JOINT CITY COUNCIL/BOARD OF PUBLIC UTILITIES MEETING
August 28, 2015
FEEDBACK SUMMARY

Listed below is a summary of comments and feedback given during the Utility 2.0 presentation on 8/28/2015 from both City Council and Board of Public Utilities members by category followed by General Comments.

Electric Supply:

Mayor/City Council:	
	Figure out reserves in a public process Implement Talk of Rate Increases before this is counterproductive. Vista Substation on earthquake fault need second connection Why do renewables decrease over time? Is this contracts or physical resources
	All Good Feedback
	Duck Curve/Prosumer --- how will these generators play into Renewable Power Supply? RTRP – second connection to City to continue with process to achieve.
Board:	
	Need to be ready for the future. Plan for it.
	Need to establish our own energy standard – maintain our leadership in creating clean, vibrant, sustainable regional economy.

Electric Infrastructure:

Investment Options:	**Mayor/City Council:** Strive to achieve Option 3 (Gardner) Option 3 Substations (Melendrez) Option 2 and maybe Option 3 depending on finances (Soubirous) Minimum Option 3 (Mac Arthur) Investment to Proactive Option 3 (Burnard) **Board:** Option 2/3 based on ability to pay and impact to ratepayers (Ferguson) Option 2 seems like the minimal to maintain safe, reliable services (O'Farrell)
Mayor/City Council:	
	Overhead Transmission and Distribution is less expensive and easier to repair seek appropriate mix.
	Funding Source? What Cost? Who will pay cost?
	Need to update power poles and infrastructure in Green Belt for frost protection Need to continue to look for additional renewable resources and addition to peaker plant or acceleration of RTRP. Need to upgrade Downtown/Mag Center, Arlington Village, Hunter Park, UCR and CBU
	Interested in technology in both videos; IBM storm and San Jose
Board:	
	Infrastructure replacement is item 1
	Assure integration of technology into all aspects of replacement projects Basic infrastructure should progress at an accelerated but prudent rate. Customers of Riverside 2.0 demand smart energy from 2 way meters to renewable power to notification to customers
	Need to progress on all.
	Must get ahead of electric infrastructure replacement and technology needs
	Integrate both RPU's grid and financial modeling RTRP should be a priority for 2nd connection to the grid

Water Infrastructure:

Investment Options	**Mayor/City Council:** Strive for Option 3 (Gardner) Option 4 – Water Treatment Plant improving water in Gage Canal for Green Belt farmers (MacArthur) Option 3 – Water distribution pipeline, use high reserves to pay for it (Perry)

	Board: Option 3 (Cole) Option2/3 based on ability to pay and impact ratepayers. (Ferguson)
Mayor/City Council:	
	Drive Economic Development through infrastructure improvements and new technology Take advantage of the challenges the state is facing to accelerate infrastructure improvements
	Need healthy discussion about Water Reserves.
	We must have a plan to replace aging water pipes and provide effective service to our residents Move forward with Technology we are behind and must catch up and move ahead of the game
	Distribution Pipelines long term planning to keep and get 75 year cycle
Board:	
	Integrate technology in all infrastructure development including metering
	Distribution pipelines long term planning to keep and get pipelines to 75 year replacement cycle
	Maximize asset management/monetize to minimize rate payer impacts
	Although AMI may be viewed as an extra, the value it will create to the utility and prosumer to regulate, now and monitor our own use will be essential for Millenial and Generation X customers.
	AMI provides very beneficial customer and utility benefits that will match our customer expectations. Can't fall below 100 year pipeline replacement cycle, wouldn't be responsible
	Remove Techite Pipe immediately Bring transmission pipeline to 100 year or less.

Water Supply:

Investment Options	**Mayor/City Council:** Option 3 (Melendrez) **Board:** Need to continue pursuit of Option 3(Cole) Option2/3 based on ability to pay and impact ratepayers. (Ferguson)
Mayor/City Council:	
	More use of recycled water: direct irrigation, groundwater recharge, combined recreational/distribution recharge
	Better explain supply solutions with major disaster
	To keep the Green Belt we must be willing to support efficient, low cost water delivery; grower should not have to bear the costs to comply with State water quality standards. Growers barely making it financially. Look at pressurizing Gage Canal to deliver water efficiently to growers/farmers.
	Move forward with Jackson/Arlanza Recycled Water Projects Must remain water independent Stormwater/Rubber Dam is a need for today and the future
	Consider ponds at western end of Santa Ana River Reclaimed water infrastructure to flow west with new infrastructure Develop use of wells on northwest end of town.
Board:	
	Resilience – are we covered in natural disaster
	Monetize asset management to minimize impact on ratepayers (Option 2/3 based on ability to pay)
	Great opportunity for state recycled water funding – need to move forward now Need to create/use benchmarks for measuring water supply resiliency
	Monetize passive assets Conservation Best Practices Rubber Dam and Recycled Water are good.

Technology Revisited:

Investment Options	**Mayor/City Council:** Move toward top of Fast Followers (Gardner) Semi-Fast Follower. Don't want to buy the latest as can be old quickly (Soubirous)

	Move Technology Plan to Fast Follower status (Mac Arthur) At least become Fast Follower (Perry) Fast follower makes sense. (Burnard) **Board:** Need to be a Fast Follower (Cole) Becoming Fast Follower will require investment but will position us to meet customer expectations. (Scott-Coe)
Mayor/City Council:	
	Utility cannot become too remote from the rest of the city. Better partnerships with other departments rather than duplicate services (GIS, IT, HR).
	2 way customer meter technology (electric and water)
	Report cost savings due to efficiencies Take savings and utilize for improvements in technology, reporting standards which will increase transparency and customer service.
	Must take steps to improve areas of asset management and customer focused technology
	Real time operational communications from the meters and pumps to control center makes sense. Interactive Voice (IVR) if this refers to call center be careful live response is a benefit
Board:	
	Move to smart meters, realizing there are costs for not moving there in the past. Just do it. Move to implement technology immediately. From infrastructure to the customer's doorstep.
	High priority – key to training staff at same over all staffing level.

Fiber Business:

Mayor/City Council:	
	Fiber is a must! Accelerate – it allows us to continue to be a City of Innovation.
	Pursue Fiber options.
	Hire staff to manage fiber networks. Purchase and deploy fiber management software.
	Fiber now into "tech" areas.
	Create new Technology Utility: Fiber Infrastructure, Operations, Services --- Private/Public Partnership?
	We must take steps to increase our ability to provide fiber optic technology across the entire city.
	Fiber optics to Airport commercial areas (Jurupa/Van Buren).
Board:	
	Continue fiber network at accelerated rate.

Workforce Development:

Investment Options	None of the participants stated that they were against moving forward with a Workforce Development Plan
Mayor/City Council:	
	Must be the most desirable utility to work. Take care of your troops and they will take care of us/you.
	Headed in the right direction on training and recruitment
	Career ladder discussions with Unions? What is the rate of internal promotion/competitive salary.
	Is it time to consider incorporating City's Sewer Treatment into RPU? (Recycled Water, Power, and Run Plant, etc.) Improve workforce efficiency look at each position and move/combine if needed.
	Recruitment, Retention, Training now and future, 1-3-5 plan for all , Funding/Cost Benefit
	Continue to attract top talent at RPU. Hold all employees accountable for performance standards. Improve reporting standards of inefficiencies within all departments. Cross train employees with emphasis on customer service.
	Career Development is a must and our responsibility to our employees. Suggest bringing a college to one of our sites. Work and learn in a City facility.

Board:	
	Need to capture the institutional knowledge before it leaves us.
	Knowing the workforce needs is critical. This will result in engagement of current and future employees.
	Workforce Plan/Strategy is very good
	High priority, like workforce talent system
	Do new positions compare with Fast Follower Utilities? Compensation/Job Description/Role Status on ability to "rapid" hire to ensure RPU's first choice is selected
	Without aggressive workforce development we put our future Utility 2.0 plans and the utility at risk. This strategy meets the needs and requirements.

General Comments:

Mayor/City Council:	
	Back to Mission Statement We have seen needs need to prioritize Need safe city for employees, visitors and citizens He likes the inclusive nature of partnerships with schools/universities Wants to promote livability and resiliency - why do we live, visit stay?
	Wants to see us pursue Fiber Optic Business as revenue source, and a way to keep the types of businesses we want here. Get reserve issues handled before rate increases. RTRP is the most important thing. Interested in monetizing passive assets. Wants to be sure we are a fast follower in technology. Move recycled water goal up from 4000 AFY to higher amount. Increase partnerships with other city departments.
	Has a sense of excitement about the plan. Wants to see Firm Infrastructure commitment blended with technology Biggest bang for our buck need to find balance in the wish list
	Communicating with the board is good The Utility 2.0 plan is a no brainer but must be based on what we can afford and emerging technologies. Like involving the public and the straightforward transparency We own it, we should know all about it Finances, reserves and the public trust Must keep information on the web
	Finance: pay down debt, eliminate the reliability charge, leverage passive assets to pay down bonds and excessive fees Consider and R&R funds for infrastructure – add it to the hotel tax Costs vs. Needs – how we pay, and who is going to pay Fiber is non-electric – explore how rate payers can support that Be the leader like San Jose video
	Give staff tools they need to be cutting edge Hold staff accountable Technology – look to 3.0 and lead the pack Customer Communication is key Improve Green Belt and help growers improve water delivery system
	Need to find balance of reality vs. wishes Likes Workforce Development Plan With technology should be leading not catching up
	Plan is a wish board need to blend future with cost Has optimism Wants to be on leading edge Need to watch our future reliability

Board:	
	Good alignment between Board and Council Consensus will come down to the finances – how much will it cost? Need to see WHAT IF's mixed with options RTRP is critical to our future
	Thanked everyone Feels like this is an authentic evaluation Integrated plans are important (Riverside 2.0 and Utility 2.0) To maintain integration, evaluation of efficacy will be needed along with ongoing communication Wants to add efficacy benchmarks to Land Use Committee metrics.
	Agrees with Option 3 for future to protect our infrastructure.
	Feels Option 2/3 is important to blend ability to pay with needs and impact with ratepayer Wants to maximize assets we have Monetize passive assets Synchronize projects for affordability
	Create build up to Utility 3.0! Invitation to create infrastructure for future city that protects a hidden resource with proactive, positive future, and productive infrastructure
	Love the detail, feel ready to take this on. Ready for revolutionary change in power supply Need to set our own carbon standard Invest in infrastructure and technology Appreciate the common ground created with the City Council Dependable and forward looking staff
	We needed this input and the 1 on 1 contact with constituents. Need staff feedback on Council/Board in the form of recommendations.