



**City Light Review Panel Meeting
Meeting Minutes**

**Date of Meeting: February 15, 2023 | 9:00 – 11:00 AM |
Meeting held in SMT 2821 and via Microsoft Teams “Final”**

MEETING ATTENDANCE					
Panel Members:					
Names		Name		Name	
Anne Ayre	√	Leo Lam	√	John Putz	√
Mikel Hansen	√	Kerry Meade	√	Tim Skeel	√
Scott Haskins	√	Joel Paisner	√		
Staff and Others:					
Debra Smith	√	Jen Chan	√	Julie Ryan (Consultant /RP Facilitator)	√
Kirsty Grainger	√	Mike Haynes		Craig Smith	√
Jim Baggs	√	DaVonna Johnson	√	Michelle Vargo	
Kalyana Kakani	√	Emeka Anyanwu	√	Maura Brueger	
Julie Moore	√	Chris Ruffini	√	Leigh Barreca	
Greg Shiring	√	Carsten Croff	√	Angela Bertrand	√
Eric McConaghy		Caia Caldwell	√	Brian Taubeneck	√
Siobhan Doherty	√	Namura Nkeze	√	Jeff Brausieck	√
Brendan Armstrong	√	Tyler Blackwell (SODO BIA)	√		

Welcome and Introductions. The meeting was called to order at 9:03 a.m.

Public Comment. There was no public comment.

Standing Items:

Chair’s Report. Mikel Hansen greeted everyone and opened the meeting.

Review Agenda. Julie Ryan reviewed the agenda.

Approval of January 18, 2023, Meeting Minutes. Minutes were approved as presented.

Communications to Panel. Julie reported that we will be searching for a new Low Income Advocate Representative member of the panel, as the current person is unable to commit the time needed to represent low-income customers. Please send suggestions of individuals or organizations to Leigh, Mikel, or her. There were no other communications to the Panel.



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General Manager's update.

1. Vaccine Mandate – As COVID transmission and hospitalization rates continue to remain low through the winter surge and annual boosters are readily available, the City announced on Monday, February 6th, that they were lifting COVID vaccination requirements. Informed by our Department of Public Health and issued in partnership with King County, Executive Order 2023-02 will sunset the vaccine mandate. Effective Tuesday, February 7th, **the COVID-19 vaccination requirement for Executive City employees, contractors, and volunteers was officially lifted.**

The vaccine mandate was an effective and necessary tool for protecting the health and safety of City workers and the public the City serves. Actions undertaken have always been informed by the science of the pandemic and recommendations of public health officials. It's because of that approach, based on data and science, that Seattle and King County had one of the nation's strongest public health pandemic responses. Now, the latest public health guidance informs the COS and KC that it is the right time to again adjust their response. Any employees who previously left City Light because of the vaccine mandate are welcome to reapply for jobs.

2. APPA Rating - The American Public Power Association (APPA) has recognized City Light with a Platinum Designation for our Reliable Public Power Program (RP3). The utility scored a 94.5 out of 100 points. The APPA's RP3 program recognizes utilities that demonstrate high proficiency in reliability, safety, workforce development, and system improvement. The designation is good for three years, until April 2026. This was a huge effort that required submission of data and documents throughout the organization. In the areas where City Light lost points, the APPA review team made improvement recommendations which we will review carefully.
3. Road to Recovery – Debra shared the accomplishments of the Road to Recovery team. The Road to Recovery team has worked diligently over the past 18 months to achieve its goal of reducing the amount City Light customers owe in past-due balances and equitably reinstating service disconnections for customer non-payment. The utilities jointly helped more than 43,600 residential customers through the Utility Discount Program over the course of 2022.
 - a. We decreased past-due balances from a high of \$44.5 million in May to \$30.2 million in December.
 - b. City Light provided \$13.5 million in bill assistance to eligible residential customers enrolled in utility bill assistance programs and/or payment plans.
 - c. City Light reduced the number of residential customers at risk of disconnection by 35 percent. Between late October and Jan. 31 of this year, we had disconnected 591 customers for nonpayment on past-due balances of \$1,000 or more. The good news, we reconnected 572 of those customers by engaging with them and connecting them to repayment options and/or bill assistance.
4. Current Culture Survey – Company culture is often called the personality of an organization. The last few years have underscored the critical importance of intentionally shaping a healthy,



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positive, and productive workplace culture.

People and Culture Officer, DaVonna Johnson, and Employee Experience Advisor Namura Nkeze, provided an overview of the survey. They shared the areas where employees scored the highest and lowest levels of engagement. The latter are opportunities for City Light to work on in the future. The next steps are to share the information more broadly internally and then to plan initiatives to increase employee trust and engagement.

Q: When did the City-Wide push for a re-vamp of the performance review process stop and why did you not act on the prior 2019 survey to change the performance review process?

A: The city-wide initiative ended in the 2019 timeframe. There were several changes in the City HR group at the time. We did not immediately change the performance review because there is some lead time required to negotiate with Labor on revised performance reviews. Then, Covid largely postponed changes to the process.

Q: What is your timeline?

A: Right now, we are cascading the results from the Current Culture survey through the organization before posting it on our internal website. There will be division meetings to review and consider division-specific results. We will be planning initiatives to address opportunities through the remainder of the year.

Q: It's not unusual for trust to be less across departments and with senior leadership. But results showing City Light is moving in the right direction is a big deal – congrats.

A: Yes, we thought we were over communicating but we will be looking at which ways people hear information to find even better ways to communicate. We're focusing on priorities, building trust (i.e. psychological safety), and rebuilding our four core expectations of safety, integrity, accountability, and mutual respect.

Q: Where do you think the building emissions standards program is going? The City feels it's been well communicated, but the Commercial community is unclear.

A: We have been working with Office of Sustainability (OSE). We support the City's advancing carbon reduction goals. But we are aware that the roll-out took the commercial business community by surprise. Building performance standards will require action on behalf of the commercial community since City Light does not have funds to help businesses pay for compliance. Businesses will need to make capital investments so we're hoping there's a long enough ramp time.



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Physical and Cyber Security. Jeff Brausieck (Cyber Security Senior Manager) and Brendan Armstrong (Workplace Logistics Director) presented. The presentation is in meeting packets.

Q: Does a risk register exist for other leading corporate and operational risks as well? Is it a part of a larger register?

A: Physical and cyber security risk management focuses on risk assessment, impact, priorities, and mitigation planning.

A: Broader enterprise risk management work in other parts of the organization is a priority for 2023, as we move into the next strategic plan.

Q: What is the risk administrative structure?

A: We have several areas working on enterprise risk assessment and mitigation. There is a risk management committee focusing largely on wholesale market risks that impact net wholesale revenue. We are considering restructuring or expanding this for other enterprise risks. We have a plan to define this more broadly.

Q: Aren't there functions centralized in the City which could introduce cyber risk?

A: When the City merged IT departments, it created a shared data center and customer billing system. Yes, shared services and systems can pose risk. I work with other City IT leads to share information and focus on vulnerabilities and mitigation.

Q: How many times has SCL been attacked online this year (DDOS) and has there been damage/cost?

A: Attacks are happening all the time as bots search for vulnerabilities. However, there have been no material incidents negatively impacting City Light.

Market Overview, Wholesale Market Risks & Western Resource Adequacy Program. Jim Baggs (Regulation and Market Development Officer) and Siobhan Doherty (Power Management Director) presented. The presentation is in meeting packet.

Q: Why did some utilities not participate in WRAP?

A: There are 20-something utilities participating. There are a few reasons why not every utility is actively participating. There is an administrative and financial cost to utilities, so that may be a reason the utility chose not to participate. Some utilities do not participate because they get all their energy from Bonneville Power Administration. Since BPA participates, they do not need to. And utilities in California are not participating since California has a resource adequacy program.



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Q: In your load forecast, does City Light need to acquire resources?

A: Yes. The last integrated resource plan (IRP) that we shared with you shows City Light has more load than resources by the mid-2020s. We currently have an RFP outstanding to source new supply.

Q: Do you have a preference for the Southwest Power Pool Markets Plus (SWPP Plus) or Western Energy Day Ahead Market (EDAM)?

A: We are actively participating in both on purpose, so we can monitor how they develop. In the end, the offerings may be similar to one another. The biggest difference is in timing. EDAM will be in place 1 ½ years before SWPP Plus.

Closing: Julie advised the Review Panel that the Customer Experience Business Strategy would be the topic at the next meeting. Debra added that there would also be an update on the Skagit dam relicensing.

Adjourn: Meeting adjourned at 11:04 a.m.

Next meeting: March 22, 2023, 1:00 – 3:00 p.m.