

Exhibit to Agenda Item #2b

Board Policy Committee and Special SMUD Board of Directors Meeting
Wednesday, August 7, 2019, scheduled to begin at 5:30 p.m.
Customer Service Center, Rubicon Room

SD-5 Customer Relations

Maintaining a high level of customer relations is a core value of SMUD. Additionally, the Board sets a customer satisfaction target of 95 percent with no individual component measured falling below 85 percent. In addition, the Board establishes an overall customer experience “value for what you pay” target of 80 percent by the end of 2021, with neither the average commercial customer score falling below 69 percent nor the average residential customer score falling below 65 percent in any year.

Comment:

I personally was offended by how our invited panelist at the rate panel spoke of our solar customers as if they all had a 5,000 sq. ft house and had 2 Teslas in the garage. I think any presenter in front of our Board needs to be coached because for some reason he felt comfortable talking like that about our customers that invested in solar to help us meet regional GHG goals. - HS

a) SMUD customers shall be treated in a respectful, dignified and civil manner. b) SMUD shall communicate a procedure for customers who believe they have not received fair treatment from SMUD to be heard.

Comment:

I did not think it was fair to our solar customers to introduce a rate proposal that had dates post Board vote. That created a lot of upset and stress for residents and related businesses and I would like us to develop a GP that would prevent that from happening again. I think that is not treating solar customers fairly and we all heard from them that they felt that way. Their process to address it was to contact board members via email and wait weeks for hearings but to me, that just should be a line we never cross again - proposals that change rates prior to the board vote for any customer. - HS