



AGENDA

January 28, 2020

PUBLIC UTILITIES COMMISSION MEETING
6:00 p.m.
Council Chambers
311 Vernon Street
Roseville, California

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 October 22, 2019 Minutes
 - 5.2. Approval of November 26, 2019 Minutes

6. REQUESTS/PRESENTATIONS

6.1. Roseville Electric Utility Monthly Update

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

6.2. Roseville Electric Utility Electric Vehicle Programs Update

Presentation by Electric Customer Programs Supervisor, David Bradford, providing an update on the Electric Utility's Electric Vehicle programs, for information.

6.3. Environmental Utilities Monthly Update

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

6.4. Environmental Utilities Customer Satisfaction Survey Results

Presentation by Environmental Utilities Public Information Officer, Maurice Chaney, and RKS Research, providing the results of the Environmental Utilities Customer Satisfaction Survey, for information.

6.5. Environmental Utilities Capital Projects Overview

Presentation by Principal Engineer, George Hanson, providing an overview of the Environmental Utilities Department's capital projects, for information.

7. BOARD MEMBER / COMMISSIONER / STAFF REPORT

8. ADJOURNMENT



PUBLIC UTILITIES COMMISSION COMMUNICATION

Title: Approval of October 22, 2019 Minutes

Contact:

Meeting Date: 1/28/2020

Item #: 5.1.

ATTACHMENTS:

Description

Approval of October 22, 2019 Minutes



MINUTES

October 22, 2019

PUBLIC UTILITIES COMMISSION MEETING

6:00 p.m.

Council Chambers
311 Vernon Street
Roseville, CA

1. CALL TO ORDER

Chair Speight called the October 22, 2019, Public Utilities Commission meeting to order at 6:00 p.m.

2. ROLL CALL

Present: Cannon, Granger, Sedwick, Speight, Webb
Absent: Vertido, Viele

3. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Commissioner Granger.

4. PUBLIC COMMENTS

No public comments received.

5. APPROVAL OF SEPTEMBER 24, 2019, MINUTES

5.1. Approval of September 24, 2019, Minutes

Motion by Samuel Cannon, seconded by Elaine Webb, Approve Motion. The Motion Passed.

Roll call vote: Ayes: Cannon, Granger, Sedwick, Speight, Webb

Absent: Vertido, Viele

6. REQUESTS/PRESENTATIONS

6.1. Environmental Utilities Monthly Update

Presentation by Assistant Environmental Utilities Director, Dale Olson, summarizing the status of Environmental Utilities issues, for information.

Assistant Director Olson provided an update on the Environmental Utilities Department's Open Houses. The Groundwater Well Open House was held on September 28, 2019, and had approximately 70 attendees. The Pleasant Grove Wastewater Treatment Plant Open House was held on October 5, 2019, with approximately 100 attendees. Staff was very pleased with the turnout and felt both events were successful.

He also discussed Environmental Utilities' upcoming presentations to the City Council, including the Central Valley Project Improvement Act (CVPIA) Water Transfer with Sacramento Municipal Utility District (SMUD), as well as the Pleasant Grove Wastewater Treatment Plant's Expansion and Energy Recovery Projects.

Assistant Director Olson mentioned that recently one of the refuse trucks caught fire due to the illegal disposal of Lithium-ion batteries.

Commissioner Granger asked for clarification on the disposal of compact fluorescent (CFL) bulbs, and commented that both Home Depot and Lowes have recycle bins in their stores for this purpose.

Assistant Director Olson explained, if customers are not able to dispose of their bulbs, they can call the Environmental Utilities Solid Waste Department for curbside pickup.

6.2. Environmental Utilities Legislative and Regulatory Overview

Presentation by Utility Government Relations Administrators Marisa Tricas and Noelle Mattock, providing a year-end review of key legislation and regulatory activities, for information.

Commissioner Webb inquired how these regulations will affect the Roseville residents on a day-to-day basis. Staff Member Mattock responded that Assembly Bill (AB) 401 could potentially have cost impacts and increase rates, depending on the proposal, but Roseville customers will not see a difference in the quality of the water. She added, the Water Resilience Portfolio could be a potential funding source for infrastructure projects such as groundwater and recycling, depending on what is deemed important for the future for a resilient California.

Chair Speight asked whether a tax would be implemented on Lithium-ion batteries. Staff Member Mattock responded that it would be an extended producer responsibility to implement a recycling program in California for the products.

Commissioner Sedwick thanked Staff Member Tricas for the report regarding the September Washington D.C. trip.

6.3. Roseville Electric Utility Update

Report by Assistant Electric Utility Director, Shawn Matchim, summarizing

monthly status of Electric Utility issues, for information.

Assistant Director Matchim mentioned Roseville Electric will be hosting "Spooktacular", which is a free event that will be held at the Utility Exploration Center on October 26, 2019, from 10:00 a.m. to 2:00 p.m.

He also discussed the recent Public Safety Power Shut-offs (PSPS) implemented by PG&E and explained that Roseville Electric customers have not been directly impacted by this. He added, although there has been no direct impact to Roseville Electric's customers, there has been a tremendous amount of communication with customers and the community explaining what the implications may mean to them.

Commissioner Sedwick commented that the City of Roseville residents are very fortunate to have not experienced any loss of power. She asked if any other cities are interested in receiving service from Roseville Electric. Assistant Director Matchim responded that there have been some preliminary discussions with the City of Rocklin, and that Roseville Electric is open and receptive to hearing these discussions. He added, however, that looking out for the best interest of the current customer base is an essential core item when considering expanding the service territory.

Chair Speight commented that he appreciated the information and he hoped that Roseville Electric would continue to emphasize the difference between PG&E and the City of Roseville Electric Utility. Assistant Director Matchim confirmed that Roseville Electric will continue to communicate that this is a municipal model that has worked well for the city.

6.4. Roseville Electric Legislative and Regulatory Overview

Presentation by Utility Government Relations Administrator, Amber Blixt, providing a year-end overview of key energy-related legislation, for information.

Commissioner Webb questioned how these regulations will affect the Roseville residents on a day-to-day basis and what type of costs will have to be covered. Staff Member Blixt explained that this could affect how Roseville Electric conducts business and engages with its customers and she also stated that it could affect how customer programs are structured, adding that local control and governance could be affected by the proposed legislation.

7. BOARD MEMBER / COMMISSIONER / STAFF REPORT

There were no comments made by the Commissioners.

8. ADJOURNMENT

The Public Utilities Commission Meeting was adjourned at 6:55 p.m.

Motion by Elaine Webb, seconded by Blandon Granger, Approve Motion. The Motion Passed.

Roll call vote: Ayes: Cannon, Granger, Sedwick, Speight, Webb

Absent: Vertido, Viele

John Speight
Chair

Pamela Walsh
Recording Secretary



PUBLIC UTILITIES COMMISSION COMMUNICATION

Title: Approval of November 26, 2019 Minutes

Contact:

Meeting Date: 1/28/2020

Item #: 5.2.

ATTACHMENTS:

Description

Approval of November 26, 2019 Minutes



MINUTES

November 26, 2019

PUBLIC UTILITIES COMMISSION MEETING

6:00 P.M.

**Council Chambers
311 Vernon Street
Roseville, California**

1. CALL TO ORDER

Chair Speight canceled the November 26, 2019, Public Utilities Meeting at 6:15 p.m. due to a lack of quorum.

2. ROLL CALL

3. PLEDGE OF ALLEGIANCE

4. PUBLIC COMMENTS

5. APPROVAL OF OCTOBER 22, 2019, MINUTES

6. REQUESTS/PRESENTATIONS

7. BOARD MEMBER / COMMISSIONER / STAFF REPORT

8. ADJOURNMENT

John Speight
Chair

Pamela Walsh
Recording Secretary



PUBLIC UTILITIES COMMISSION COMMUNICATION

Title: Roseville Electric Utility Electric Vehicle Programs Update

Contact:

Meeting Date: 1/28/2020

Item #: 6.2.

ATTACHMENTS:

Description

Roseville Electric Utility Electric Vehicle Programs Update



Charge ahead RosEVille

Roseville Electric Utility's Electric Vehicle Programs

David Bradford

January 28, 2020

Electric Vehicles in Roseville

- State mandates require electric vehicle growth
- More people buying electric vehicles
- Opportunity to increase financial strength
- Need to understand system impacts
- Funding for incentives and education is available

Low Carbon Fuel Standard

- Roseville Electric Utility is a participant in the Low Carbon Fuel Standard (LCFS) Program
- Program offered by California Air Resources Board
- Designed to reduce greenhouse gas emissions

LCFS Funding

- The utility receives LCFS funding for the electric vehicles in Roseville
- Funding must be used for the benefit of existing or future electric vehicle owners
- Funding for financial incentives and educational programs

Incentive Programs

- **Electric Vehicles**

- Incentives to assist with the purchase of new vehicles
- Income qualified incentives

- **Vehicle Charging**

- Incentives available for residential and commercial charging

Incentive Programs

**FREE
CHARGING**

Courtesy of
Roseville Electric Utility
your community-owned
power provider

&

**The California Air
Resources Board**



- **DC Fast Charger Backbone Fee**
 - 100% of infrastructure upgrade
- **Workplace Charging**
 - Network Enabled Level II Chargers
- **Free Downtown Charging**
 - Both City owned garages

Education Program

- **Utility Exploration Center**
 - Electric vehicle exhibits and education
- **Dealership Program**
 - Education and incentives for dealers
 - Regional program with local auto dealers

Conclusion

- LCFS program is designed to reduce carbon emissions by promoting the use of electric vehicles
- Programs enhance community and prepare for the future of transportation
- LCFS funding will continue to increase as more people choose to drive electric vehicles

Preparing for the future



Charge ahead Roseville



PUBLIC UTILITIES COMMISSION COMMUNICATION

Title: Environmental Utilities Customer Satisfaction Survey Results

Contact:

Meeting Date: 1/28/2020

Item #: 6.4.

ATTACHMENTS:

Description

Environmental Utilities Customer Satisfaction Survey Results

Roseville Environmental Utilities Customer Satisfaction Survey - Public Utilities Commission Summary- January 28, 2020



Objective and Methodology

Project goal: Understand level of customer satisfaction for all areas of service offered by Roseville Environmental Utilities.



Who?

- Roseville Environmental Utilities Water Customer
- Roseville Environmental Utilities wastewater and garbage customer
- Responsible (solely or jointly) for paying bill

How?

2017	2019
635 Residential Customers	406 Residential Customers

When?

Interviewing April/May, 2017	Interviewing October, 2019
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Compared to CMUA
Statewide Water Survey

1,200 online interviews among residential customers
who receive a water bill.
Conducted in September, 2019



Drivers of Overall Satisfaction: Regression



Number in () indicates the relative impact of each factor on overall satisfaction.

Conducted in 2017
A regression was performed which resulted in a model which accounted for 48% of the variance in overall satisfaction.

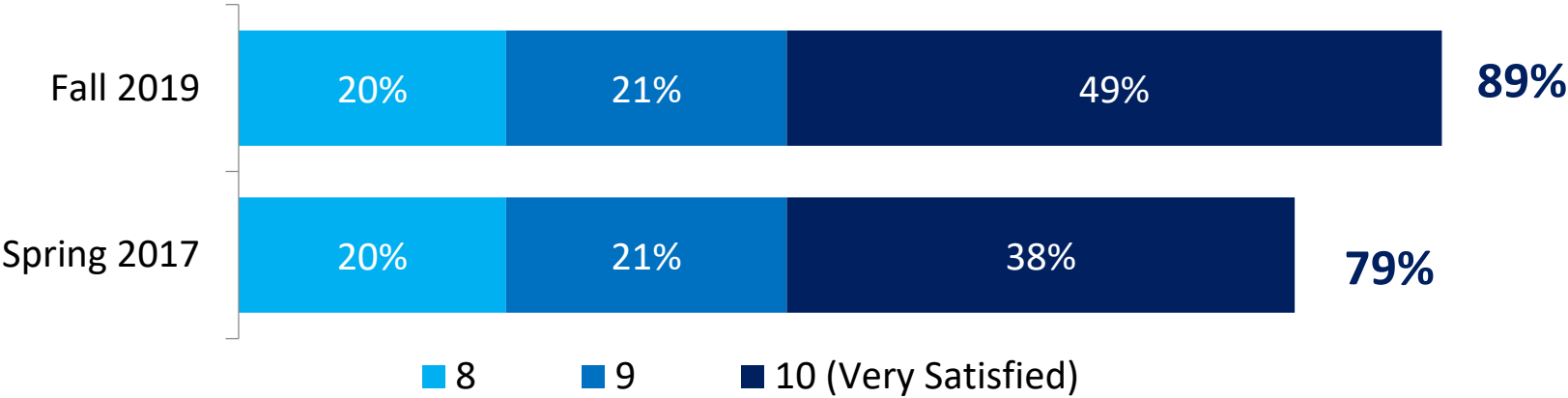




Overall Satisfaction

Satisfaction has Increased and is Overwhelmingly Positive

Overall Satisfaction*



Legacy Satisfaction (rated 5-10)	Spring 2017	Fall 2019
	98%	98%



* This measure is changed waves prior to 2017 to an 11-point scale from a 4-point scale. This allows us to better observe shifts in satisfaction wave to wave. Legacy satisfaction provides context under which this new value can be understood relative to the previous measure.



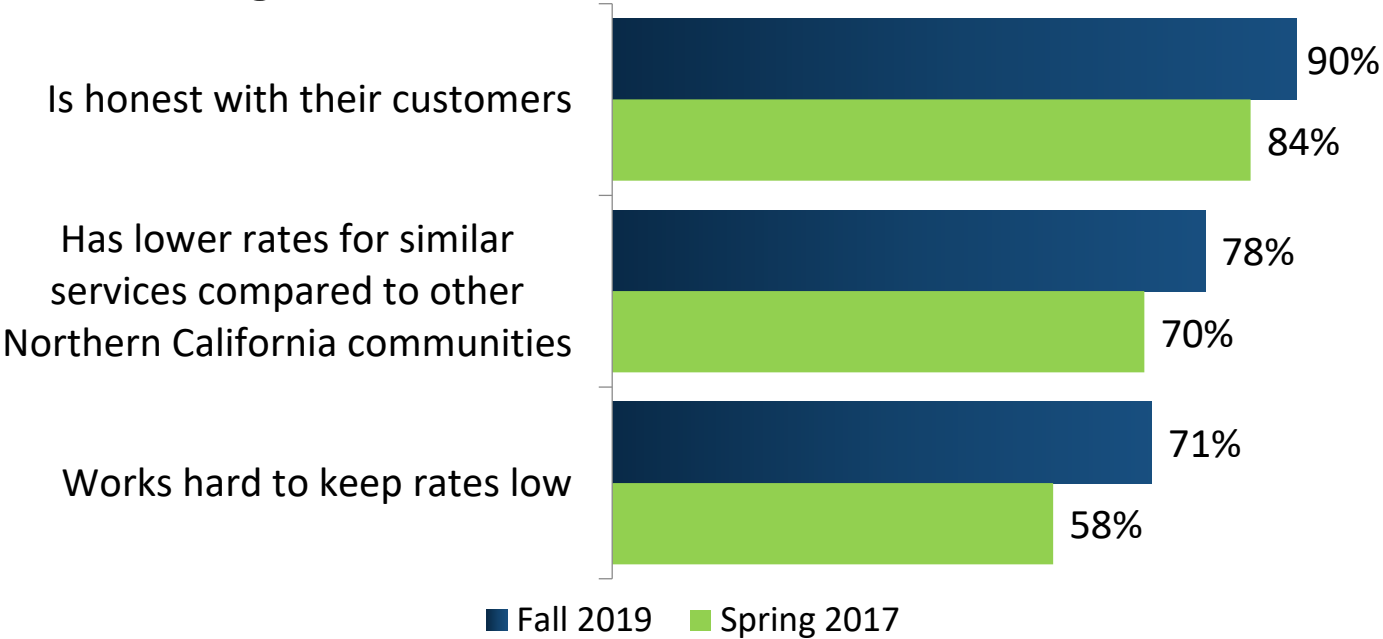
“

We are very pleased with the services City of Roseville provides and it's obvious how hard they work to fulfill the community needs.

”

Biggest Gains: Working Hard to Keep Rates Low

Overall Attribute Ratings



(“Describes Completely” Rated 4,5 on 5-point scale)

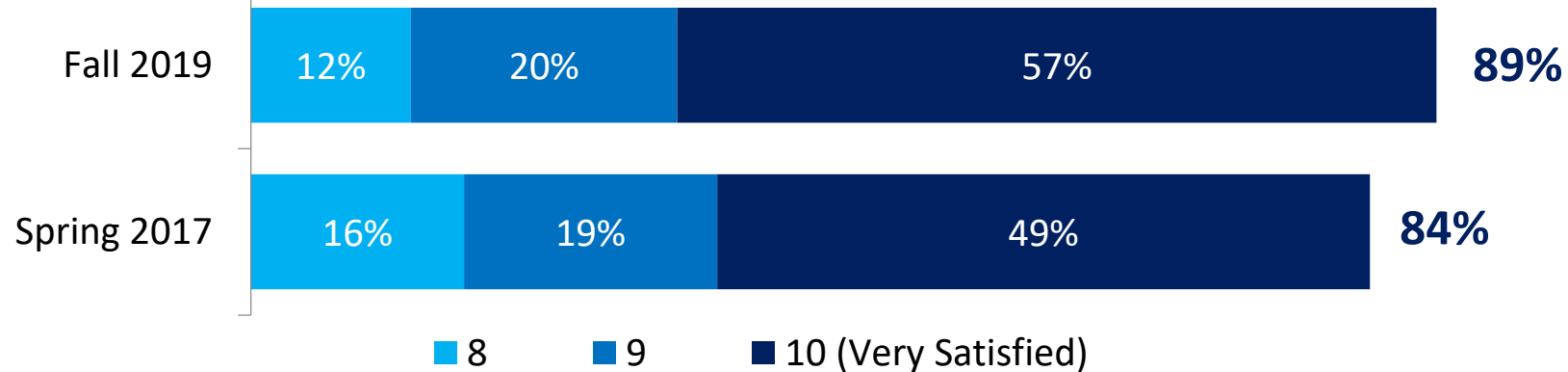


The image is a vertical composition. The top portion shows a close-up of a hand with fingers slightly curled, from which several droplets of water are falling. The background is a gradient of blue and green. A horizontal grey band cuts across the middle of the image. Below this band, the bottom portion of the image shows a bright sun or light source reflecting off the surface of water, creating a shimmering, bokeh-like effect with many small, bright white and yellow spots against a dark blue background.

Water Service

Satisfaction With Water Service is Strong and Far Exceeds Statewide Averages

Satisfaction with Water Service *Among Water Service Customers*



**CMUA Statewide
Average**

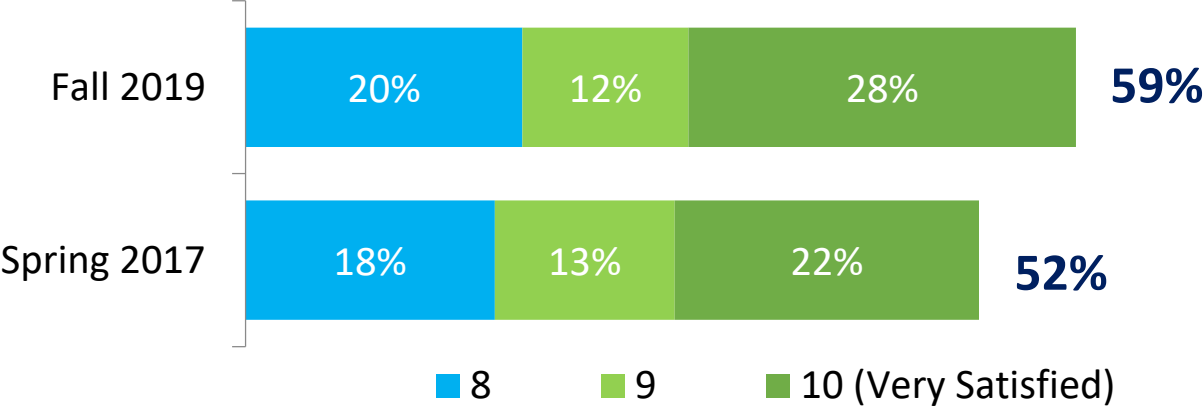
63%

Fall 2019 - Residential



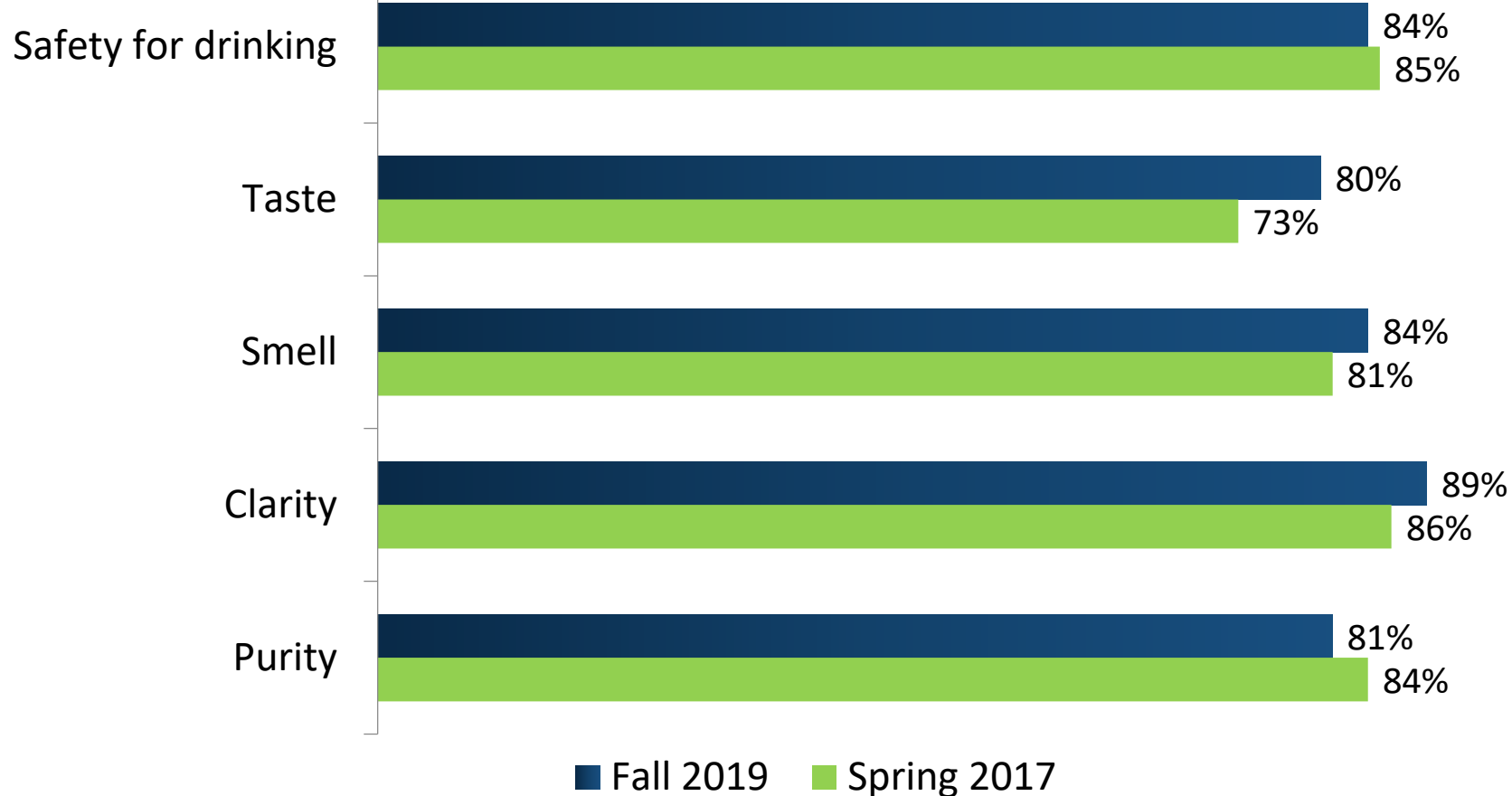
Satisfaction With Price Paid for Water has Increased

Satisfaction with Price Paid for Water
Among Water Service Customers



Dimensions of Water Quality Rated Positively and Well Above Statewide Averages

Rating of Water Quality Dimensions *Among Water Service Customers*



CMUA Statewide Average

54%

47%

56%

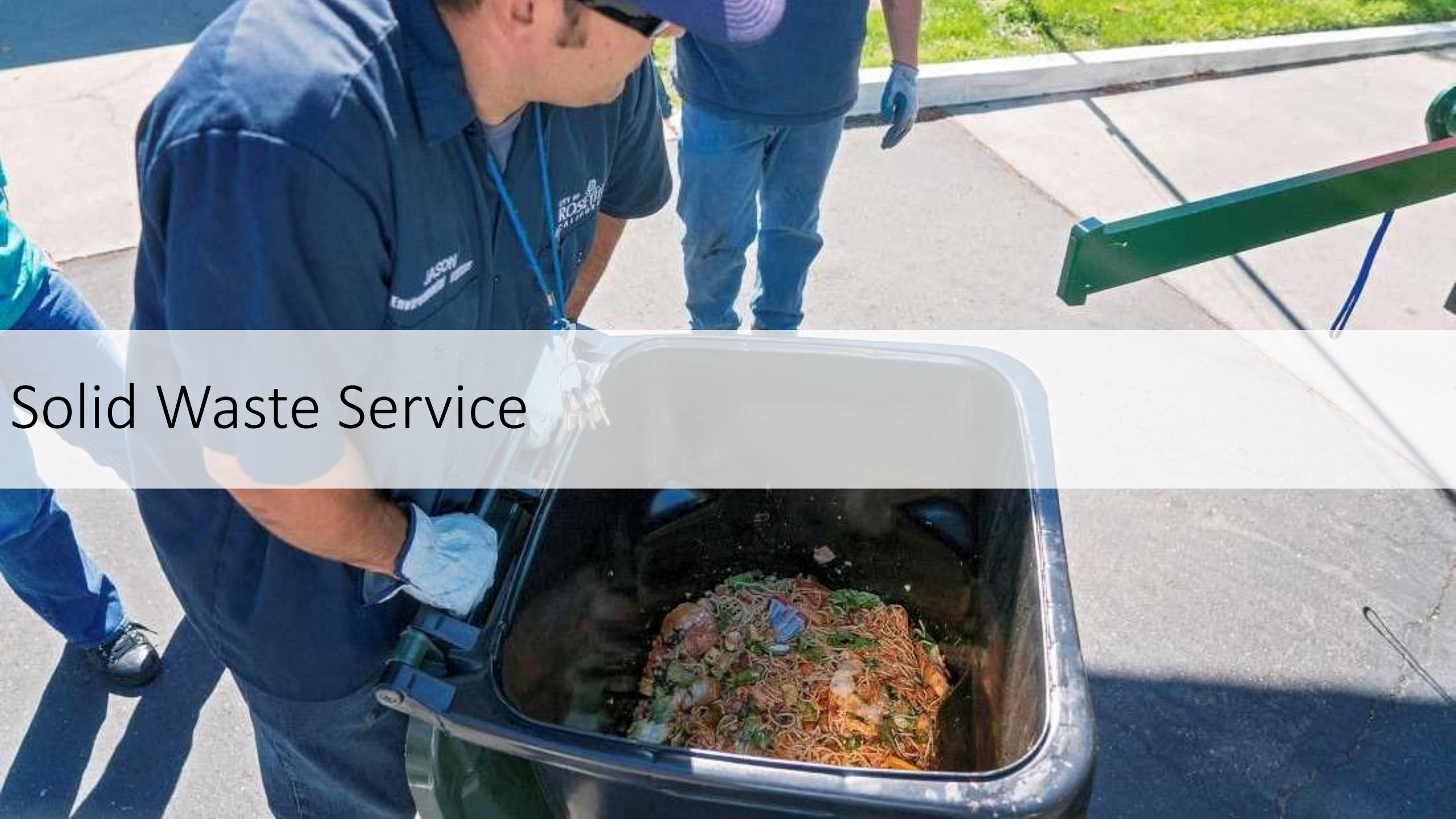
59%

52%

Fall 2019 - Residential



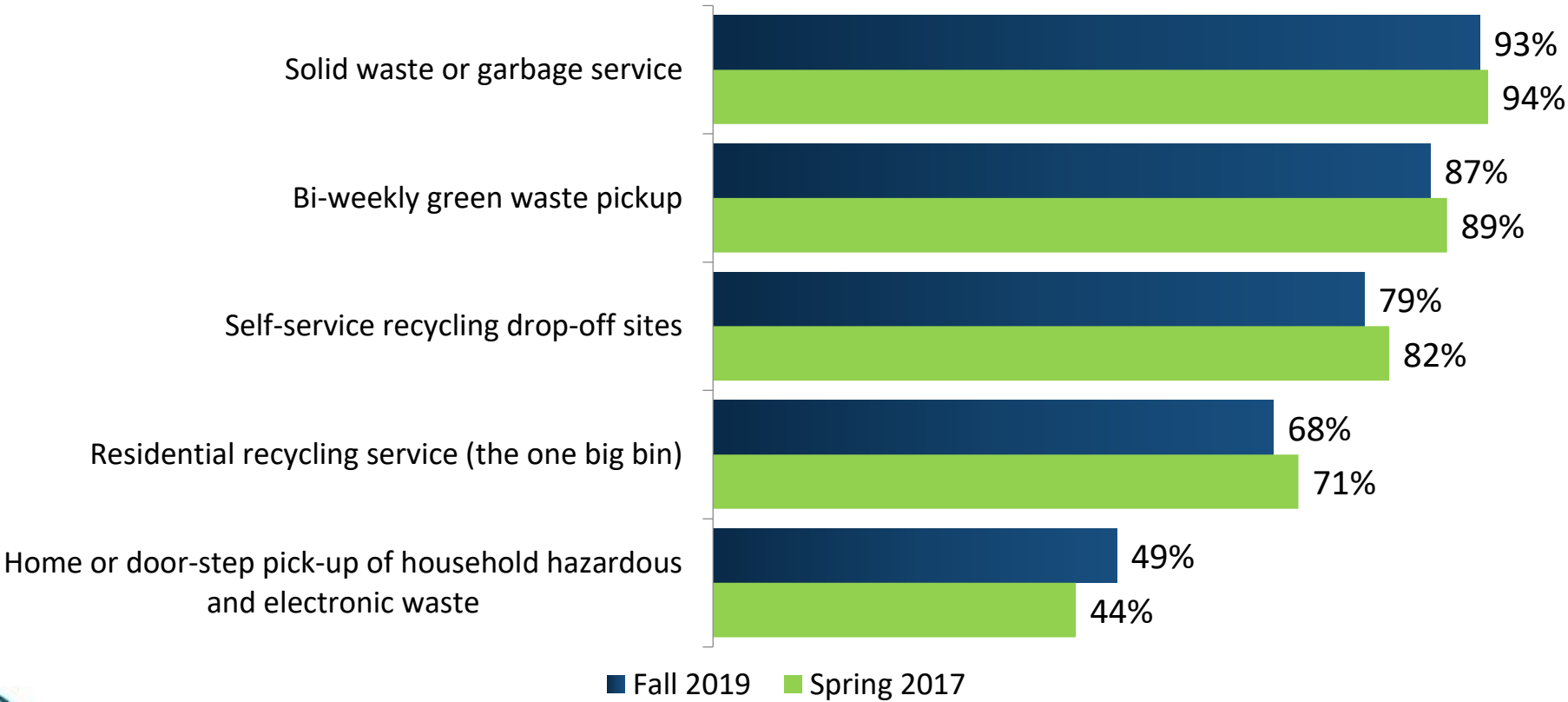
(Top 3 Box Ratings: 8,9,10 on 0=Poor and 10=Excellent Scale)



Solid Waste Service

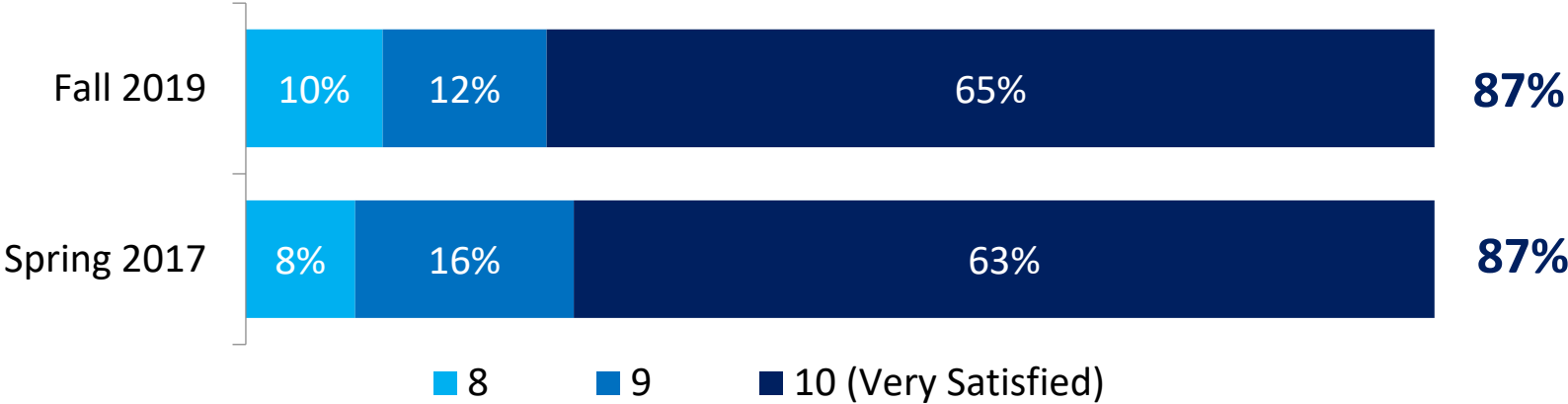
Nearly all Customers are Aware the Environmental Utilities is Their Solid Waste Service Provider

Awareness of Solid Waste Services



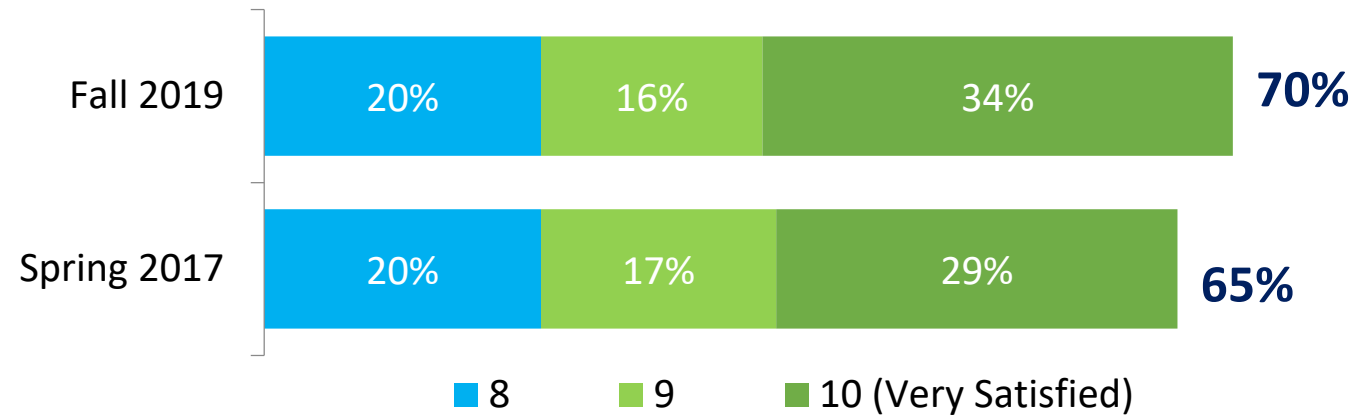
Satisfaction With Solid Waste Service is Has Remained Strong

Satisfaction with Solid Waste Service



Satisfaction With Price Paid for Solid Waste Services Has Increased Slightly

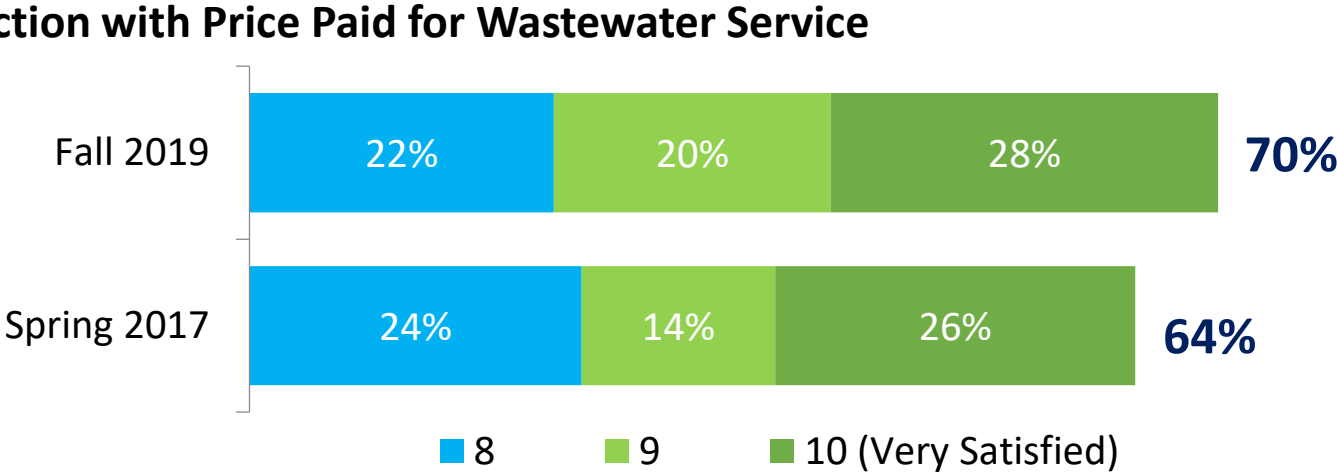
Satisfaction with Price Paid for Solid Waste Service





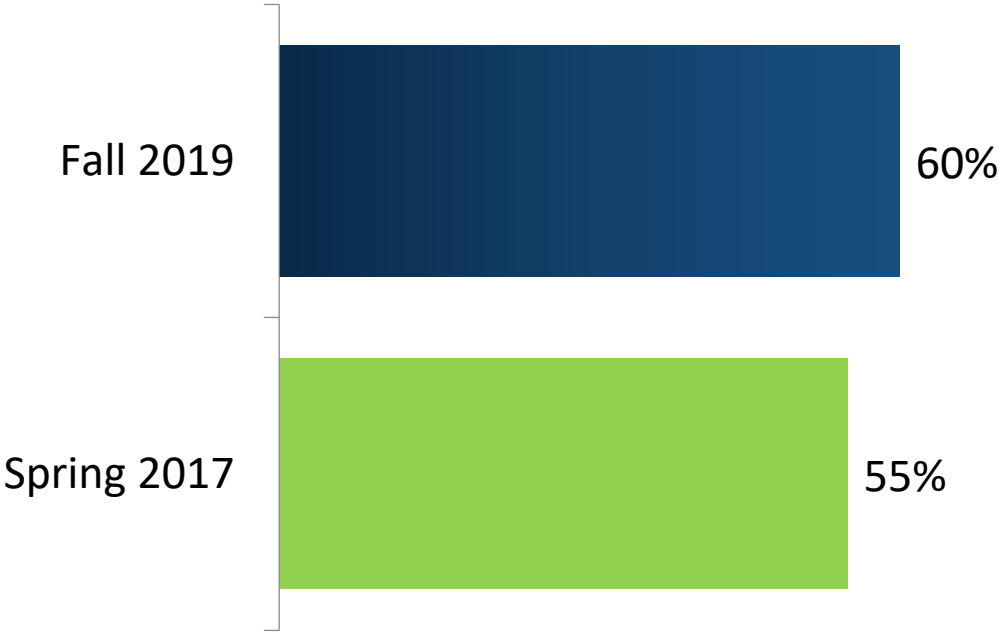
Wastewater and Stormwater

Satisfaction with the Price Paid for Wastewater Service Has Increased



Over Half of Customers Believe that Stormwater is Treated

Agreement: Everything that Ends Up In Storm Drains is Treated and Filtered



(“Agree Completely” Rated 4 and 5 on 5-point scale)

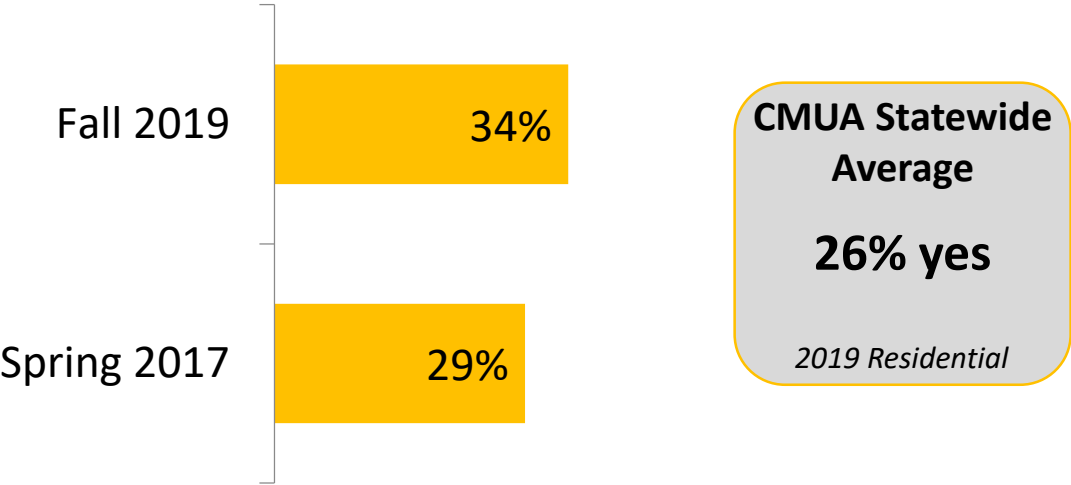


Customer Service and Communication



One-Third Have Had Contact With Environmental Utilities – A Slight Increase

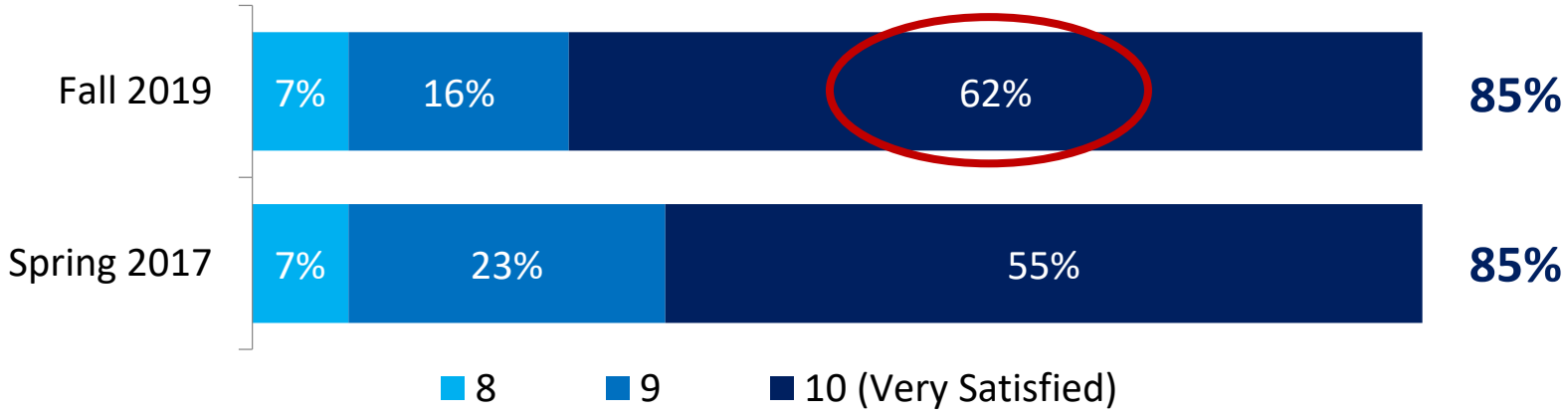
Incidence of Contacting City of Roseville Environmental Utilities in Past 12 Months



Satisfaction with Customer Service Has Further Strengthened with Higher “Top Box” Ratings

Satisfaction with Customer Service

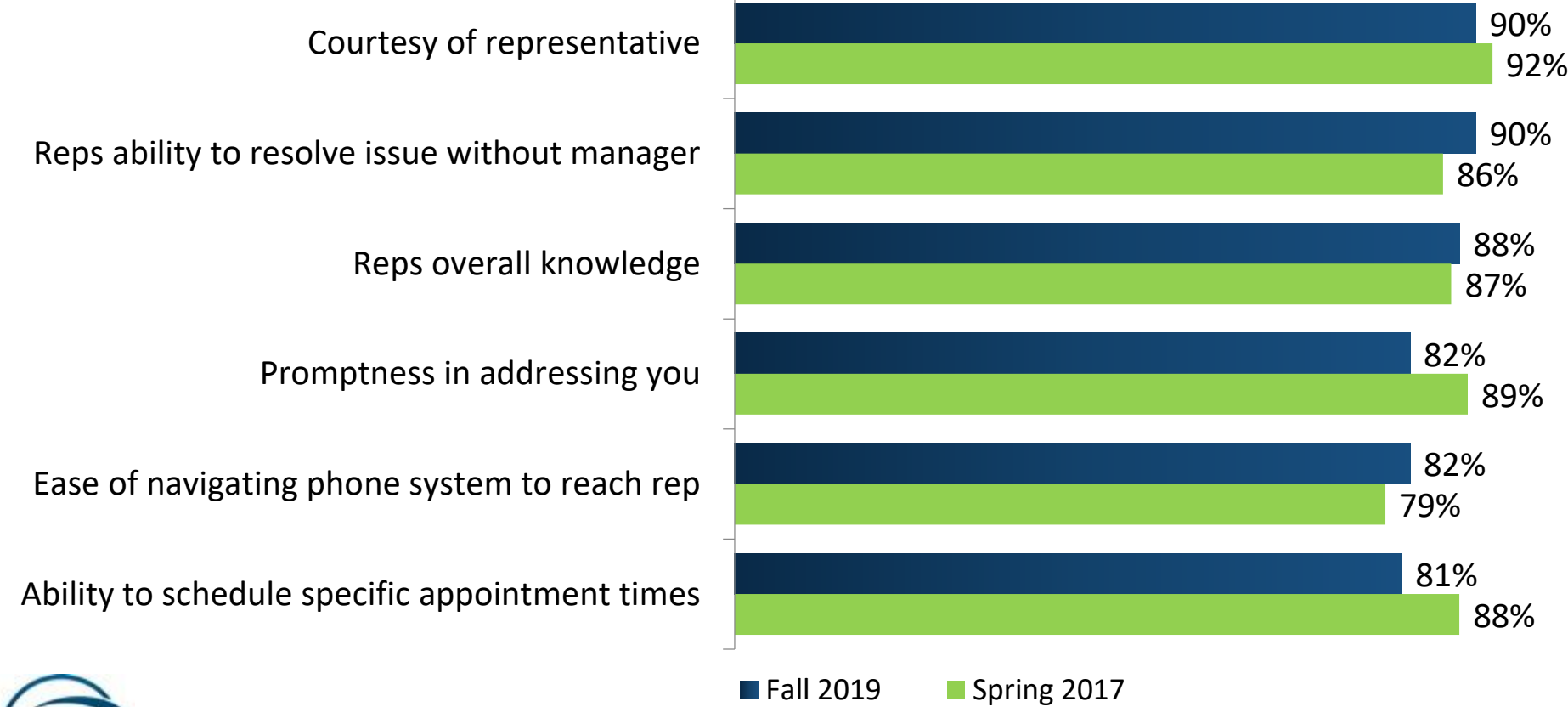
Among Those Contacting in Past 12 Month



“ I was very satisfied with the representative and their knowledge. I was able to schedule an extra pickup and learn my green waste scheduled dates. ”

Ratings of Customer Service are Strong

Awareness of Water Services *Among Those Contacting in Last 12 Months*



Most Feel Roseville Environmental Utilities Provides Needed Information

% Agreement: Provides Information I Need



(“Describes Completely” Rated 4 or 5 on 5-point scale)



A low-angle photograph of a red, abstract sculpture against a clear blue sky. The sculpture consists of several thick, red, cylindrical poles that intersect and curve in various directions. Some of these poles are topped with circular, disc-like structures. The background is a solid, clear blue sky. On the left side of the image, the green, leafy branches of trees are visible, partially obscuring the sky. A semi-transparent white horizontal band runs across the middle of the image, containing the text "Summary & Key Takeaways".

Summary & Key Takeaways

Summary & Key Takeaways



- **Satisfaction is high overall and for specific areas of service**
- **Customers feel Roseville Environmental Utilities is working hard to keep rates low**
- **Satisfaction with price paid has increased**



- **Slightly more customers have contacted the City of Roseville regarding Environmental Utilities services**
- **Satisfaction is very high**





PUBLIC UTILITIES COMMISSION COMMUNICATION

Title: Environmental Utilities Capital Projects Overview

Contact:

Meeting Date: 1/28/2020

Item #: 6.5.

ATTACHMENTS:

Description

Environmental Utilities Capital Projects Overview



EU Capital Improvement Project Summary

George Hanson
January 28, 2020

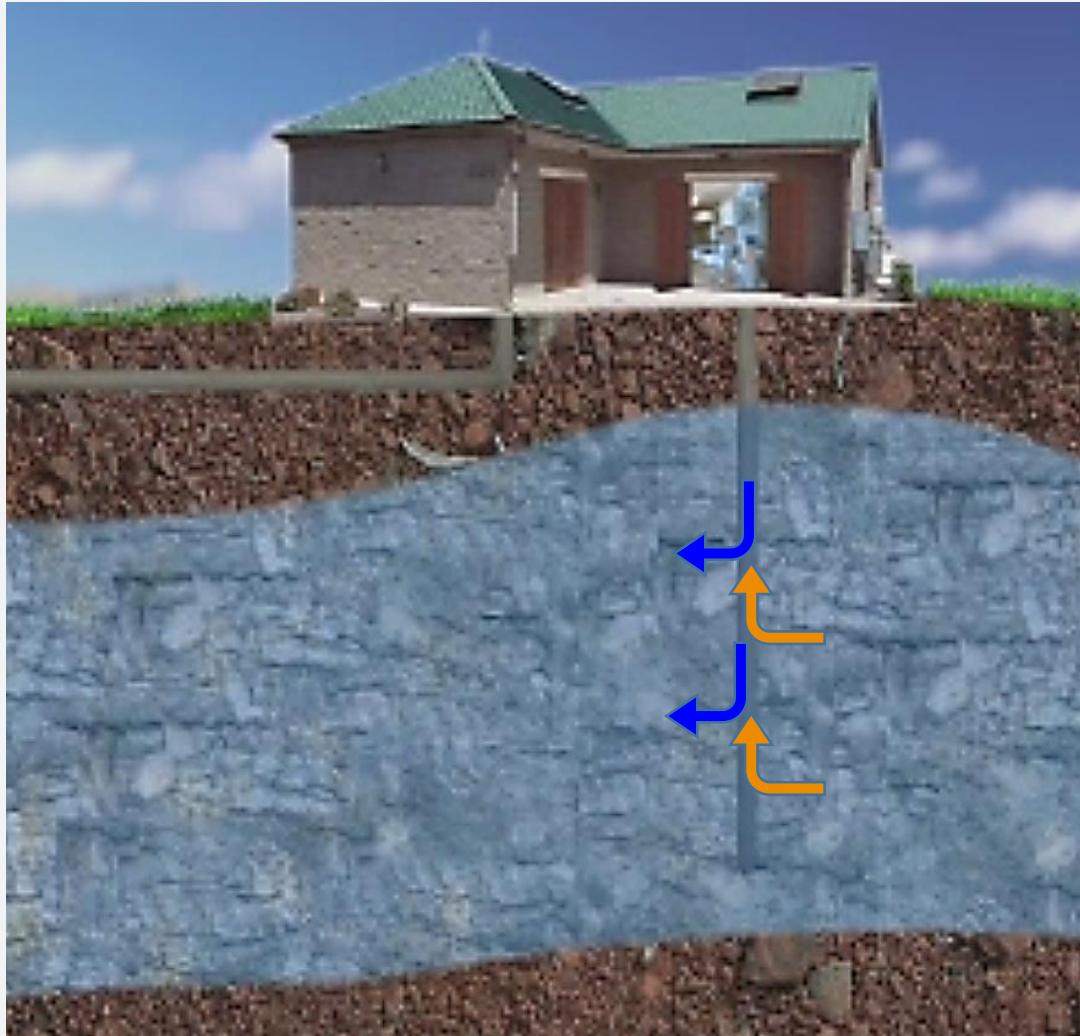
Environmental Utilities

- West Side Tank & Pump Station Project
- Aquifer Storage and Recovery Wells
- Atlantic Street Railroad Crossing
- Pleasant Grove WWTP Expansion Project
- Pleasant Grove WWTP Energy Recovery Project
- 2018 Sewer Collection System Cured-in-Place Pipe Rehabilitation
- Water Treatment Plant Facilities Condition Assessment

West Side Tank/Pump Station



Two Aquifer Storage and Recovery Wells

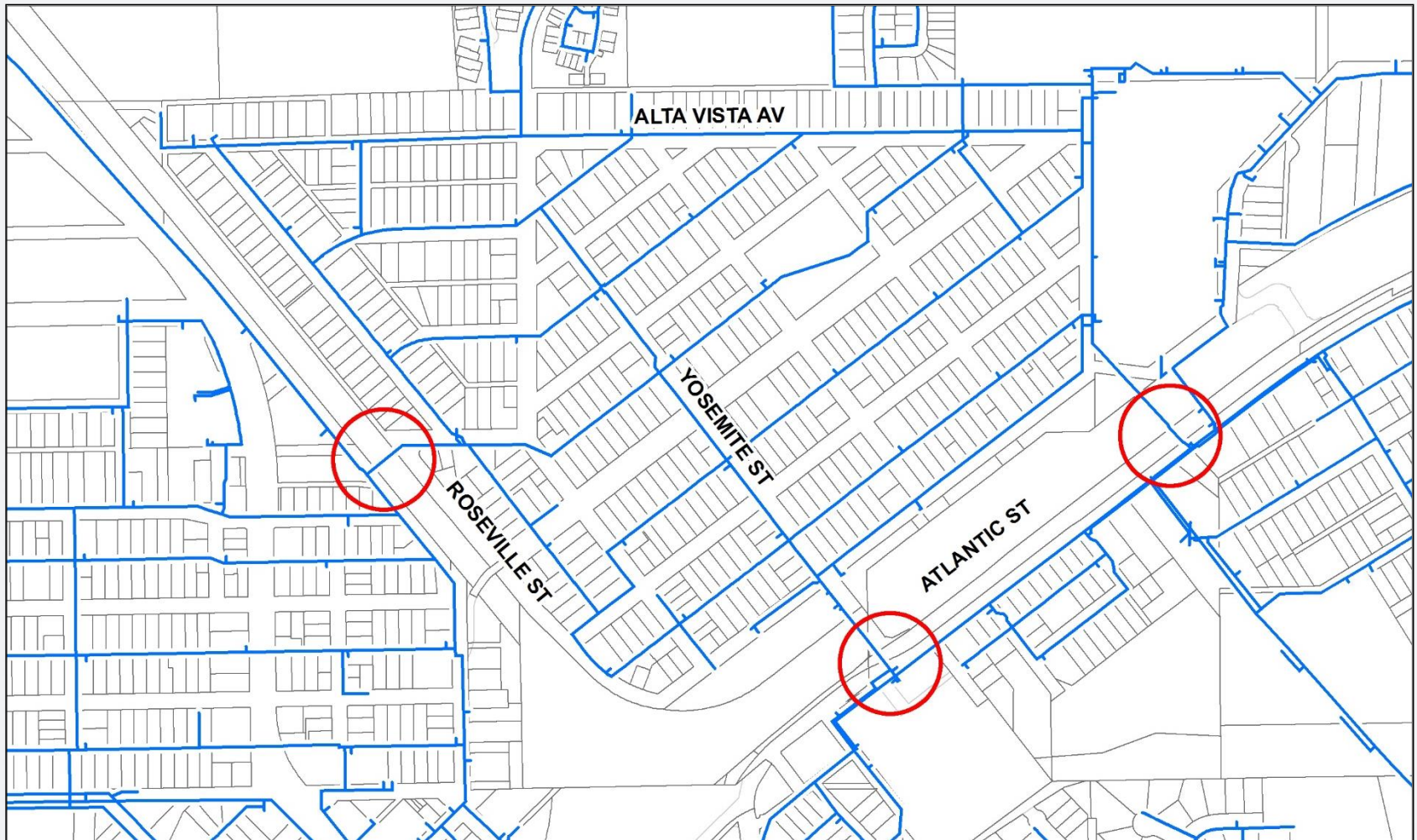


ASR Well

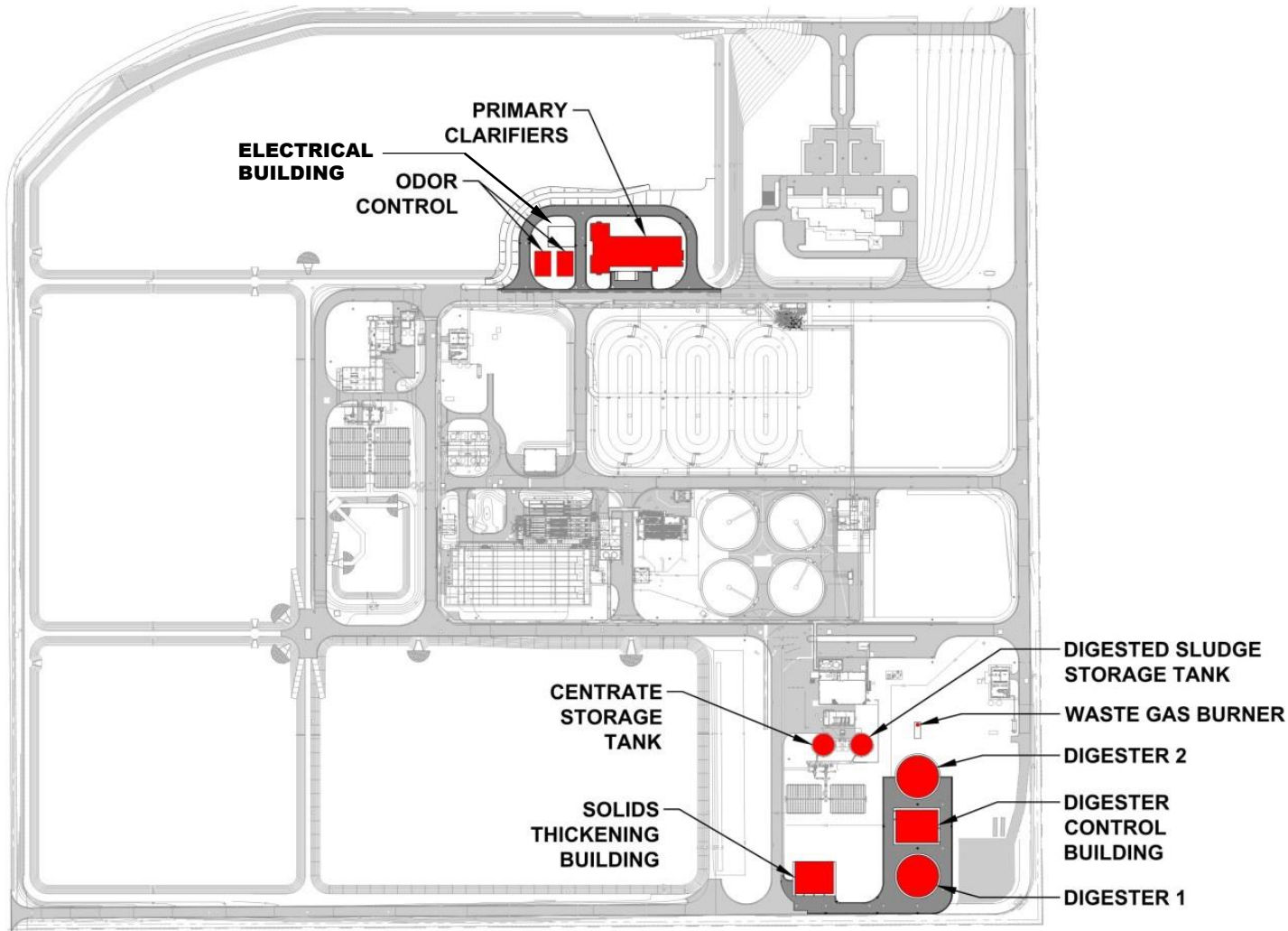
**Water
Extracted**
Recovered

**Water
Injected**
Recharged

Atlantic St. 6 and 12 inch Railroad Crossings



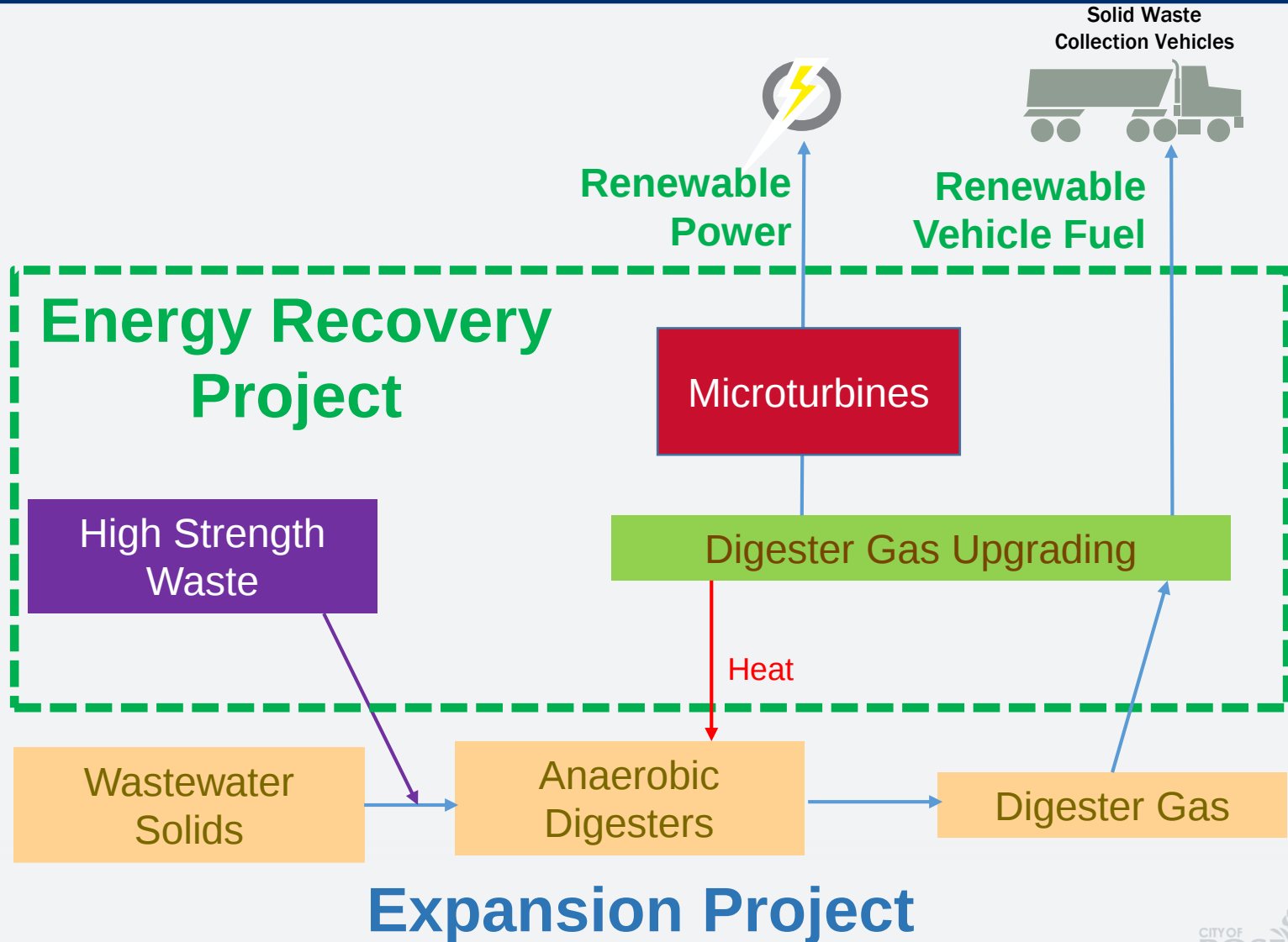
PGWWTP Expansion Project



PLEASANT GROVE WWTP EXPANSION PROJECT



PGWWTP Energy Recovery Project



2018 Sewer Collection System CIPP



WTP Facilities Condition Assessment

