

Board Strategic Development Committee Meeting and Special SMUD Board of Directors Meeting

Date: Tuesday, March 7, 2023

Time: Scheduled to begin at 6:00 p.m.

Location: SMUD Headquarters Building, Auditorium
6201 S Street, Sacramento, CA

AGENDA

BOARD STRATEGIC DEVELOPMENT COMMITTEE MEETING AND SPECIAL SMUD BOARD OF DIRECTORS MEETING

Tuesday, March 7, 2023
SMUD Headquarters Building, Auditorium
6201 S Street, Sacramento, California
Scheduled to begin at 6:00 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. The Strategic Development Committee will review, discuss and provide the Committee's recommendation (if applicable) on the following informational items, and the Board of Directors will take action on the Discussion Calendar.

Virtual Viewing or Attendance:

Live video streams (view-only) and indexed archives of meetings are available at:
http://smud.granicus.com/ViewPublisher.php?view_id=16

Zoom Webinar Link: [Join Board Strategic Development Committee Meeting Here](#)

Webinar/Meeting ID: 160 782 9652

Passcode: 321236

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

Verbal Public Comment:

Members of the public may provide verbal public comment by:

- Registering in advance of a meeting by sending an email to PublicComment@smud.org, making sure to include the commenter's name, date of the meeting, and topic or agenda item for comment. Microphones will be enabled for virtual or telephonic attendees at the time public comment is called and when the commenter's name is announced.
- Completing a sign-up form at the table outside of the meeting room and giving it to a Security Guard.
- Using the "Raise Hand" feature in Zoom (or pressing *9 while dialed into the telephone/toll-free number) during the meeting at the time public comment is called. Microphones will be enabled for virtual or telephonic attendees when the commenter's name is announced.

Written Public Comment:

Members of the public may provide written public comment on a specific agenda item or on items not on the agenda (general public comment) by submitting comments via email to PublicComment@smud.org or by mailing or bringing physical copies to the meeting. Comments will not be read into the record but will be provided to the Board and placed into the record of the meeting if received within two hours after the meeting ends.

INFORMATIONAL ITEMS

1. Andrew Heath
MANAGING DIRECTOR,
UTILITIES INTELLIGENCE
J.D. POWER
Present the **2022 J.D. Power Electric Utility Residential Customer Satisfaction Study, Electric Utility Business Customer Satisfaction Study, and Sustainability Leadership Program.**
Presentation: 45 minutes
Discussion: 15 minutes

DISCUSSION CALENDAR

2. Heidi Sanborn
Approve changing the date of the regularly scheduled Board meeting in March 2023 to March 15, 2023, at 6:00 p.m.
Discussion: 5 minutes

INFORMATIONAL ITEMS (cont.)

3. Public Comment
4. Gregg Fishman
Summary of Committee Direction.
Discussion: 1 minute

Members of the public shall have up to three (3) minutes to provide public comment on items on the agenda or items not on the agenda, but within the jurisdiction of SMUD. The total time allotted to any individual speaker shall not exceed nine (9) minutes.

Members of the public wishing to inspect public documents related to agenda items may click on the Information Packet link for this meeting on the smud.org website or may call 1-916-732-7143 to arrange for inspection of the documents at the SMUD Headquarters Building, 6201 S Street, Sacramento, California.

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 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 1-916-732-7143, no later than 48 hours before this meeting.

SSS No.
M&CC 002

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date Strategic Development – 03/07/23
Board Meeting Date N/A

TO	TO
1. Farres Everly	6.
2. Frankie McDermott	7.
3. Scott Martin	8.
4. Jose Bodipo-Memba	9. Legal
5.	10. CEO & General Manager

Consent Calendar		Yes	<input checked="" type="checkbox"/>	No <i>If no, schedule a dry run presentation.</i>	Budgeted	<input checked="" type="checkbox"/>	Yes		No <i>(If no, explain in Cost/Budgeted section.)</i>
FROM (IPR)	DEPARTMENT			MAIL STOP	EXT.	DATE SENT			
Tom Jas	Communications, Marketing & Community Relations			A195	5319	2/17/23			

NARRATIVE:

Requested Action: Brief the Board on residential customer attitudes and opinions regarding SMUD and its programs and services.

Summary: Industry overview of customer satisfaction for electric utilities and SMUD, from the J.D. Power 2022 Electric Utility Residential Customer Satisfaction Study, Electric Utility Business Customer Satisfaction Study and Sustainability Leadership Program.

Board Policy: Strategic Direction SD-15, Outreach and Communication
(Number & Title)

Benefits: As a customer owned utility, customer satisfaction is important to SMUD. Understanding what drives customer satisfaction, and how SMUD performs on all the main drivers of satisfaction, allows SMUD to focus and prioritize initiatives that matter most to our customers.

Cost/Budgeted: N/A

Alternatives: Provide the Board with written reports and communication.

Affected Parties: Customers and SMUD Staff - It gives SMUD staff insight into what to focus on.

Coordination: Communications, Marketing & Community Relations

Presenter: Andrew Heath, Managing Director, Utilities Intelligence, J.D. Power

Additional Links:

SUBJECT	J.D. Power Industry Overview	<small>ITEM NO. (FOR LEGAL USE ONLY)</small>
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.



Andrew Heath, Ph.D.
J.D. Power
Managing Director, Utilities Intelligence

Andrew Heath is Managing Director, Utilities Intelligence at J.D. Power. He is responsible for the company's water, natural gas, electric and airport customer satisfaction studies in the United States and Canada, as well as the company's Utility Website Evaluation Study.

Dr. Heath has more than 25 years of experience working within the utility and infrastructure sectors in both the United States and the UK. Prior to joining J.D. Power in 2011, he was the director of customer satisfaction services at E Source. Additionally, he launched and directed the company's benchmarking studies for electric and gas company websites and interactive voice response units. Previously, he was acting chief information officer at Powergen, now E.ON, where he developed the company's UK e-business strategy.

Dr. Heath received a bachelor's degree in management science from the University of Lancaster and a Ph.D. in management science from Imperial College, London.

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date
Strategic Development –
03/07/23

Board Meeting Date
March 7, 2023

TO				TO			
1.	Frankie McDermott	6.					
2.	Farres Everly	7.					
3.	Scott Martin	8.					
4.	Jose Bodipo-Memba	9.	Legal				
5.		10.	CEO & General Manager				

Consent Calendar		Yes	<input checked="" type="checkbox"/>	No <i>If no, schedule a dry run presentation.</i>	Budgeted	<input checked="" type="checkbox"/>	Yes		No <i>(If no, explain in Cost/Budgeted section.)</i>
FROM (IPR) Laura Lewis	DEPARTMENT Executive Office				MAIL STOP B308	EXT. 6123	DATE SENT 02/21/23		

NARRATIVE:

Requested Action: Approve changing the date of the regularly scheduled Board meeting in March 2023 to March 15, 2023, at 6:00 p.m.

Summary: SMUD’s Board procedures provide that the regularly scheduled Board meeting for March 2023 shall occur the third Thursday of March at 6:00 p.m. Currently, a number of Board members are scheduled to attend the 2023 CivicWell Policymakers Conference commencing on March 16, 2023. Changing the date of the March 2023 meeting will allow for greater Board participation.

Board Policy: GP-3, Board Job Description
(Number & Title)

Benefits: Provide for Board Member participation at the Board meeting.

Cost/Budgeted: There is no budgetary impact for this request.

Alternatives: Not to approve the change in date.

Affected Parties: Board Office, Board Members, Executive Office, Media, Metro Cable, IT

Coordination: Board Office, Board Members, Executive Office, Legal, Metro Cable, IT

Presenter: President Sanborn

Additional Links:

SUBJECT Date Change for March 2023 Regular Board Meeting	ITEM NO. <i>(FOR LEGAL USE ONLY)</i>
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.

RESOLUTION NO. _____

WHEREAS, the **Meeting Procedures of the SMUD Board of Directors**, Rule 1.0(a) sets the time of days and times of the Board meetings; and

WHEREAS, a number of Board members are scheduled to attend a policymakers conference that conflicts with the regular March Board meeting; and

WHEREAS, moving the meeting would allow for greater participation by the Board to ensure a quorum and the Board wishes to change the date of the regular March 16, 2023, Board meeting to be held on March 15, 2023, at 6:00 p.m.; **NOW**,

THEREFORE,

**BE IT RESOLVED BY THE BOARD OF DIRECTORS
OF THE SACRAMENTO MUNICIPAL UTILITY DISTRICT:**

The March 16, 2023, Board meeting will be rescheduled to occur on March 15, 2023, at 6:00 p.m.

SSS No.
BOD 2023-002

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date 2023
Board Meeting Date N/A

TO	TO
1. Frankie McDermott	6.
2. Jose Bodipo-Memba	7.
3. Scott Martin	8.
4. Farres Everly	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) Nancy Bui-Thompson / Donna Lofton				DEPARTMENT Board Office				MAIL STOP B307	EXT. 5079	DATE SENT 12/27/22

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 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: Included in budget

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: Nancy Bui-Thompson, Strategic Development Chair

Additional Links:

SUBJECT Summary Of Committee Direction – Strategic Development

ITEM NO. (FOR LEGAL USE ONLY)

ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.