

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

Date: Wednesday, January 19, 2022

Time: Scheduled to begin at 5:30 p.m.

Location: Virtual Meeting (online)

Powering forward. Together.



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

Wednesday, January 19, 2022
Scheduled to begin at 5:30 p.m.

Zoom Webinar Link: [Join SMUD Board Energy Resources & Customer Services Committee Meeting Here](#)

Webinar ID: 161 189 2201

Password: 548780

Phone Dial-in Number: 1-669-254-5252 or 1-833-568-8864 (Toll Free)

Pursuant to Government Code section 54953(e) and the Emergency Board Meeting Procedures adopted by the SMUD Board of Directors, the regular Board meeting and other public meetings are currently conducted solely via virtual (online/teleconference) meeting to align with state, local, and federal guidelines for the containment of the coronavirus.

Live video streams and indexed archives of meetings are available at:

http://smud.granicus.com/ViewPublisher.php?view_id=16

Members of the public may register to provide verbal comments at an upcoming Board or Committee meeting by emailing a request to speak to PublicComment@smud.org. Please include the date of the meeting, name, and topic or agenda item the requestor wishes to speak on. The request may also be submitted while the meeting is in progress during the standard time for the agenda item or topic. **Pre-registration is strongly encouraged by no later than 3:00 p.m. on the day of the meeting.**

Members of the public may provide written public comments on a specific agenda item or on items not on the agenda (general public comment) by submitting comments via e-mail. Comments may be submitted to PublicComment@smud.org and will be placed into the record of the meeting.

Members of the public that are listening to or watching the live stream of a Committee meeting and wish to submit written comments on a specific agenda item as it is being heard may submit their comments, limited to 250 words or less, to PublicComment@smud.org, noting the agenda item number in the subject line. The Committee Chair may read comments for items on the agenda into the record, in his discretion, based upon such factors as the length of the agenda or the number of e-mail comments received. General public comment for items not on the agenda will not be read into the record but will be provided to the Board and placed into the record of the Board meeting if it is received within two hours after the meeting ends.

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 & Customer Services Committee will review, discuss and provide the Committee's recommendation on the following:

ANNOUNCEMENT OF CLOSED SESSION AGENDA

1. **Conference with Legal Counsel – Anticipated Litigation.**

Pursuant to Section 54956.9(d)(4) of the Government Code:

One case.

OPEN SESSION AGENDA (cont.)

INFORMATIONAL ITEMS

1. Erik Krause Provide an update to the Board on the current state of
Tracy Carlson customer accounts in arrears and the intent to restart
 SMUD's standard collections process in February
 2022.
 Presentation: 20 minutes
 Discussion: 15 minutes
2. Public Comment
3. Gregg Fishman Summary of Committee Direction.
 Discussion: 1 minute

Pursuant to Resolution No. 20-06-08 adopted on June 18, 2020, Emergency Board Meeting Procedures are in effect:

Members of the public may make either a general public comment or comment on a specific agenda item by submitting comments via email. Comments may be submitted to PublicComment@smud.org. Comments will be provided to the Board and placed into the record of the Committee meeting if it is received within two hours after the meeting ends.

Members of the public that are listening or watching the live stream of a Board meeting and wish to comment on a specific agenda item as it is being heard, may submit their comments, limited to 250 words or less, to PublicComment@smud.org. The Board Committee Chair may read the comments into the record, in his discretion, based upon such factors as the length of the agenda or the number of email comments received. Comments will be provided to the Board and placed into the record of the Committee meeting if it is received within two hours after the meeting ends.

*Members of the public may register to provide verbal comments at an upcoming Board or Committee meeting by emailing a request to speak to PublicComment@smud.org. Please include the date of the meeting, name, and topic or agenda item the requestor wishes to speak on. The request may also be submitted while the meeting is in progress during the standard time for the agenda item or topic. **Pre-registration is strongly encouraged by no later than 3:00 p.m. on the day of the meeting.***

ADA Accessibility Procedures: Upon request, SMUD will generally provide appropriate aids and services leading to effective communication for qualified persons with disabilities so that they can participate equally in this virtual meeting. If you need a reasonable auxiliary aid or service for effective communication to participate, please email Toni.Stelling@smud.org, or contact by phone at (916) 732-7143, no later than 48 hours before this virtual meeting.

SSS No.
CED 22-006

BOARD AGENDA ITEM STAFFING SUMMARY SHEET

Committee Meeting & Date ERCS – 01/19/22
Board Meeting Date N/A

TO				TO			
1.	Erik Krause	6.	Stephen Clemons				
2.	Tracy Carlson	7.					
3.	Brandy Bolden	8.					
4.	Frankie McDermott	9.	Legal				
5.	Lora Anguay	10.	CEO & General Manager				
Consent Calendar		Budgeted					
Yes	<input checked="" type="checkbox"/>	Yes	<input checked="" type="checkbox"/>				
<i>No If no, schedule a dry run presentation.</i>		<i>No (If no, explain in Cost/Budgeted section.)</i>					
FROM (IPR)		DEPARTMENT					
Erik Krause & Tracy Carlson		Customer Community & Services					
		MAIL STOP	EXT.				
		A102, A151	7152, 7248				
		DATE SENT					
		1/7/22					

NARRATIVE:

Requested Action: Provide an update to the Board on the current state of customer accounts in arrears and the intent to restart SMUD’s standard collections process in February 2022.

Summary: Staff will provide the Board with the latest data on customer accounts in arrears and a high-level overview of the timeline and activities involved with restarting collections in February 2022. Staff will share information on the support, services, and assistance SMUD is providing customers unable to pay their bills. In addition, staff will provide information on the targeted communications plan and tactics that will be used to ensure customers are aware of the upcoming changes and have time to receive support and avoid disconnection for non-payment.

Board Policy: SD-5, Customer Relations; SD-15, Outreach & Communication
(Number & Title)

Benefits: The presentation will provide the Board insights into the schedule, operational preparedness, communication tactics, and customer outreach and support delivered throughout the pandemic and in preparation for the restart of the collections process.

Cost/Budgeted: N/A

Alternatives: Receive information via written report.

Affected Parties: Over 202,000 SMUD’s customers in arrears at the beginning of 2022.

Coordination: Customer Experience Delivery, Customer Operations & Community Energy Services

Presenter: Erik Krause – Director, Customer Experience Delivery;
Tracy Carlson – Director, Customer Operations & Community Energy Services

Additional Links:

SUBJECT	Arrearage Strategy	ITEM NO. (FOR LEGAL USE ONLY)
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.

SSS No.
BOD 2021-025

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date ERCS 2022
Board Meeting Date N/A

TO	TO
1. Frankie McDermott	6.
2. Stephen Clemons	7.
3. Brandy Bolden	8.
4. Lora Anguay	9. Legal
5.	10. CEO & General Manager

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) Gregg Fishman / Donna Lofton	DEPARTMENT Board Office			MAIL STOP B307	EXT. 5079	DATE SENT 12/21/2021		

NARRATIVE:

Requested Action: A summary of directives provided to staff during the committee meeting.

Summary: The Board requested an on-going opportunity to do a 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. The Policy Committee Chair 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 what 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: Gregg Fishman, ERCS Committee Chair

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.