability Overview
Presentation by Electric Senior Power Engineer Mitch Larkin summarizing the 2016 Annual Reliability Overview, for information.
 - 5.3. Roseville Electric Utility Public Benefit Programs FY18
Presentation by Electric Customer Programs Supervisor David Bradford on Fiscal Year 2018 Public Benefit and Customer Programs, for information.
 - 5.4. Environmental Utilities Monthly Update
Report by Environmental Utilities Director Rich Plecker summarizing monthly status of Environmental Utilities issues, for information.
 - 5.5. Environmental Utilities 2017 Residential Customer Satisfaction Survey Results
Presentation by Public Information Officer Maurice Chaney and RKS Research & Consulting Ann Davis on the 2017 Residential Customer Satisfaction Survey Results, for information.
- 6. BOARD MEMBER / COMMISSIONER / STAFF REPORT**

7. ADJOURNMENT



PUBLIC UTILITIES COMMISSION

Title: May 23, 2017 Minutes

Meeting Date: 6/27/2017
Item #: 3.1.

ATTACHMENTS:

Description

May 23, 2017 Draft Minutes

MINUTES
Public Utilities Commission

May 23, 2017
7:00 p.m.

Council Chambers
311 Vernon Street
Roseville, CA 95678

1. Roll Call

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

Staff Present: Michelle Bertolino, Electric Utility Director
Todd White, Electric Assistant Utility Director
Philip McAvoy, Electric Rates and Financial Administrator
Joanna Cucchi, Senior Electric Business Analyst
Matt Nelson, Electric Business Analyst
Bill Chaplin, Energy Services Account Representative
Rich Plecker, Environmental Utilities Director
Dale Olson, Environmental Utilities Principal Engineer
Vonette Fontaine, Electric Public Information Officer
Joe Mandell, Senior Deputy City Attorney
Cheryl Hammond, Recording Secretary

2. Pledge of Allegiance

3. Minutes of April 25, 2017

The minutes of April 25, 2017 were approved as presented.

4. Oral Comments/Public Comment

None

5. New Business

- a. Environmental Utilities Monthly Update Roseville
Report by Environmental Utilities Director Rich Plecker summarizing monthly status of Environmental Utilities issues, for information.

Public Comment: None

b. Environmental Utilities Fiscal Year 2017-18 Budget Overview

Presentation by Environmental Utilities Director Rich Plecker summarizing the Environmental Utilities Budget for Fiscal Year 2017-18, for information.

Public Comment: None

c. Roseville Electric Utility Fiscal Year 2017-2018 Budget Overview

Presentation by Electric Utility Director Michelle Bertolino summarizing the Electric Utility Budget for Fiscal Year 2017-2018, for information.

Public Comment: None

d. Electric Utility Monthly Update

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

Public Comment: None

d. Roseville Electric Utility Net Energy Metering Successor Rate

Report by Electric Rates and Financial Administrator Philip McAvoy summarizing the Net Energy Metering Successor Rate, for recommendation.

Public Comment:

Larry Hufty, Roseville resident and solar customer. Mr. Hufty asked for clarification on the grandfathering clause proposed. His request is for the grandfathering clause of current customers to not be eliminated in the near term and to remain a full 20 years to protect the investment of his solar purchase.

Malcolm Jumelet, Roseville resident and solar customer. Mr. Jumelet commented that Roseville Electric does a good job of communicating with the public. His solar was installed in good faith knowing that using solar energy would assist the utility by cutting costs and not having to create new generation capacity. Limiting the Roseville Solar 2.0 grandfathering clause to only 20 years is a broken promise because it was not mentioned in the BEST homes program and now he will not get an expected payout in five or six years.

MOTION: Commissioner McHan made the motion, which was seconded by Commissioner Vertido to recommend the Net Energy Metering Successor Rate.

Ayes: Granger, Hildebrand, McHan, Schmitz, Speight, Vertido, Viele
Noes: None
Abstain: None

6. Reports – Commission/Staff

Commissioner Viele shared that 3000 pounds of medication was collected at the Roseville Police Department sponsored Medication Take Back Day on Saturday, April 29, 2017.

7. Proposed Future Agenda Items

None.

8. Adjournment

Commissioner Vertido moved for adjournment of the May 23, 2017 Public Utilities Commission meeting. Commissioner Viele seconded the motion. The motion passed unanimously at 8:37 p.m.

John Speight
Chairperson

Cheryl Hammond
Recording Secretary



PUBLIC UTILITIES COMMISSION

Title: Roseville Electric 2016 Annual Reliability Overview

Meeting Date: 6/27/2017
Item #: 5.2.

ATTACHMENTS:

Description

Electric System Reliability Overview



Presentation Overview

- Electric system reliability definition
- System reliability metrics and targets
- Roseville Electric's system performance
- Causes of unscheduled outages
- Outage mitigation
- Reliable system design

What Does Reliability Mean?

The ability of an electric power system to withstand various conditions while delivering safe and consistent electric service to the customer.

Electric Key Performance Indicators

- Key Performance Indicators used by Roseville Electric and other electric utilities to evaluate reliability
 - SAIFI* – System Average Interruption Frequency Index
 - SAIDI* – System Average Interruption Duration Index

*Industry standard metrics

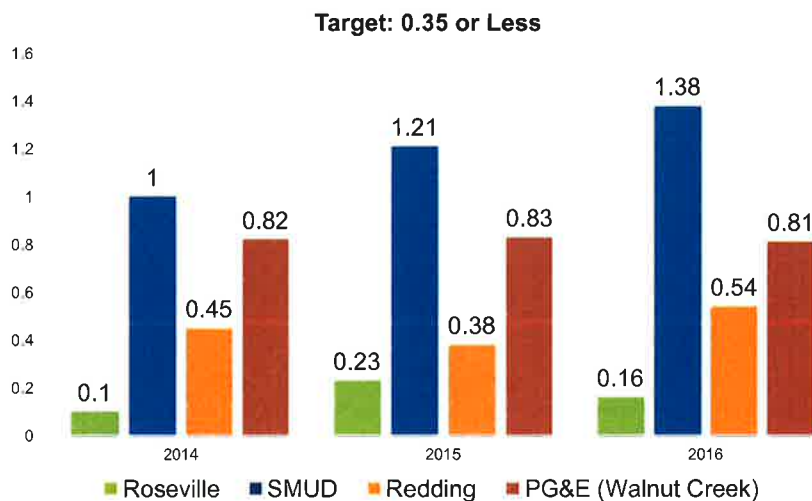
Average Outage Frequency

The System Average Interruption Frequency Index (SAIFI) is a numerical way to measure the average number of times outages occur for all customers.

Target:

Roseville Electric strives to have less than approximately one outage every three years for all customers. This is an index of 0.35 or less.

'14-'16 Average Outage Frequency, SAIFI



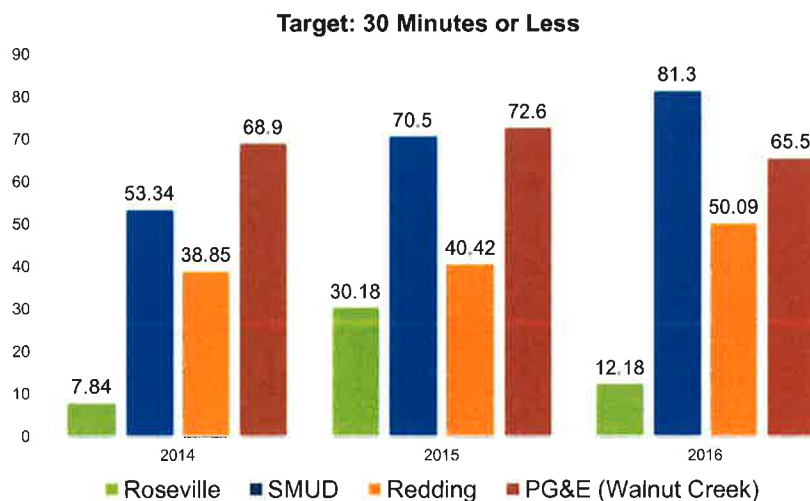
Average Outage Duration

The System Average Interruption Duration Index (SAIDI) is the average sustained outage time for all customers.

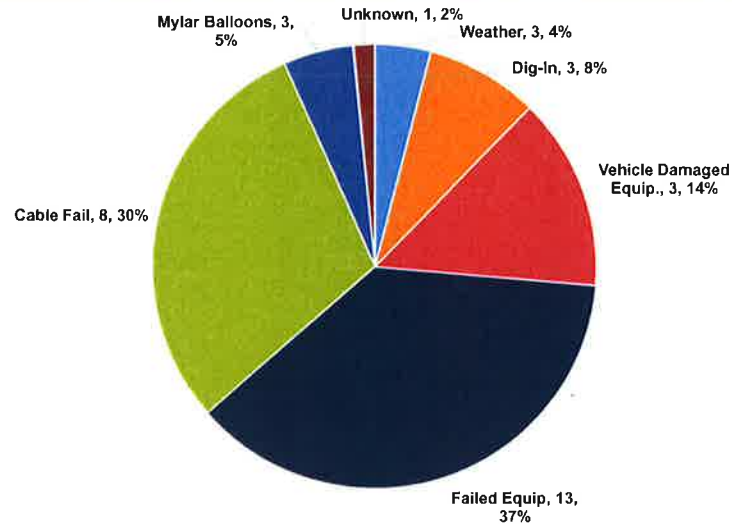
Target:

Roseville Electric strives to restore power in 30 minutes or less.

'14-'16 Average Outage Duration, SAIDI



Customer Outage Minutes



Outage Mitigation

- Routine substation maintenance & inspection
- Proactive aged cable and equipment replacement
- Routine field equipment inspections
 - Poles
 - Connectors
 - Transformers
 - Pad-mounted Switches
- Tree trimming

Reliable System Design

- Design methodology 85% UG and 15% OH
- New installations design - underground lines with pad-mounted devices
 - Minimal risk of failure due to weather
- Designed for additional growth and flexibility
- 12 kV customers can be fed from multiple sources
- 60 kV system is *networked* (redundant)



Failed 60kV Insulator

- Failed 11/19/2016
- On most systems, this failure would have put a large number of customers in the dark for a significant time
- Because of our system design, *no* customers were interrupted
- At most customers saw a brief “flicker”

Questions?





PUBLIC UTILITIES COMMISSION

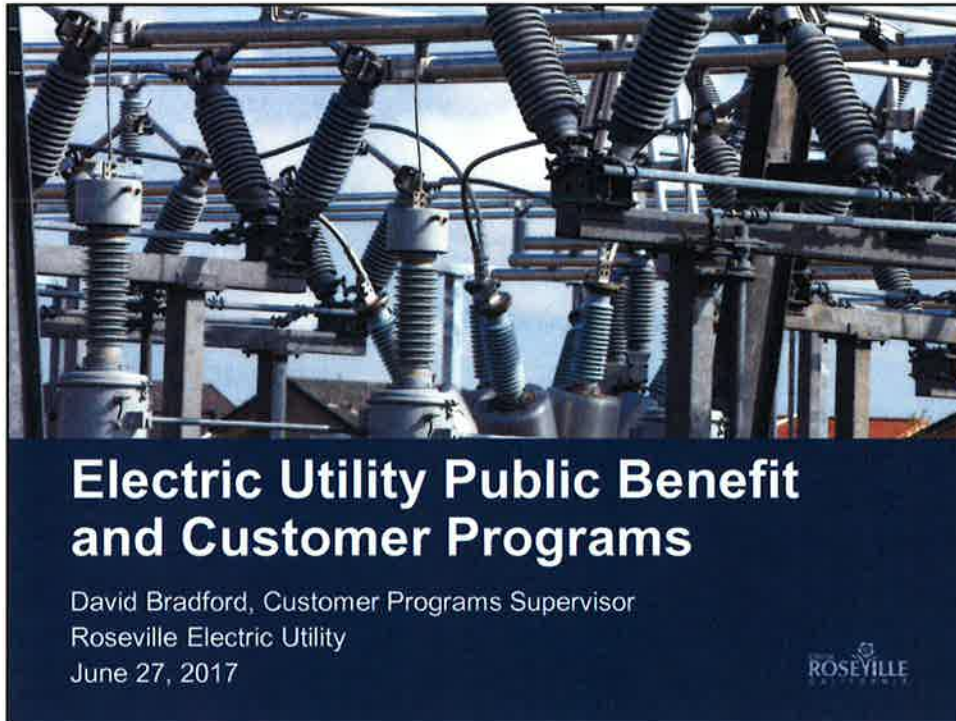
Title: Roseville Electric Utility Public Benefit Programs FY18

Meeting Date: 6/27/2017
Item #: 5.3.

ATTACHMENTS:

Description

Electric Public Benefit and Customer Programs



Public Benefits Background

- CA Assembly Bill 1890 – Requires publicly owned utilities to implement a surcharge to fund “public benefits” programs.
 - Roseville Electric Utility’s surcharge is 2.85 percent of total revenues collected.
 - Public benefits funds are used to implement programs in our community.
-

Public Benefit Requirements

- Legislation created categories of public benefit programs:
 - Energy Efficiency and Demand Side Management
 - Renewable Energy
 - Programs for Low-Income Customers
 - Research, Development and Demonstration
-

Energy Programs in Roseville

- Roseville Electric Utility has been assisting customers with energy conservation advice since the early 1980s.
 - Public Benefit Programs focus on two general areas:
 - Residential Programs
 - Commercial Programs
-

FY18 Residential Programs

- Energy Efficiency Rebates
 - High Efficiency Air Conditioner
 - Whole House Fan
 - Variable Speed Swimming Pool Pumps
 - Shade Trees
 - Shade Screens and High Efficiency Windows
 - Low Income Program
 - “Whole House” Efficiency Upgrades
 - Rate Assistance
 - Multi-Family Efficiency
-

FY18 Residential Programs

- Plug in Electric Vehicle
 - New Electric Vehicles
 - Level II Chargers
 - Research
 - Home Energy Reports
 - LED Lighting
 - Upstream Rebate
 - New Construction Home Builder
-

FY18 Commercial Programs

- Energy Efficiency
 - Cooling and Air Conditioning
 - Electric Motors
 - Restaurant/Food Service Equipment
 - Window Film
 - LED Lighting Interior & Exterior
 - Lighting Sensors & Controls
 - Custom Projects
-

Conclusion

- Program design based on:
 - Customer feedback
 - Technology advancements
 - Building codes
 - Performance evaluations
 - Cost-effectiveness
 - Increased 10 Year Energy Efficiency Goals
-



PUBLIC UTILITIES COMMISSION

Title: Environmental Utilities 2017 Residential Customer Satisfaction Survey Results

Meeting Date: 6/27/2017
Item #: 5.5.

ATTACHMENTS:

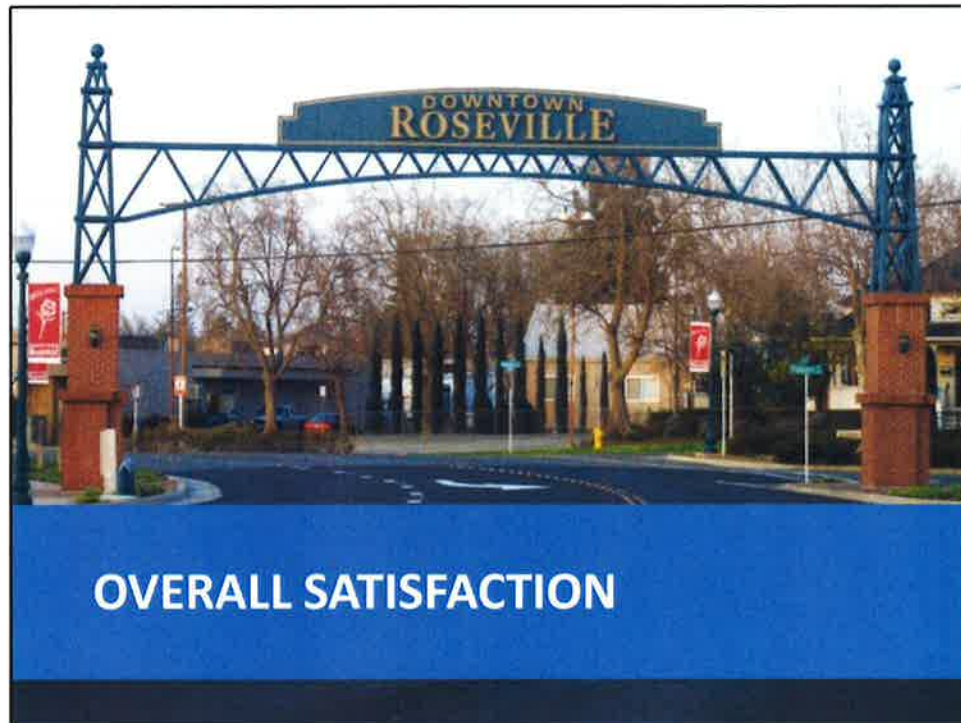
Description

EU 2017 Customer Satisfaction Survey Report



Methodology

Who?	635 Roseville Environmental Utilities Residential Customers April 25 th – May 22 nd
How?	• 435 online interviews (14 min) • 200 phone interviews (17 min)
When?	April 25 th – May 22 nd
What?	



Satisfaction overwhelmingly positive

Overall Satisfaction

("Very Satisfied" Rated 8, 9, 10 on 11 point scale)



79%*

98% Legacy Satisfaction (rated 5-10)

“ I think that The City of ROSEVILLE has one of the friendliest, professional, and environmentally progressive water systems of all 4 of the cities I have lived in...

EU: honest, low rates



5



Water service and price satisfaction; exceeds statewide averages

Satisfaction with Water Service

("Very Satisfied" Rated 8, 9, 10 on 11 point scale)



Satisfaction with Price Paid for Water

("Very Satisfied" Rated 8, 9, 10 on 11 point scale)



**CMUA Muni
Average**

67%
2015 Residential

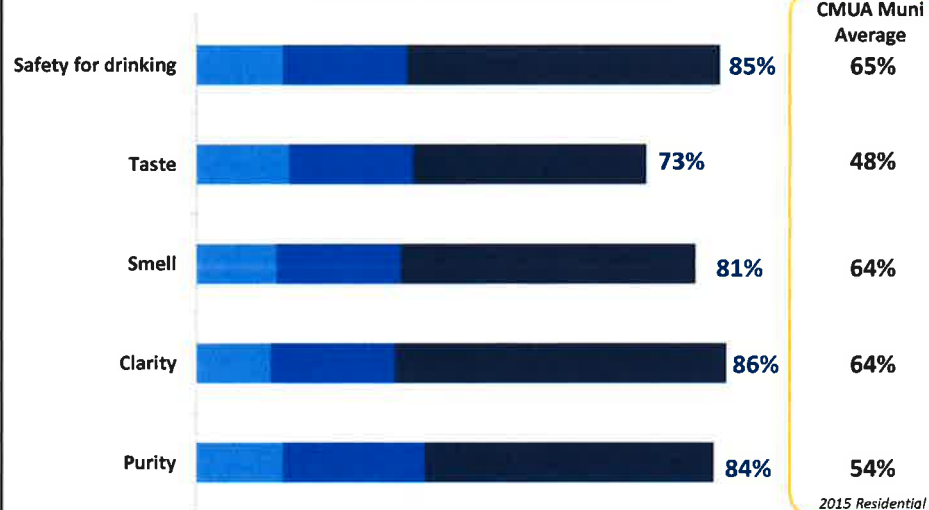
33%
2015 Residential

7

Dimensions of water quality

Among Those Receiving Water Service from Roseville Environmental Utilities

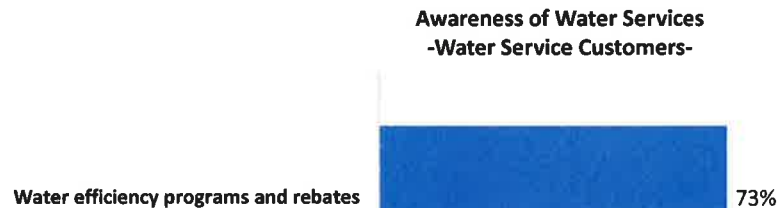
("Very Satisfied" Rated 8, 9, 10 on 11 point scale)



2015 Residential

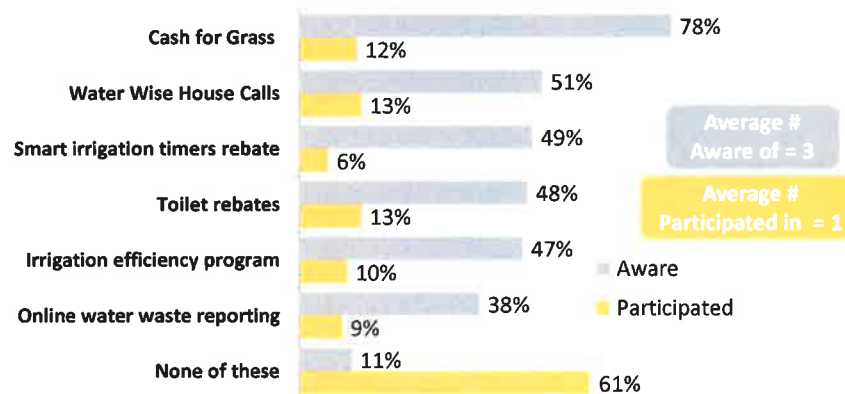
8

Water service and efficiency program awareness



9

Awareness and participation in water efficiency services



10

Participants highly satisfied with efficiency programs

Satisfaction with Water Efficiency Programs
Among Those Participating
(“Very Satisfied” Rated 8, 9, 10 on 11 point scale)



Suggestions for Improving Water Efficiency Programs

Publicize more

“ Advertise more. Make easier to take advantage of the rebates. ”

Fund Sufficiently

“ Have rebates that are cost efficient and not so limited. Also not run out of cash for grass always finished same with mulch ”

Program Flexibility

“ Be flexible on or extend the time limitations for completing the grass for cash landscaping project. It costs a lot of money to landscape your property. A person may need to complete the landscaping project in phases. ”

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Most highly satisfied with solid waste service and price

Satisfaction with Solid Waste Service
("Very Satisfied" Rated 8, 9, 10 on 11 point scale)



Satisfaction with Price Paid for Solid Waste Service
("Very Satisfied" Rated 8, 9, 10 on 11 point scale)



How could service be improved? – Many are satisfied but some have suggestions:

More green waste pick-up

“Provide spring and fall in the street green waste pick-up as this time of year green waste is excessive and won't fit in the bin.”

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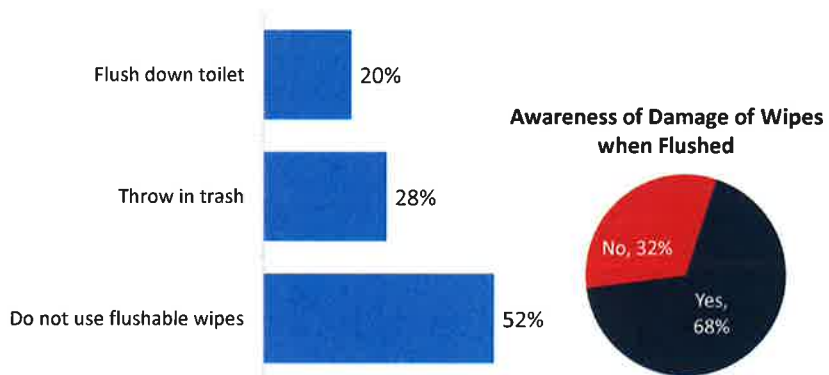
Customers are satisfied with price for wastewater service

Satisfaction with Price Paid for Wastewater Service
(“Very Satisfied” Rated 8, 9, 10 on 11 point scale)



15

Flushable wipes



16

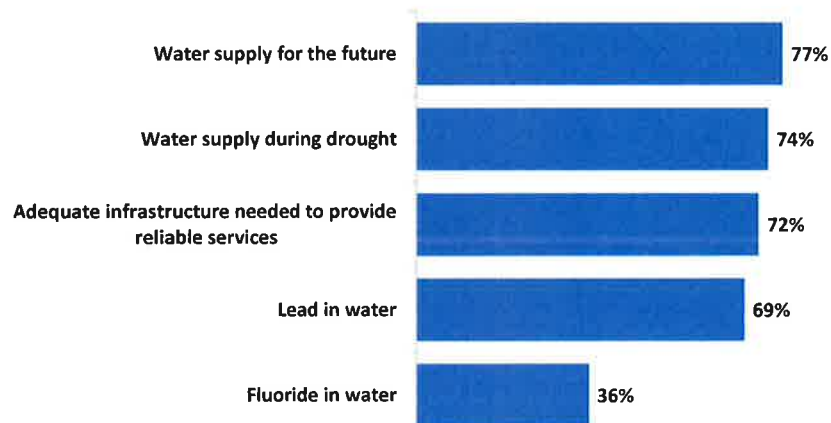
Half of customers believe that stormwater is treated

Agreement that everything that enters storm drain is treated and filtered 55%

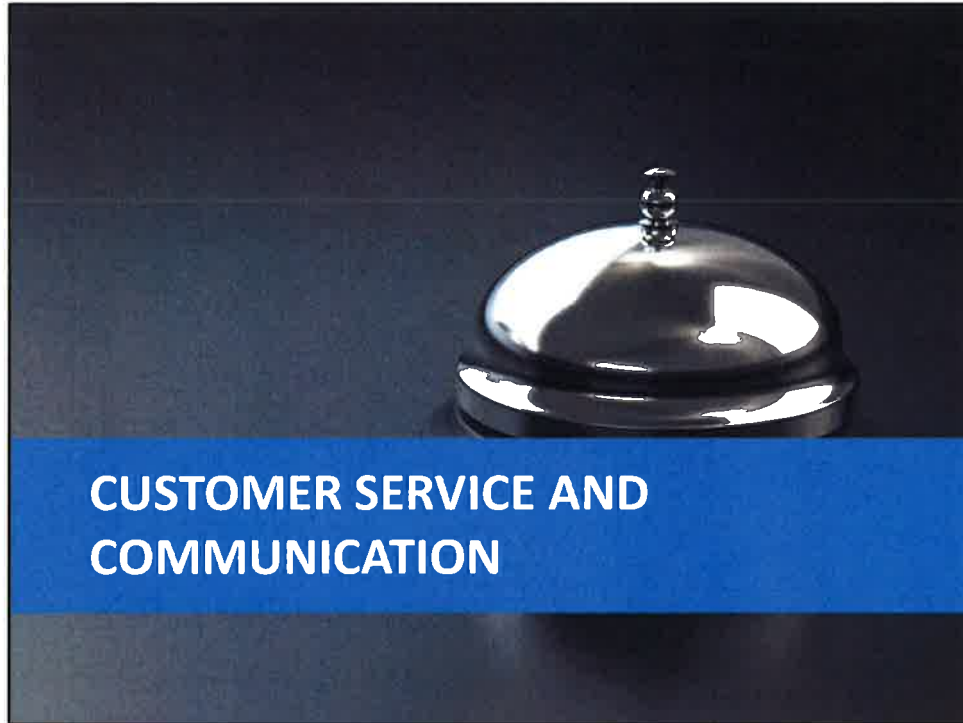
("Agree Completely" Rated 4 and 5 on 5 point scale)

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Water supply concerns top the list of issues concerned about

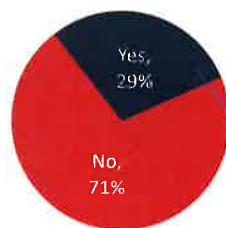


18



7 in 10 have had contact regarding EU

Have you have any kind of contact with the City of Roseville about Environmental Utilities?



CMUA Muni
Average (Water)

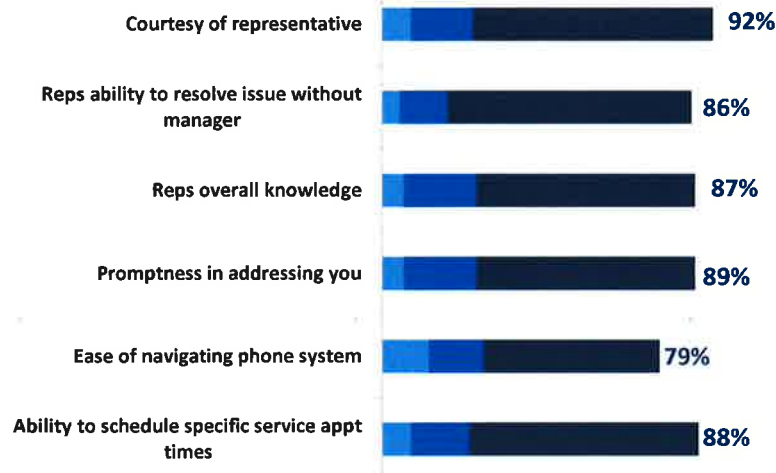
22% yes
2015 Residential

Satisfaction with Customer Service
Among Those with Customer Service Contact
("Very Satisfied" Rated 8, 9, 10 on 11 point scale)



Customers' service experience is positive

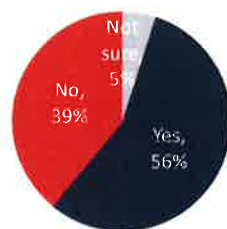
Among Those Contacting Regarding Environmental Utilities in Past 12 Months
("Very Satisfied" Rated 8, 9, 10 on 11 point scale)



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Utility Exploration Center awareness and visitation

Have you heard of Roseville's Utility Exploration Center?



Have you visited?
Among those aware



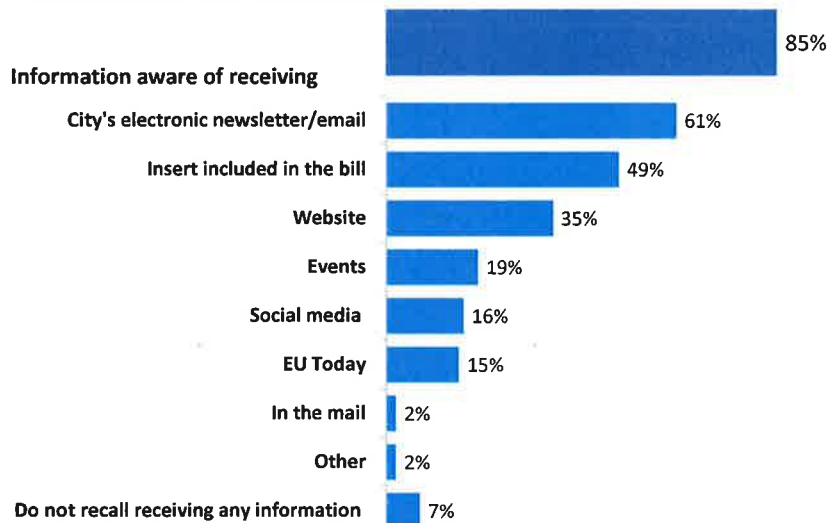
■ Yes ■ No

22

How customers receive information

Provides information I need

("Describes Completely" Rated 4 or 5 on 5 point scale)



23

CONCLUSIONS

Conclusions



Overall satisfaction is high in all areas of service



There are some programs that can use a boost in awareness



Communicate correct disposal of troublesome items



Allay fears for health of future water supply with greater communication



Expand customer awareness and utilization of Utility Exploration Center

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Next steps

- Develop department strategic communications plan that incorporates key findings.
 - Include additional input from internal stakeholders including Roseville Electric Utility and the Utility Exploration Center
 - Completion date anticipated for fall 2017.



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