



AGENDA
March 26, 2019
VIDEO

PUBLIC UTILITIES COMMISSION MEETING

7:00 pm
Council Chambers
311 Vernon Street
Roseville, California
www.roseville.ca.us

THE CITY OF ROSEVILLE WELCOMES YOUR PARTICIPATION

If an agenda item is open to public comment, such public comment shall be addressed to the chair of the meeting.

Public Comment - Speakers have three minutes under Public Comment to speak on issues that are not listed on the agenda and are within the City's jurisdiction. The Brown Act does not permit any action or discussion on items not listed on the agenda.

Consent Calendar - If applicable, the Consent Calendar consists of routine items that may be approved by one motion. Any person can remove an item from the Consent Calendar to be discussed separately.

Agenda Items - Speakers have five minutes to address items that are listed on the agenda.

Americans with Disabilities Act - Notify the City Clerk or Secretary at least 72 hours in advance if special assistance is required to participate in a meeting including the need of auxiliary aids or services.

Audio/Visual Presentations - If making a presentation regarding an agenda item, audio/visual materials must be submitted to the City Clerk or Secretary at least 72 hours in advance.

Roseville City Clerk 311 Vernon Street, Roseville, CA 916-774-5200 TDD 916-774-5220

1. **CALL TO ORDER**
2. **ROLL CALL**
3. **PLEDGE OF ALLEGIANCE**
4. **PUBLIC COMMENTS**
5. **MINUTES**

5.1. Approval of the February 26, 2019 Minutes

6. REQUESTS/PRESENTATIONS

6.1. Roseville Electric Utility Monthly Update

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

6.2. Roseville Electric Utility Residential Customer Satisfaction Survey Results

Presentation by Public Information Officer Vonette Fontaine on Roseville Electric Utility's 2018 Residential Customer Satisfaction Survey results, for information.

6.3. Roseville Electric Utility Capital Improvement Projects Overview

Presentation by Power Engineer Manager Mark Wilhelm summarizing Roseville Electric Utility Capital Projects, for information.

6.4. Environmental Utilities Monthly Update

Report by Environmental Utilities Assistant Director Dale Olson summarizing monthly status of Environmental Utilities issues, for information.

6.5. Recycled Water Program Update

Presentation by Senior Engineer Todd Jordan on the Recycled Water Program, for information.

7. BOARD MEMBER / COMMISSIONER / STAFF REPORT

8. ADJOURNMENT



PUBLIC UTILITIES COMMISSION COMMUNICATION

Title: Approval of the February 26, 2019 Minutes

Contact:

Meeting Date: 3/26/2019

Item #: 5.1.

ATTACHMENTS:

Description

PUC Minutes 2019_02_26



MINUTES

February 26, 2019

PUBLIC UTILITIES COMMITTEE MEETING

7:00 pm

311 Vernon Street
Roseville, California

1. CALL TO ORDER

2. ROLL CALL

Present: Granger, Hildebrand, Sedwick, Speight, Vertido, Viele, Cannon

3. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Commissioner Viele.

4. APPROVAL OF MINUTES

4.1. Approval of January 22, 2019 Minutes

Motion by Gretchen Hildebrand, seconded by John Speight, Approve the minutes of the January 22, 2019 Public Utilities Commission meeting. The Motion Passed.

Roll call vote: Ayes: Cannon, Granger, Hildebrand, Sedwick, Speight, Vertido, Viele

5. PUBLIC COMMENTS

6. REQUESTS/PRESENTATIONS

6.1. Roseville Electric Utility Monthly Update

Report by Assistant Electric Utility Director Todd White summarizing the monthly status of Electric Utility issues, for information.

Assistant Electric Utility Director Todd White made the presentation.

No public comment received.

6.2. Roseville Electric Utility Battery Storage Update

Presentation by Power Engineer Vincent Bottoni on Battery Storage, for information.

Power Engineer Vincent Bottoni made the presentation.

No public comment received.

6.3. Environmental Utilities Monthly Update

Report by Refuse and Stormwater Manager Devin Whittington summarizing the monthly status of Environmental Utilities issues, for information.

Refuse and Stormwater Manager Devin Whittington made the presentation.

No public comment received.

6.4. Environmental Utilities Solid Waste Overview

Report by Refuse and Stormwater Manager Devin Whittington with an overview of Solid Waste's operations, for information.

Refuse and Stormwater Manager Devin Whittington made the presentation.

No public comment received.

7. BOARD MEMBER / COMMISSIONER / STAFF REPORT

None

8. ADJOURNMENT

Motion by John Vertido, seconded by Blandon Granger, to adjourn the meeting at 7:37 p.m.. The Motion Passed.

Roll call vote: Ayes: Cannon, Granger, Hildebrand, Sedwick, Speight, Vertido, Viele

John Vertido
Chair

Cheryl Hammond
Recording Secretary



PUBLIC UTILITIES COMMISSION COMMUNICATION

Title: Roseville Electric Utility Residential Customer Satisfaction Survey Results
Contact:

Meeting Date: 3/26/2019
Item #: 6.2.

ATTACHMENTS:

Description

Roseville Electric 2018 Residential Customer Satisfaction Survey

Roseville Electric Utility 2018 Residential Customer Satisfaction Survey

***Roseville Public Utility Commission
March 26,2019***



Prepared by :



RESEARCH & CONSULTING

Methodology

Roseville Electric Utility Yearend 2018/early 2019 Residential Oversample:

- A total of 227 interviews conducted. Roseville Electric Utility identified as sponsor.
 - 50 Telephone Interviews (January 21-27, 2019)
 - 177 Online Interviews (January 29-February 10, 2019)

Most Recent Previous Roseville Electric Utility Oversample

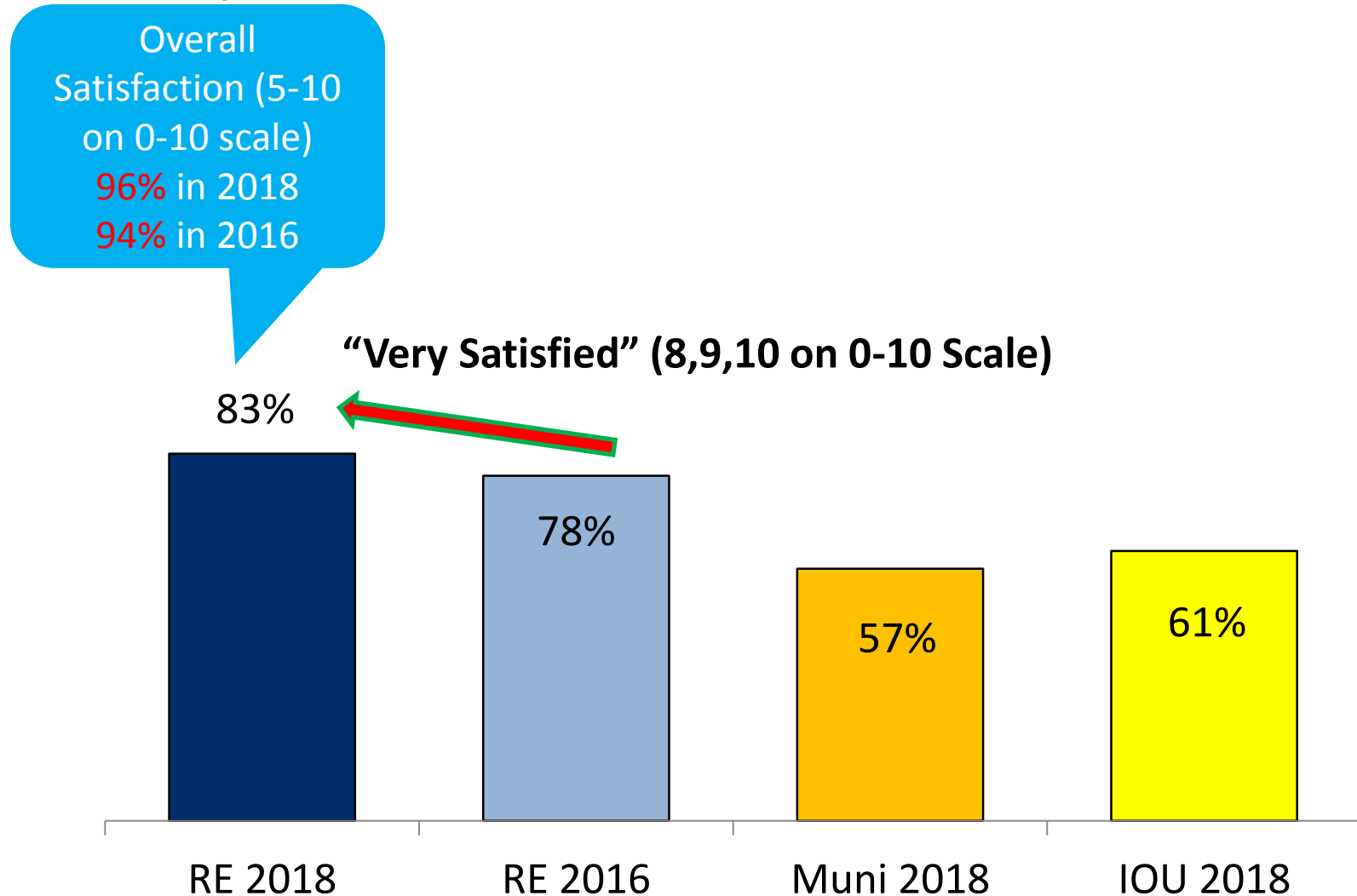
- August/September, 2016
- 229 residential interviews conducted (111 phone/118 online)

CMUA 2018 Statewide Residential Survey

- 1,702 online interviews
- Conducted May/June 2018
- Represented Muni and IOU customers throughout California

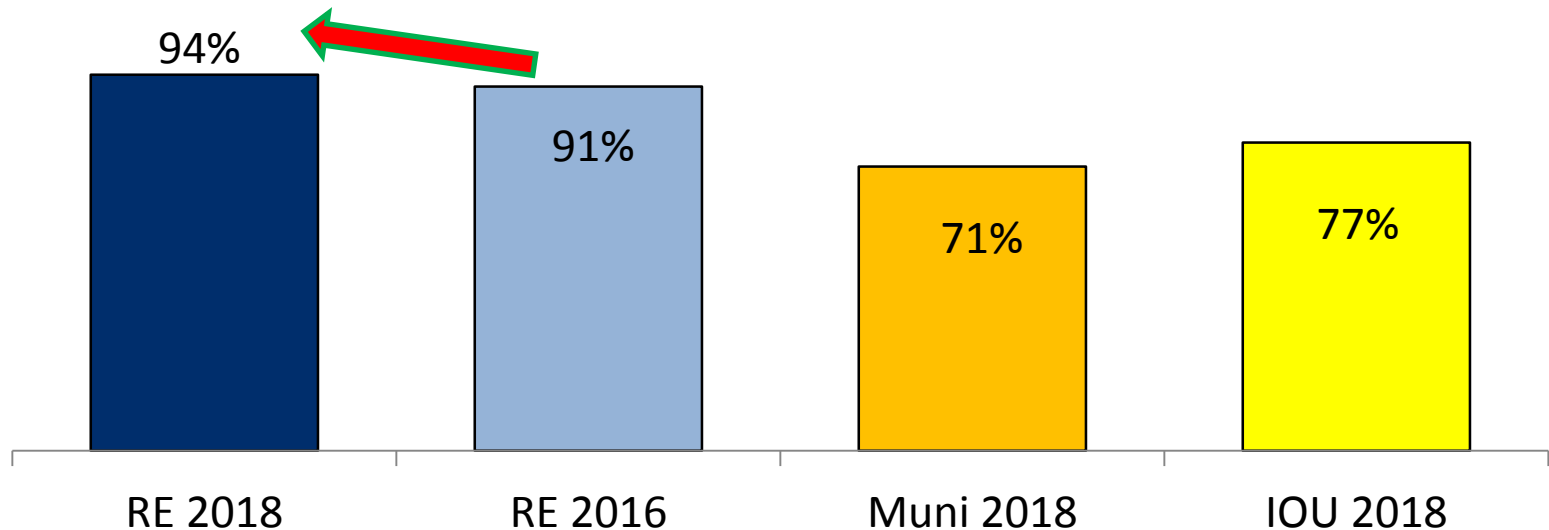
Roseville Electric Utility Customer Satisfaction

Up From 2016; Exceeds Muni & IOU



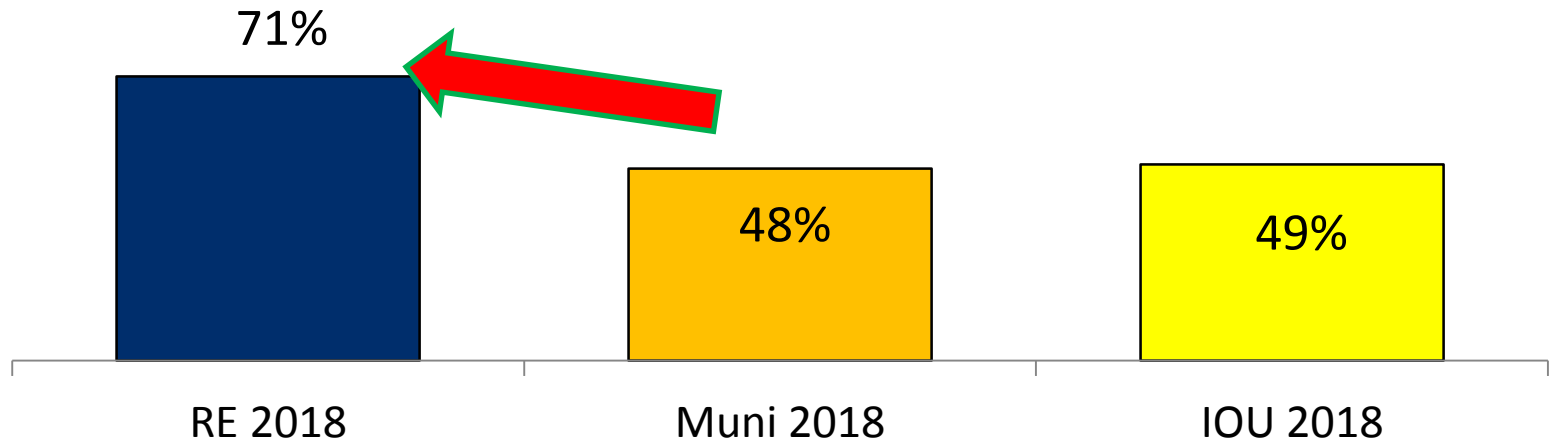
Reliability: Major Strength--Virtually All Customers Rate it Excellent

Power Reliability “Excellent”



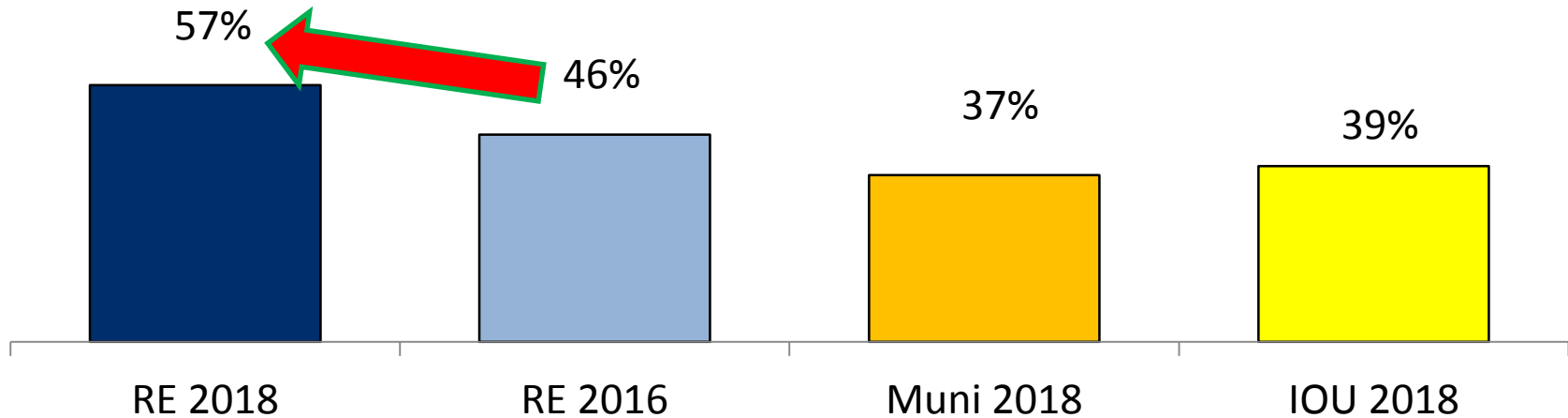
Overall Trust In Roseville Electric Utility Is Strong And Well Above State Level

Overall Trust



Over Half are Very Satisfied with Electricity Prices

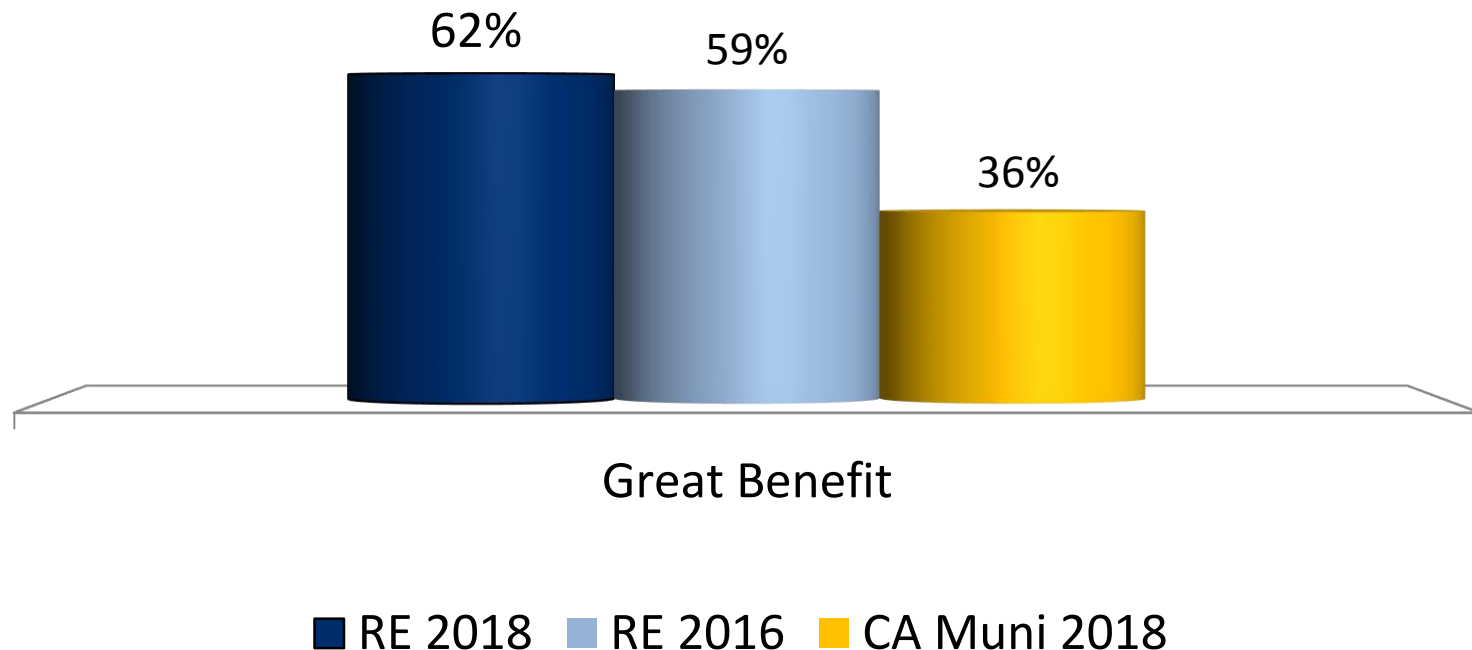
Price Satisfaction – “Very Satisfied”



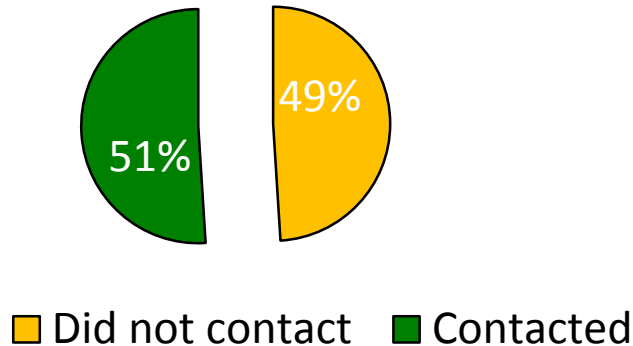


Majority RE Customers See Great Benefit Of Having Their Own Utility In 2018

Benefit Roseville Gets From Having Its Own Utility



Customer Service: Half Contacted Roseville Electric Utility and Were Very Satisfied

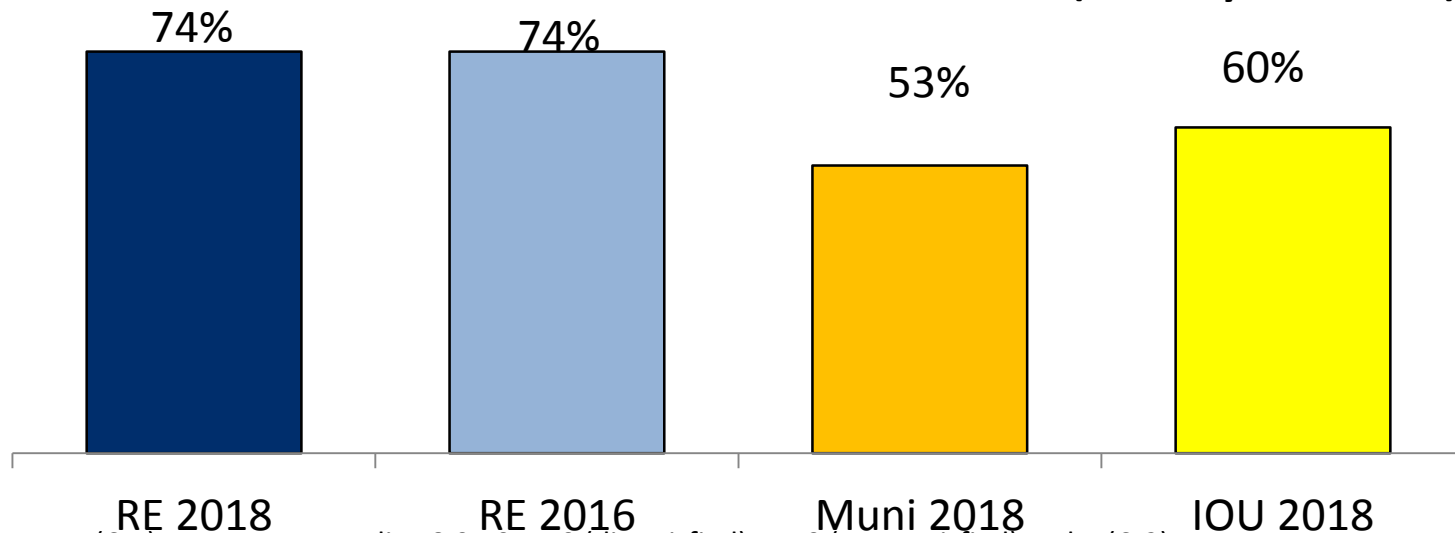


Most call.



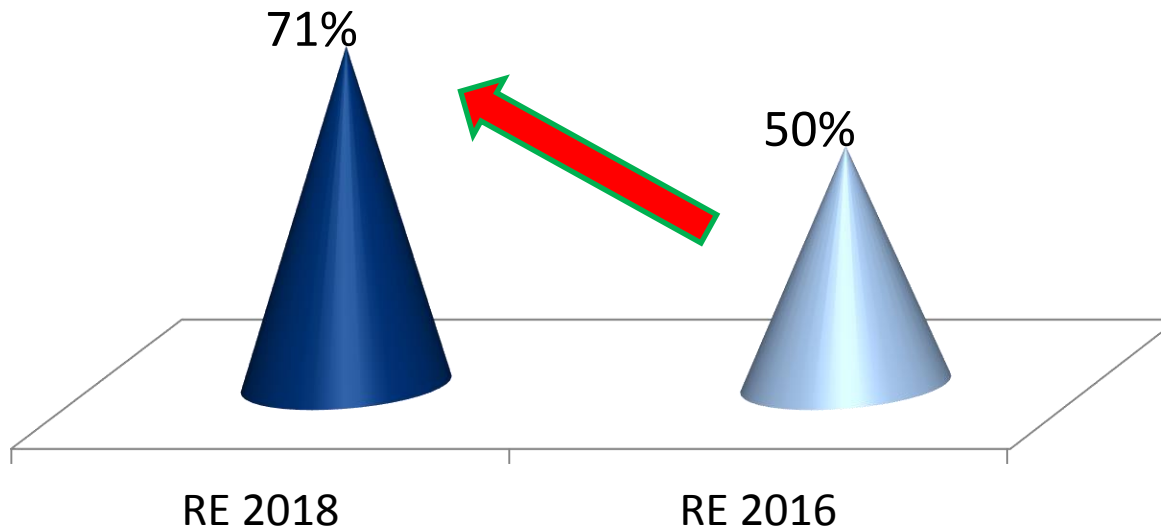
Called	43%
Emailed	8%
Visited	5%

Satisfaction with the most recent contact (% "Very Satisfied")



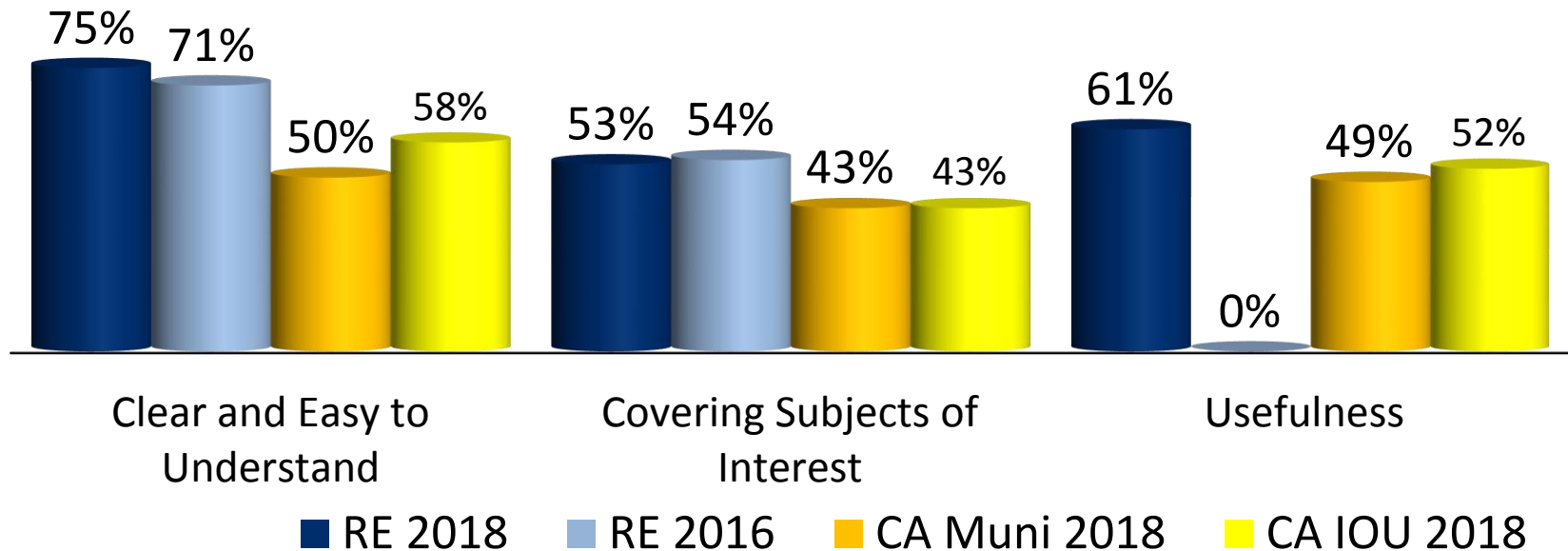
Website Visits Within The Past Year Have Increased Dramatically

% Visited RE's Website Within The Past Year



Communication – Rating of Attributes Strong In 2018

Communication Attributes – “Very Satisfied”



1. This yearend 2018/early 2019 survey is an excellent report card for Roseville Electric Utility—some of the best performance scores the utility has received.
 - Individual customer satisfaction dimensions show improvement over 2016, and on virtually all measures, Roseville customers award their utility higher scores than the statewide muni and IOU averages.

RKS recommends two actions:

- ✓ Disseminate the results widely—both internally and external
 - ✓ Use these results to “push the envelope” and articulate future goals and initiatives
2. A special Deep-Dive analysis contains some new and important information about Roseville residential customers, pointing to some exciting opportunities to remake the relationship between customer and utility for mutual benefit.



PUBLIC UTILITIES COMMISSION COMMUNICATION

Title: Roseville Electric Utility Capital Improvement Projects Overview

Contact:

Meeting Date: 3/26/2019

Item #: 6.3.

ATTACHMENTS:

Description

Capital Projects Update 2019



Roseville Electric Utility Capital Projects Overview

Mark Wilhelm, Nathan Ribordy, Kristen Kelley

March 26, 2019

Capital Project Budgets

Distribution	\$9.3M
Advanced Metering Infrastructure	4.6M
New Services	4.0M
Power Plants	2.2M
Total	\$20.1M

Capital Funding Sources

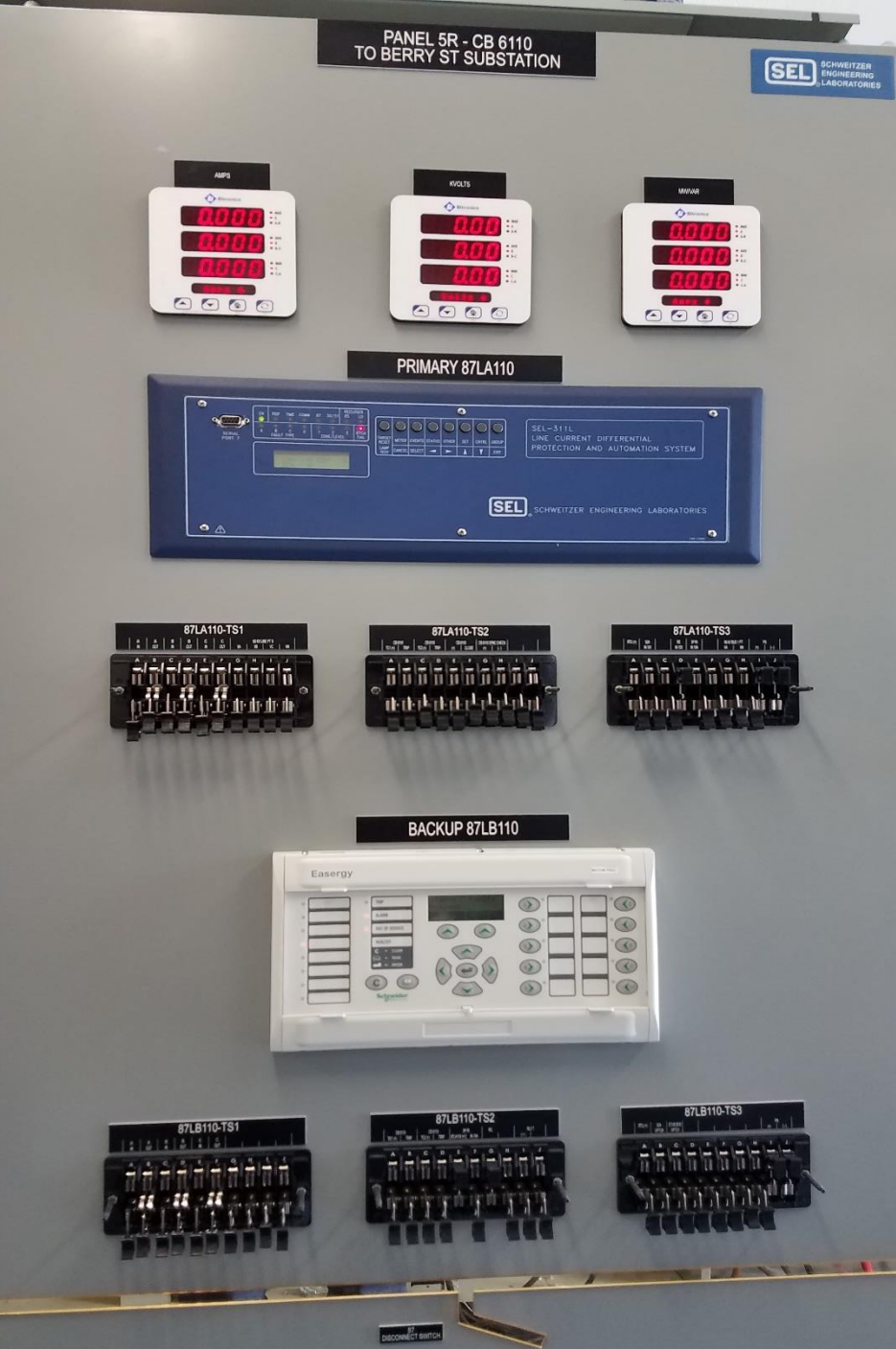
Rates	\$13.0M
Development Fees	4.0M
State of California	3.1M
Total	\$20.1M



Distribution Systems

- Substations
 - New transformer at the Fiddymment substation
 - Expand the existing Pleasant Grove substation





Distribution Systems

- Protection and control system replacements and upgrades
- 12kV system upgrades and extensions



Dispatch Center

- Outage Management System (OMS)
- Telephone and Backup Communications
- Advanced Distribution Management (ADMS)
- Supervisory Control and Data Acquisition System (SCADA)

Advanced Metering Infrastructure





New Services

- Extension of electric services to new customers and development



Power Plants

- Generators
- RPP2 Rehabilitation
- Zero Liquid Discharge Improvements

Thank you!

**Kristen Kelley,
AMI Project Manager**

**Mark Wilhelm,
Power Engineering Manager**

**Nathan Ribordy,
Power Plant Engineer**



PUBLIC UTILITIES COMMISSION COMMUNICATION

Title: Recycled Water Program Update

Contact:

Meeting Date: 3/26/2019

Item #: 6.5.

ATTACHMENTS:

Description

EU Recycled Water Program 2019



Environmental Utilities Recycled Water Program Overview

Todd Jordan, Senior Engineer

March 26, 2019



Recycled Water Uses

- Keeping Roseville Green
 - Parks
 - Golf Courses
 - Schools
 - Streetscapes
 - Landscapes
- Energy Production
 - Cooling Units

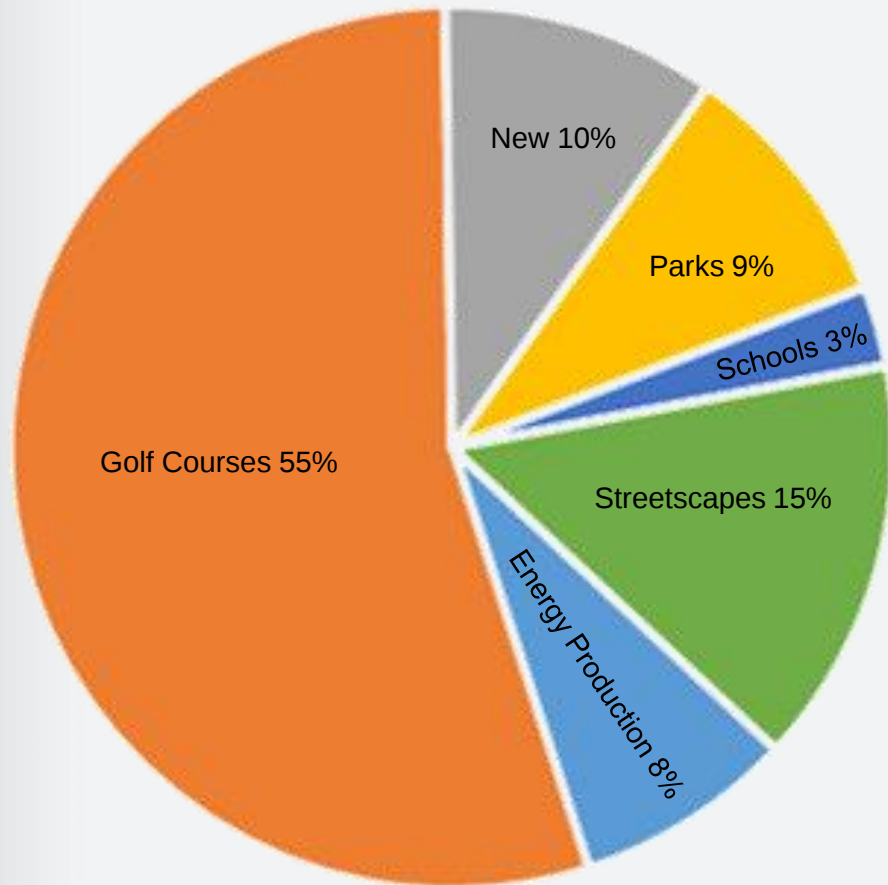
Construction and Residential Use



Continue to Pursue RW Projects



2018 Summary



- +945 million gallons served
- Up 30% from last year
- Less rainfall last year
- Construction use is low
- No residential demand

Questions

