

UTILITY UPDATE

RIVERSIDE PUBLIC UTILITIES



Board Strategic Planning Meeting Summary | Friday, February 27, 2015

This summary may not include all agenda items and is not considered minutes of the meeting. For complete meeting agenda, click [here](#).

The Board of Public Utilities convened to continue the 2015 Strategic Planning process on behalf of the community to provide input and feedback on the direction of the Utility. The discussion today was a continuation of the first meeting held on February 12, 2015.

Strategic Planning Exercises:

The planning exercises focused on if the tasks that have been created to support our 3-year goals fit with our long range plans. At the first meeting, General Manager Girish Balachandran interpreted a chart that showed staff progress in each area. Today, the meeting continued this discussion, but focused on the items that did not fall within the categories set forth in the current three-year goals.

Three-Year Goals Board Input Highlights - Other Items:

- Discussion needed about board governance, policy, succession planning and training; consider adoption of rules about decorum.
- Increase Board Engagement with the public to assist with communicating the importance of the big changes coming to the industry.
- Make larger effort to educate decision makers on the complex challenges and changes in the utility industry. Tell the complicated story to gain support at all legislative and community levels.
- Consider the General Fund Transfer costs in the planning. Allow it to become a flexible accounting mechanism that can be adjusted instead of being fixed at the maximum annual contribution to City Services. Charter states contribution up to 11.5%.
- Create more tools and training to optimize board governance activities (APPA Board certification, Board Goals, leadership and succession planning).
- Work to better define customer expectations. Customer of tomorrow will want to do what they want, when they want (customer surveys are already being implemented).
- Consider internal business practices that demonstrate sustainability (employee engagement programs).
- Assure flexible planning as big changes are fluid. Long Range Planning Goals will be revisited in the fall, and then planning will be conducted at least once annually after this year.
- Continue collaborative efforts with City departments to achieve economies of scale, but be mindful that RPU spend money only on activities that will ultimately benefit the rate payer (Information Technology, Human Resources, Economic Development).
- Develop succinct response to public comment issues and share with board. Meetings have been scheduled to assist them with explanations of past issues through staff mechanisms so the board can continue to work on current issues and policy making.
- Questions related to future resource planning, utilizing a "fast follower" concept and integrator business model were answered by stating that these future options will unfold through the planning process and the staff obligation will be to create context for the Board/Council decision making about these items.
- More communications at all levels is needed to explain the transformation of RPU to a Utility of the Future (2.0)

Board discussed changes to the current Mission Statement, Vision Statement and Goals:

The Board discussed making changes to the current Mission Statement and agreed to consider framing the mission statement with a theme related to value. General Manager Girish Balachandran pointed out that value can encompass rates, reliability and perception. After working on a few options and further discussion it was decided to defer these proposed changes and discuss further at the next meeting, therefore placing this discussion on the agenda for the March 5, 2015 meeting.

Next Steps:

March 5, 2015 - Regular meeting will have continuation of discussion related to Mission Statement, Vision Statement and Goals.

April 2015 - date to be determined for next Strategic Planning Meeting.

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