

Board Energy Resources & Customer Services Committee Meeting and Special SMUD Board of Directors Meeting

Date: Wednesday September 18, 2019

Time: 5:30 p.m.

Location: SMUD Customer Service Center, Rubicon Room
6301 S Street, Sacramento, CA

Powering forward. Together.



AGENDA
BOARD ENERGY RESOURCES & CUSTOMER SERVICES
COMMITTEE MEETING
AND SPECIAL SMUD BOARD OF DIRECTORS MEETING

Wednesday, September 18, 2019
SMUD Customer Service Center, Rubicon Room
6301 S Street, Sacramento, California
Scheduled to begin at 5:30 p.m.

This Committee meeting is noticed as a joint meeting with the Board of Directors for the purpose of compliance with the Brown Act. In order to preserve the function of the Committee as advisory to the Board, members of the Board may attend and participate in the discussions, but no Board action will be taken. The Energy Resources and Customer Services Committee will review, discuss and provide the Committee's recommendation on the following:

INFORMATIONAL ITEMS

1. Judy Robinson
Sustainability Manager/2020
Census Manager,
County of Sacramento Provide the Board with an informational overview on SMUD's plan to support Census 2020 with community outreach to Sustainable Communities partners and employees. Presentation: 20 minutes
Discussion: 10 minutes

2. Jason McAlister Provide the Board with an informational overview of Workforce Optimization efforts in Energy Delivery.
Presentation: 25 minutes
Discussion: 20 minutes

3. Public Comment

4. Brandon Rose Summary of Committee Direction.
Discussion: 1 minute

Members of the public wishing to address the Committee should complete a sign-up form available at the table outside of the meeting room. Members of the public shall have up to three (3) minutes to provide public comment. The total time allotted to any individual speaker shall not exceed nine (9) minutes for the entire Committee meeting time.

Members of the public wishing to inspect public documents related to agenda items may call 916-732-7143 to arrange for inspection of the documents at the SMUD Customer Service Center, 6301 S Street, Sacramento, California.

NOTE: Accommodations are available for the disabled public. If you need a hearing assistance device or other aid, please call 916-732-7143 in advance of this Committee Meeting.

SSS No.
SC 19-002

BOARD AGENDA ITEM STAFFING SUMMARY SHEET

Committee Meeting & Date
ERCS 9/18/19
Board Meeting Date
9/19/19

TO				TO					
1.	Jose Bodipo-Memba	6.							
2.	Nicole Howard	7.							
3.	Laura Lewis	8.							
4.	Frankie McDermott	9.			Legal				
5.	Stephen Clemons	10.			CEO & General Manager				
Consent Calendar	Yes	x	No <i>If no, schedule a dry run presentation.</i>	Budgeted	x	Yes	No <i>(If no, explain in Cost/Budgeted section.)</i>		
FROM (IPR)				DEPARTMENT			MAIL STOP	EXT.	DATE SENT
Shiloh L Costello				Sustainable Communities			A251	4871	9/6/19

NARRATIVE:

Requested Action: Informational overview to Board on SMUD’s plan to support Census 2020 with community outreach to Sustainable Communities partners and employees.

Summary: SMUD will leverage existing and proposed SCI funding to support the 2020 Census outreach in order to encourage participation from specific hard-to-count demographics. SMUD will host educational sessions for our employees to encourage volunteer participation in supporting Census participation.

Objectives: Ensure that all Sacramento County residents are counted in the 2020 Census. Partner with Sacramento County to support new and innovative outreach strategies to reach hard-to-count and vulnerable populations. Strengthen county-wide, multi-sector collaboration.

SMUD’s Sustainable Communities Initiative works with community organizations and stakeholders, to create a greater collective impact to ensure all communities, from rural to urban, downtown to outer edges, connected to disenfranchised, have a chance at a high quality of life. Providing the infrastructure to support and ensure that all communities have access to healthy environments, multiple modes of transportation, job centers, education and job trainings for livable wage, job opportunities, and necessary community and public services is key to a truly sustainable community.

Board Policy: SD-1A – Purpose Statement, SD-1-B – Vision Statement, SD-5 – Customer Relations, SD-8 – Employee Relations, SD-15 – Outreach and Communications

Benefits: Community Outreach

Cost/Budgeted:

Alternatives: None

Affected Parties: CMCR, Sustainable Communities, Legal

Coordination: Marketing/Communications, Legal

SSS No.
CEDO 19-05

BOARD AGENDA ITEM STAFFING SUMMARY SHEET

Committee Meeting & Date ERCS Committee September 18, 2019
Board Meeting Date N/A

TO		TO	
1.	Frankie McDermott	6.	
2.	Stephen Clemons	7.	
3.	Paul Lau	8.	
4.	Jennifer Davidson	9.	Legal
5.	Nicole Howard	10.	CEO & General Manager
Consent Calendar	<input type="checkbox"/>	Yes	<input type="checkbox"/>
	<input type="checkbox"/>	No <i>(If no, schedule a dry run presentation.)</i>	<input type="checkbox"/>
	<input type="checkbox"/>	Budgeted	<input type="checkbox"/>
	<input type="checkbox"/>	Yes	<input type="checkbox"/>
	<input type="checkbox"/>	No <i>(If no, explain in Cost/Budgeted section.)</i>	<input type="checkbox"/>
FROM (IPR)	DEPARTMENT	MAIL STOP	EXT.
Jason McAlister	Energy Delivery	EA503	5599
			DATE SENT
			8/30/2019

NARRATIVE:

Requested Action: Provide the Board with an informational overview of Workforce Optimization efforts in Energy Delivery.

Summary: This presentation includes a summary of process & technologies implementation efforts and status on the overall Workforce Optimization (WFO) Initiative.

Board Policy: SD-2, Competitive Rates, SD-4 Reliability, SD-5, Customer Relations
(Number & Title)

Benefits: Improved: Operational efficiencies, customer experience, reduce operating costs through process & technology improvements, employee experience, compliance document management & enhanced reporting capabilities, and reporting / information from the field to drive asset analytics.

Cost/Budgeted: 2019 – 2021 Approximately \$14M

Alternatives: Do not continue to implement Workforce Optimization (WFO) improvements and continue with existing paper-based, less efficient processes.

Affected Parties: Energy Delivery, Customer & Community Services, Grid Planning and Information Technology (IT)

Coordination: N/A

Presenter: Jason McAlister, Director, Grid Assets Strategic Services

Additional Links:

SUBJECT	Workforce Optimization (WFO) Initiative Overview	ITEM NO. (FOR LEGAL USE ONLY)
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.

SSS No. LEG 2019-0004

BOARD AGENDA ITEM STAFFING SUMMARY SHEET

Committee Meeting & Date ERCS 2019
Board Meeting Date

TO				TO				
1.	Frankie McDermott	6.		7.		8.		
2.	Nicole Howard	7.		8.		9.	Legal	
3.	Stephen Clemons	8.		9.		10.	CEO & General Manager	
4.		9.						
5.		10.						
Consent Calendar	Yes	X	No <i>If no, schedule a dry run presentation.</i>	Budgeted	Yes	No <i>(If no, explain in Cost/Budgeted section.)</i>		
FROM (IPR) Laura Lewis				DEPARTMENT Legal Department		MAIL STOP A311	EXT. 6123	DATE SENT

NARRATIVE:

Requested Action: Committee discussion and consensus on any directives provided to staff during the Committee meeting.

Summary: Wrap up period at the end of each committee meeting to summarize various Board member suggestions and requests that were made at the meeting in an effort to make clear the will of the Board. Energy Resources & Customer Services Committee Chair, Brandon Rose, will summarize Board member requests that come out of the committee presentations for this meeting.

Board Policy: GP-4, Agenda Planning states the Board will focus on the results the Board wants the organization to achieve.
(Number & Title)

Benefits: Having an agenda opportunity to summarize the Board's requests and suggestions that arise during the committee meeting will help clarify the will of the Board.

Cost/Budgeted: N/A

Alternatives: Not summarize the Board's requests at this meeting.

Affected Parties: Board of Directors and Executive Staff

Coordination: Donna Lofton, Special Assistant to the Board

Presenter: Brandon Rose, Chair, Energy Resources & Customer Services Committee

Additional Links:

SUBJECT Summary of Committee Direction	ITEM NO. (FOR LEGAL USE ONLY)
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.