

Board Policy Committee Meeting and Special SMUD Board of Directors Meeting

Date: Wednesday, April 10, 2024

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

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

Powering forward. Together.



AGENDA BOARD POLICY COMMITTEE MEETING AND SPECIAL SMUD BOARD OF DIRECTORS MEETING

**Wednesday, April 10, 2024
SMUD Headquarters Building, Auditorium
6201 S Street, Sacramento, California
Scheduled to begin at 6:00 p.m.**

**Remote Telephonic Location:
31372 Longhorn Trail
Bulverde, TX 78163**

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 Policy Committee will review, discuss and provide the Committee's recommendation on the following:

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 Policy Committee Meeting Here](#)

Webinar/Meeting ID: 160 148 2530

Passcode: 340732

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:

- Completing a sign-up form at the table outside of the meeting room and giving it to SMUD Security.
- 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. Email is not monitored during 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, Ph.D. Present the **2023 J.D. Power Electric Utility Residential Customer Satisfaction Study, Electric Utility Business Customer Satisfaction Study, and Sustainability Index Study.**
MANAGING DIRECTOR,
UTILITIES INTELLIGENCE
J.D. POWER
Presentation: 50 minutes
Discussion: 15 minutes

DISCUSSION ITEM

2. Laurie Rodriguez Discuss appointment of Joel Ledesma as a retired annuitant without applying the 180-day waiting period.
Presentation: 4 minutes
Discussion: 2 minutes

INFORMATIONAL ITEMS (cont.)

3. Rosanna Herber Board Work Plan.
Presentation: 3 minutes
Discussion: 2 minutes
4. Public Comment
5. Dave Tamayo Summary of Committee Direction.
Discussion: 1 minute

ANNOUNCEMENT OF CLOSED SESSION AGENDA

1. Conference with Real Property Negotiators.

Pursuant to Section 54956.8 of the Government Code:

Property:

609 W. Elverta Road, Elverta, California

SMUD Negotiators:

Ellias van Ekelenburg, Director, Environmental, Safety & Real Estate Services
Timothy Padden, Manager, Real Estate Services

Negotiating Parties:

Rafael T. and Karen K. Ramirez, Zerimar Family Trust, and Mary Khan Family Trust

Under Negotiation:

Price and Terms.

2. Conference with Legal Counsel – Anticipated Litigation.

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

One case.

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 001

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date Policy Committee – 04/10/24
Board Meeting Date N/A

TO	TO
1. Farres Everly	6.
2. Brandy Bolden	7.
3. Suresh Kotha	8.
4.	9. Legal
5.	10. CEO & General Manager

Consent Calendar	<input type="checkbox"/>	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>
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FROM (IPR) Cara Chatfield	DEPARTMENT Marketing & Corporate Communications	MAIL STOP B411	EXT. 5145	DATE SENT 3/19/24
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NARRATIVE:

Requested Action: Brief the Board on 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 2023 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	ITEM NO. <i>(FOR LEGAL USE ONLY)</i>
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.



Andrew Heath, Ph.D.

Managing Director, Utilities Intelligence

J.D. Power

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.

SSS No. PSS 24-001

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date Policy – 04/10/24
Board Meeting Date April 18, 2024

TO	TO
1. Lora Anguay	6. Suresh Kotha
2. Scott Martin	7.
3. Jose Bodipo-Memba	8.
4. Farres Everly	9. Legal
5. Brandy Bolden	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>
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FROM (IPR) Laurie Rodriguez	DEPARTMENT People Services & Strategies	MAIL STOP B251	EXT. 5628	DATE SENT 03/22/24
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NARRATIVE:

Requested Action: Approve the appointment of Joel Ledesma as a Retired Annuitant without applying the 180-day waiting period.

Summary: Retired annuitants must wait 180 days before returning to work unless the employer certifies that (a) the retired annuitant has the skills needed to perform work for a limited duration and (b) the appointment is necessary to fill a critically needed position before the 180 days have passed, and the appointment is approved by the governing body of the employer in a public meeting. The appointment may not be placed on the Consent Calendar.

Board Policy: Governance Process GP-3, Board Job Description, j) Take such other actions as may be required by law. *(Number & Title)*

Benefits: Joel Ledesma is Director Power Generation in the Zero Carbon Energy Solutions area. Joel can provide key knowledge transfer and consulting services to Zero Carbon Energy Solutions based on his expertise in Power Generation during the transition over the next year following his retirement in May. Joel is also needed to advise SMUD leaders and present to the Board about issues going to the Board before the expiration of the 180-day waiting period. This will ensure continued continuity of Power Generation for Zero Carbon Energy Solutions and SMUD’s Zero Carbon Plan implementation.

Cost/Budgeted: Up to 960 hours in a calendar year at his straight time pay.

Alternatives: Wait six months to receive Joel’s consulting services and knowledge transfer.

Affected Parties: SMUD and Power Generation

Coordination: Executive Office, People Services & Strategies, Legal

Presenter: Laurie Rodriguez, Director People Services & Strategies

Additional Links:

SUBJECT Appoint Joel Ledesma as Retired Annuitant	ITEM NO. (FOR LEGAL USE ONLY)
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.

SSS No. BOD 2024-05

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date POLICY – 2024
Board Meeting Date N/A

TO				TO							
1.	Suresh Kotha	6.									
2.	Brandy Bolden	7.									
3.	Farres Everly	8.									
4.		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) Rosanna Herber / Crystal Henderson				DEPARTMENT Board Office				MAIL STOP B307	EXT. 5424	DATE SENT 12/21/23	

NARRATIVE:

Requested Action: Enable the Board of Directors and Executive Staff an opportunity to review the Board Work Plan.

Summary: The Board President reviews the Board Work Plan at the Policy Committee meeting to ensure agenda items support the work of the Board.

Board Policy: *(Number & Title)* This review of the work plan supports Governance Process GP-6, Role of the Board President, which states, in part, that the Board President “shall ensure that the Board’s agendas meet the goals of the annual work plan.”

Benefits: Reviewing the Work Plan allows the Board members and Executive staff to make changes to the Work Plan and Parking Lot items as necessary.

Cost/Budgeted: Included in budget

Alternatives: Not review the Work Plan at this time.

Affected Parties: Board of Directors and Executive staff

Coordination: Crystal Henderson, Special Assistant to the Board

Presenter: Rosanna Herber, Board President

Additional Links:

SUBJECT Board Work Plan	ITEM NO. <i>(FOR LEGAL USE ONLY)</i>
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.

SSS No. BOD 2024-03

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date POLICY - 2024
Board Meeting Date N/A

TO				TO			
1.	Suresh Kotha	6.					
2.	Brandy Bolden	7.					
3.	Farres Everly	8.					
4.		9.	Legal				
5.		10.	CEO & General Manager				
Consent Calendar		Yes	<input type="checkbox"/>	No	<i>If no, schedule a dry run presentation.</i>		
FROM (IPR)		Budgeted		<input type="checkbox"/>	Yes	No <i>(If no, explain in Cost/Budgeted section.)</i>	
Dave Tamayo / Crystal Henderson		DEPARTMENT		MAIL STOP	EXT.	DATE SENT	
		Board Office		B304	5424	12/21/23	

NARRATIVE:

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

Summary: The Board requested an ongoing 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 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: Governance Process GP-4, Board/Committee Work Plan and Agenda Planning, states, among other things, “the Board will develop and follow an annual work plan that ensures the Board...focuses on the results the Board wants the organization to achieve....”

Benefits: Having an agendized 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: Included in budget.

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

Affected Parties: Board of Directors and Executive Staff

Coordination: Crystal Henderson, Special Assistant to the Board of Directors

Presenter: Dave Tamayo, Policy Chair

Additional Links:

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