



CITY LIGHT REVIEW PANEL MEETING

Wednesday, April 16, 2025

9:00 – 11:00 A.M.

In Person - SMT

—or—

Microsoft Teams Meeting

Proposed Agenda

<u>Item</u>	<u>Lead</u>
1. Welcome (5 min.)	Julie Ryan, Facilitator
2. Public Comment (5 min.)	
3. Standing Items: (5 min.)	
a. Chair's Report (Leo Lam)	
b. Review of agenda (Julie Ryan)	
c. Action: Review and approval of meeting minutes of March 19, 2025	
d. Communications to Panel (Leigh Barreca)	
e. Elect Review Panel chair and co-chair (Julie)	
4. General Manager Update (40 min.)	Dawn Lindell
5. Time of Use Rate Implementation (30 min.)	Craig Smith/Britt Luzzi
6. 2025 City Light Metrics (30 min.)	Angela Bertrand
7. Adjourn	

Next meeting: May 21, 2025

Draft Agenda Items: 10-year roadmap – Focus areas and draft outcomes, update on outreach.



City Light Review Panel Meeting Meeting Minutes

Date of Meeting: March 19, 2025 | 9:00 – 11:00 AM
Meeting held in SMT 3204 and via Microsoft Teams

MEETING ATTENDANCE					
Panel Members:					
Leo Lam	√	Thien-Di Do	√	Oksana Savolyuk	√
Joel Paisner		Ryan Monson		Bruce Flory	√
Kerry Meade		Toyin Olowu	√		
Dawn Lindell (GM)	√	Leigh Barreca	√	Julie Ryan (Consultant /RP Facilitator)	√
Mike Haynes	√	Andrew Strong	√	Craig Smith	
Kirsty Grainger	√	DaVonna Johnson		Maura Brueger	
Julie Moore	√	Chris Ruffini	√	Angela Bertrand	√
Greg Shiring	√	Carsten Croff		Brian Taubeneck	
Eric McConaghy	√	David Logsdon	√	Bridget Molina	√
Jeff Wolf		Caia Caldwell		Brittney Garcia Stubbs	√
Siobhan Doherty	√	Karin Estby		Angela Song	√
.		David Logsdon	√	Dylan King	√

Welcome and Introductions. The meeting was called to order at 9:03 a.m.

Public Comment. There was no public comment.

Standing Items:

Chair's Report. Leo Lam welcomed everyone and opened the meeting.

Review Agenda. Julie Ryan reviewed the agenda.

Approval of February 19, 2025, Meeting Minutes. Minutes were approved, with one revision to fix the spelling of Bruce Flory's name.

Communications to Panel.

- An email was received from a customer with solar panels who felt that her utility bills were too high. This issue was sent to our customer escalation team. The customer was contacted directly. She requested City Light to research her usage and billing for accuracy. Through a review of billing system and meter data, it was determined that her bills were accurate. All relevant data was provided to the customer, as well as information for all of



City Light Review Panel Meeting Meeting Minutes

the available bill assistance programs. The customer was told to contact us again if additional information is needed.

- Application materials for two candidates to fill the vacant Financial Analyst position were submitted to our City Council committee chair for review consideration and selection. This position is designated as a council appointment

General Manager's Update. GM Dawn Lindell presented.

1. Trip to Washington DC – I joined hundreds of public power representatives in Washington, D.C., for the 2025 American Public Power Association (APPA) Legislative Rally, February 24 to 26. Maura Brueger, Director of Government & Legislative Affairs, and I met with lawmakers to advocate for policies to support affordable, sustainable, and reliable energy.

Maura scheduled eight meetings for us: three meetings with U.S. representatives and five meetings with staff members—two with our Washington senators and three representatives. Key issues included protecting Bonneville Power Administration's (BPA) workforce, navigating evolving energy markets, preserving municipal bond tax exemptions, and supporting clean energy tax credits. We also advocated for continued federal grant funding.

Federal policies shape how we operate, influence costs, and impact the communities we serve. These policies govern everything from energy generation and the electric grid to infrastructure investment. By engaging directly with lawmakers, utilities like City Light can explain how policies affect local operations and customers and provide insight into the increasing demand for power, the ability to meet that demand, and the urgency to expand transmission infrastructure to deliver power.

During our fast-paced "speed advocacy" sessions on Capitol Hill, we also updated lawmakers on relicensing efforts for our Skagit and South Fork Tolt projects, asked for help securing grant funding for dam upgrades, and advocated for permitting reforms to streamline building and improving transmission infrastructure.

We will continue championing sustainable, affordable energy policies and defending the resilience of public power. After all, as the saying goes, "if you're not at the table, you're on the menu."

2. BPA's Market decision – BPA issued their draft market decision on Thursday, March 6th indicating their preference for Market+, in spite of our best efforts to highlight the negative cost implications of this decision for our rate payers.

We are disappointed with the decision. Having two markets in the region is inefficient,



City Light Review Panel Meeting Meeting Minutes

will negatively affect consumer rates, and potentially cause adverse effects on regional greenhouse gas emissions reductions and weather response reliability, especially during extreme weather events. We remain steadfast that our customers are best served with an efficient, well connected, and integrated market.

Our understanding is BPA made this decision due to the other market's governance structure, with a Governor Appointed Board. We are working to support active legislation in California to change this structure. BPA is expected to announce their final decision in May.

3. National Tree Care Award – We are proud to share with you that we received the 2025 Tree Line USA award! This is our 12th year in a row receiving this award from the Arbor Day Foundation. This recognition celebrates our dedication to protecting urban trees while providing reliable electricity service. Tree Line USA honors utilities that meet top standards for managing trees and power lines.

Last year, we participated in an Arbor Day event by planting 10 new trees in Beacon Hill near the Chief Sealth Trail and Snoqualmie P-Patch. This project brought fresh greenery to our shared spaces.

4. Hydropower Leadership Award - The Northwest Hydroelectric Association (NWhA) held its annual conference in Seattle in the last week of February. More than 450 industry professionals gathered to share knowledge and discuss the latest developments and challenges related to hydropower generation. For more than a century, hydropower has been a vital energy source for the Pacific Northwest and beyond. This commitment to sustainability allowed us to become the first large utility to achieve 100% carbon neutrality—back in 2005! We've been leading the way for two decades, and it's thanks to the hard work and dedication of our team. Hydropower is key in balancing the grid and meeting the rising demand for electricity. As we aim for a more electrified society, having reliable and flexible energy sources becomes increasingly important.

At the heart of our commitment to hydropower is our dedication to caring for the environment. Chief Operating Officer Mike Haynes exemplifies this commitment and was recognized with the Northwest Hydroelectric Association's 2025 Pamela E. Klatt Award, which honors individuals for their leadership and service contributions to the Northwest hydroelectric industry. The Pamela E. Klatt award, named in memory of the environmental planner and long-time NWhA board member, recognizes individuals who make a lasting impact on the hydropower industry. Mike's career reflects these values, and his leadership continues to shape the future of hydropower in the Pacific Northwest. Congratulations, Mike!



City Light Review Panel Meeting Meeting Minutes

Q: Do you feel that your lobbying was successful regarding BPA's workforce reduction?

A: Yes, it was successful. At one point, BPA lost 400 staff. The first 14 were DEI based jobs – these positions have not been restored. They also lost 220 staff due to the early buy-out option, including a lot of positions in the field and in craft positions that will be hard to replace. City Light did offer mutual aid, as well as several other northwest utilities. Over 90 just-hired employees had their offers rescinded and 60 of them had their offers reinstated. Probationary employees less than one year in the job (which included those who had been promoted to a new role within the agency), were also laid off. Most of them were reinstated into their positions. The net of that is the loss of the 14 DEI staff and 220 employees who took the buy-out.

Q: Are the employees that took the buy-out at risk of not getting paid?

A: I don't think so. Their salaries are in BPA's budget, so they will be paid. The message we gave legislators is it saves taxpayers **zero dollars** to eliminate staff at BPA since BPA's expenses are recovered in their rates.

Transportation Electrification Strategic Investment Plan (TESIP). David Logsdon began the presentation and introduced Angela Song. The presentation is in the meeting packet.

Q: There's a lot of elements of charging and public access charging; could you explain how we're providing charging to people along the street?

A: There are a few different designs including pole mounted and pedestal mount chargers. There are a few applications that people can use to show where all the chargers are and if they are currently in use. One example is PlugShare. We also have info on our website and locations, with an interactive tool.

Q: How much does it cost to park and charge?

A: For Level 2 chargers, the cost is \$0.21 per KW, for fast charges, it is closer to \$0.41. Users do not pay to park for our chargers, and we pride ourselves on having lower rates than our competitors.

Q: Do you have time of use charging rates?

A: Yes, we had a pilot, and we are working on including that in our new time of use rates that are rolling out soon.

City Light staff offered to send to the Review Panel the EV charging explanation sheet that the utility provides customers at community events.

10-year Roadmap Update and Input. Angela Bertrand led this exercise. Presentation materials are in the meeting packet.

Integrated Communications Plan. Dylan King presented. Presentation materials are in the meeting



City Light Review Panel Meeting Meeting Minutes

packet.

Q: What are examples of groups you are meeting with?

A: We are working with a lot of advisory councils, such as the Indigenous Advisory Group as well as tabling at the P-Patch Community event Department of Neighborhoods is hosting. We are using a literature review to identify whose voice we haven't heard from and are making sure we find a path to hear their needs.

Q: How do you follow up with community members? Are you reaching people by email or just connecting with the event manager?

A: Both. We use mass communications as well as other channels. We are trying to create a relationship so they will invite us in.

April Agenda. The next meeting will include updates on the development of the 10-year roadmap, and a Time of Use program presentation. Staff invited the Panel Members to let them know if there are other programs that Review Panel members would like to hear about.

Adjourn. The meeting was adjourned at 10:53 a.m.

Next meeting: April 16, 2025, 9:00 – 11:00 a.m.

Time-of-Use Rate Implementation

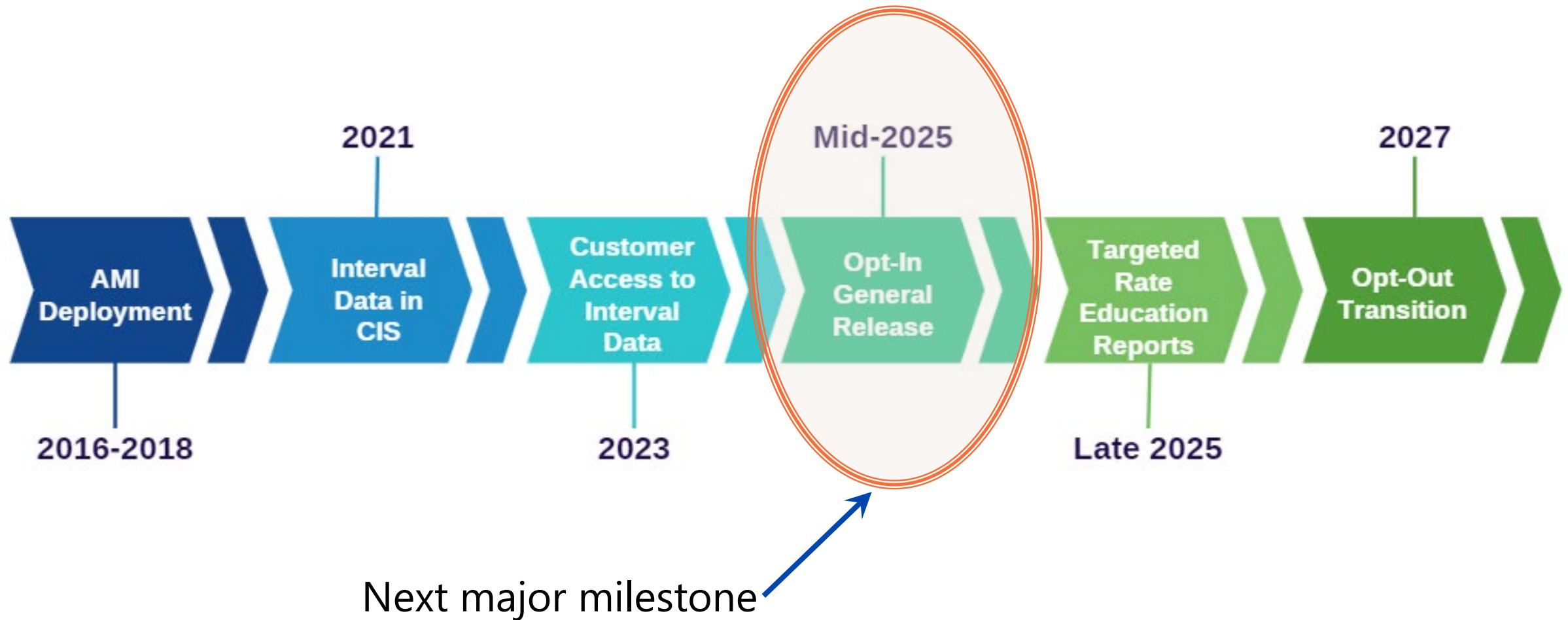
Review Panel Briefing – April 2025



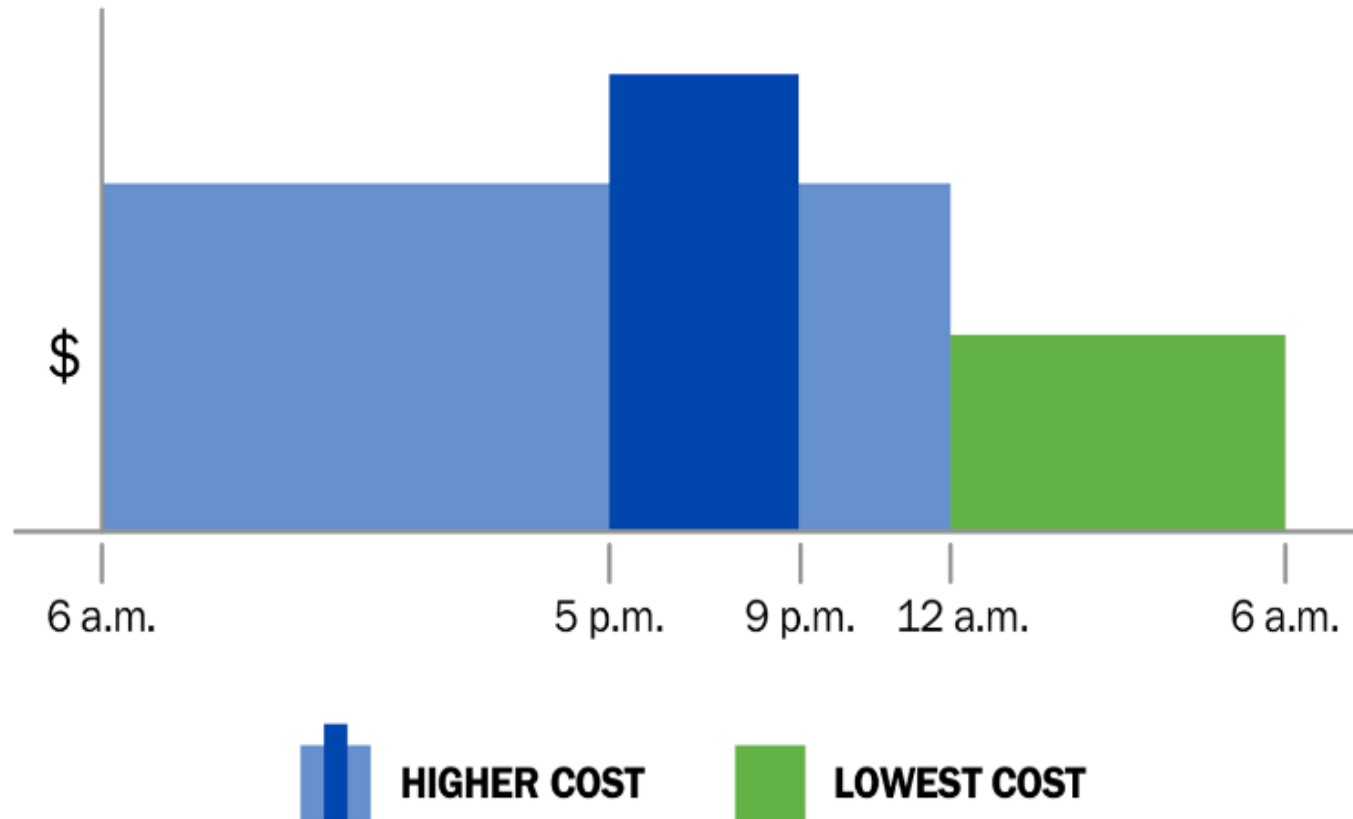
Seattle City Light

WE POWER SEATTLE

Time of Use (TOU) Big Picture Journey



Time of Use Rate Design



Rate ordinance approved by Seattle City Council in 2022.

Available for Residential, Small and Medium General Service customers

Transition to TOU - Objectives

Provide customers with **tools and information** to make informed choices



Listen to and learn from community to provide the best possible customer experience



Timely and broad communications that prepare and encourage customers



Energy Insights Tool

- Mid 2025 Features


- Online rate education
- Online enrollment
- Rate coach emails
- Basic business customer features

- Late 2025 Features

- Improved business customer features
- Rate education reports
- Home profile quizzes



Utility Service Website Link



City of Seattle
Utility Services

Help

My Profile

Logout

English

Account Overview

Manage Utilities


View Usage

Ways to Conserve

Assistance Programs

ACCOUNT OVERVIEW

Account Holder:

ELECTRICITY
SEATTLE CITY LIGHT

824A S ORCAS ST, SEATTLE,
WA, 98108-2628

+ Add New Account | Billing History | Payment History | Select a Different Account

Account # 6314576649

Print

Pay Multiple Bills

AMOUNT DUE

\$185.16

Make a Payment

BILL SUMMARY

Last Bill On 03/28/2025	\$185.16
Payments since last Bill	\$0.00
Amount due	\$185.16
New Charges Due	04/18/2025

View Current Bill

Enroll AutoPay

Enroll in Budget Billing

Turn On Paper Billing

Enroll in Payment Plan

Compare Rate Plans

New link
for rate
compare

Billing Comparison

Electric Bill Compare

RECENT BILL

December 16, 2024

COMPARED TO

November 13, 2024

Nov 13 - Dec 16 (34 days)

1737 kWh

\$285* ↑ **\$257**

*Bill amounts calculated without taxes, fees, and credits, and so may not match your actual bill total.

Oct 15 - Nov 13 (30 days)

133 kWh

\$28*

*Bill amounts calculated without taxes, fees, and credits, and so may not match your actual bill total.

Your electric charges are **about \$257 higher** than your previous bill.

Key reasons why your bill changed:

Electric Usage

↑ **\$193**

You used **1604 kWh** more electricity during your recent bill period, likely due to changes in your usage habits.

Weather-related Usage

↑ **\$109**

You used more weather-related electricity during your recent bill period, likely due to an average temperature **decrease of 9°F**.

Miscellaneous energy price changes

↓ **\$91**

The pricing for your electric services may change between billing periods. This is likely due to Commodity Costs, Rate Costs, and other miscellaneous costs.

Bill Period

↑ **\$46**

Your recent bill period was **4 days longer**.

[Explore your usage](#)

Personalized bill comparison information

Key reasons for differences and option to investigate further

Rate Calculator



[Back to My Account](#)

Top plan for 824a S Orcas St

Select service agreement to compare rates:

Estimates based on your last 12 months of usage.

YOUR CURRENT PLAN

2025 Standard Rates

On the Flat Rate, the cost of electricity stays the same no matter when you use it, offering predictable energy costs throughout the day and year.

To save on the Flat Rate, focus on efficiency and using less energy overall:

- Run full loads in your dishwasher and washing machine.
- Unplug electronics when not in use.
- Switch to LED lights instead of incandescent bulbs.
- Consider using a smart thermostat to manage heating and cooling efficiently.

Monthly

Yearly

\$101 avg/mo

If no big lifestyle changes in the next year

Save additional \$\$ with some behavior changes.

[Personalize Estimate](#)

View More Details

LOWEST COST

Opt-In Time-Of-Day Rates

With the Time of Use rate, prices vary throughout the day based on when you use electricity:

- Mid-peak pricing applies from 6 a.m.-5 p.m. and again from 9 p.m. to midnight.
- Peak pricing, when rates are highest, is from 5-9 p.m.
- Off-peak, the lowest-cost period, runs from midnight to 6 a.m.

By adjusting your habits to run appliances and charge electric vehicles—for example—during off-peak times, you can take advantage of lower rates.

Monthly

Yearly

\$100 avg/mo

If no big lifestyle changes in the next year

Save additional \$\$ with some behavior changes.

[Personalize Estimate](#)

Enroll Now

View More Details

Advice on best rate based on historical usage

Quick link to enroll in rate

Awareness and Education Campaigns



Regular Updates

Powerlines Seattle City Light (SCL)

HOME TOPICS

Home / Powerlines

< Previous

Next >

Key Q&A on the Basics of Seattle City Light's Upcoming Time of Use (TOU) Rates

by Wesley Matlock on March 14, 2025



Seattle City Light will introduce a [Time of Use \(TOU\) rate](#) in 2025, giving customers a new way to manage their energy use and lower their bills.

To help you understand how this will work, we asked the TOU team to explain the basics of TOU rates and how they can benefit your household and the broader

Browse the Archive

Choose a Month

This is an official government website. [Here's how you know.](#)

Seattle English

Search Pay or Apply Menu

Seattle City Light

Contact Us My Account

Residential Services Business Solutions Construction Services In the Community Energy Environment Outages

Home > Solutions for Your Business > Business Billing and Account Information

Small and Medium Business Time of Use Rate

Understand Time of Use rates and how to make smart energy choices.

Time of Use Rate Update
We plan to offer the Time of Use (TOU) Rate for small and medium your energy use. This will include tools to show how much energy:

Powerlines
Seattle City Light (SCL)

Home / Powerlines

Time of Use (TOU) Frequently Asked Questions

< Previous Next >

This is an official government website. [Here's how you know.](#)

Seattle English

Search Pay or Apply Menu

Seattle City Light

Contact Us My Account

Residential Services Business Solutions Construction Services In the Community Energy Environment Outages

Home > Residential Services > Residential Billing Information

Time of Use Rate

Understand Time of Use rates and how to make smart energy choices.

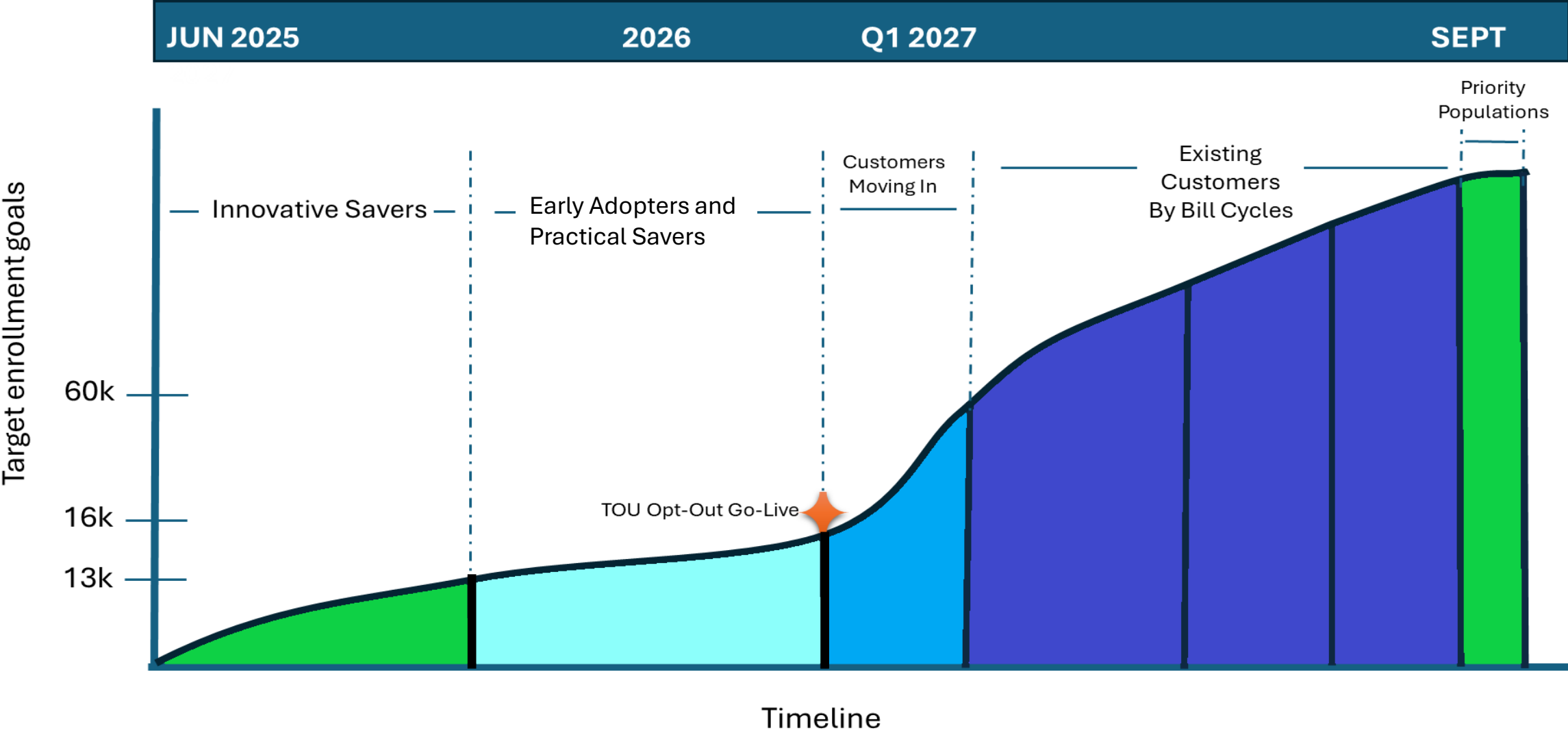
A photograph of a front-loading washing machine. The door is open, and laundry is visible inside. A hand is reaching into the machine. The machine is white and has a dark door.

Coming Soon: A Time of Use Rate to Help You Choose How to Manage Your Energy Use

by Seattle City Light on January 31, 2025



Enrollment Targets



Next Steps



June 2025

- Increase customer outreach including announcing launch date
- Internal readiness – Change Management and Training
- **LAUNCH** Rate and Customer Insights Tool!



Oct 2025

- Increase Business Customer features
- Introduce rate education reports to all customers
- Home profile quizzes for personalized energy use tips



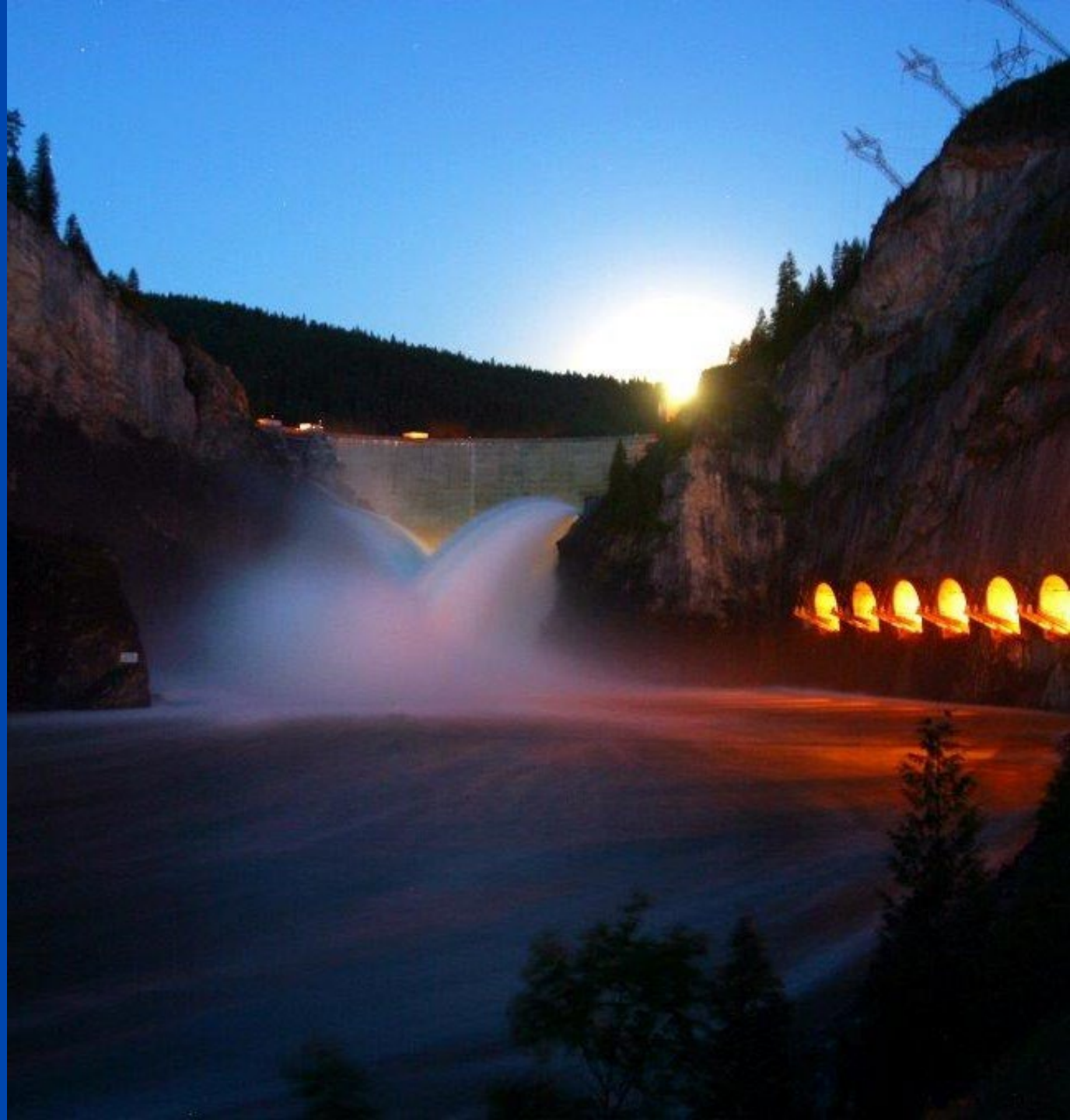
Now-2027

- Dynamic marketing and education campaign
- Rate design for future
- Immersion in community to build trust and partnership on the why, when and how of TOU

Q&A



Seattle City Light



THANK YOU



Seattle City Light

Mission, Vision, and Values

Mission

Seattle City Light safely provides our customers with affordable, reliable, and environmentally responsible energy services.

Vision

Create a shared energy future by partnering with our customers to meet their energy needs in whatever way they choose.

Values



Customers First



Environmental Stewardship



Equitable Community Connections



Operational and Financial Excellence



Safe and Engaged Employees



Seattle City Light

WE POWER SEATTLE

2025 Performance Metrics

City Light Review Panel, April 16, 2025

Angela Bertrand



Seattle City Light

WE POWER SEATTLE

- Strategic Plan Review
- Performance Framework
- February Executive Report
- How 10 Year Roadmap Connects



Strategic Plan: A Focus on Results

STRATEGIC PRIORITIES



Our strategic priorities support our mission, vision, and values and reinforce our commitment to operational excellence and customer service. While our business strategies remain unchanged from the previous update, the way we define success has evolved. As we plan for the future of providing customers with affordable, reliable, and environmentally responsible energy services, we are focusing on outcomes—why we do what we do. The sections that follow describe the outcomes City Light aims to reach in the coming years along with examples of our work in each area.

- 1 Improve the Customer Experience
- 2 Create Our Energy Future

- **Roadmap** outlining our organizational priorities
- Shifting from **action based** to **results based**

1 IMPROVE THE CUSTOMER EXPERIENCE

Deliver Programs Aligned with Customer Priorities

City Light is focused on enhancing our understanding of customers' needs so we can offer products and services that make a difference in their lives.

Decrease Unplanned Outages in Service Areas That Experience Above-Average Outage Rates

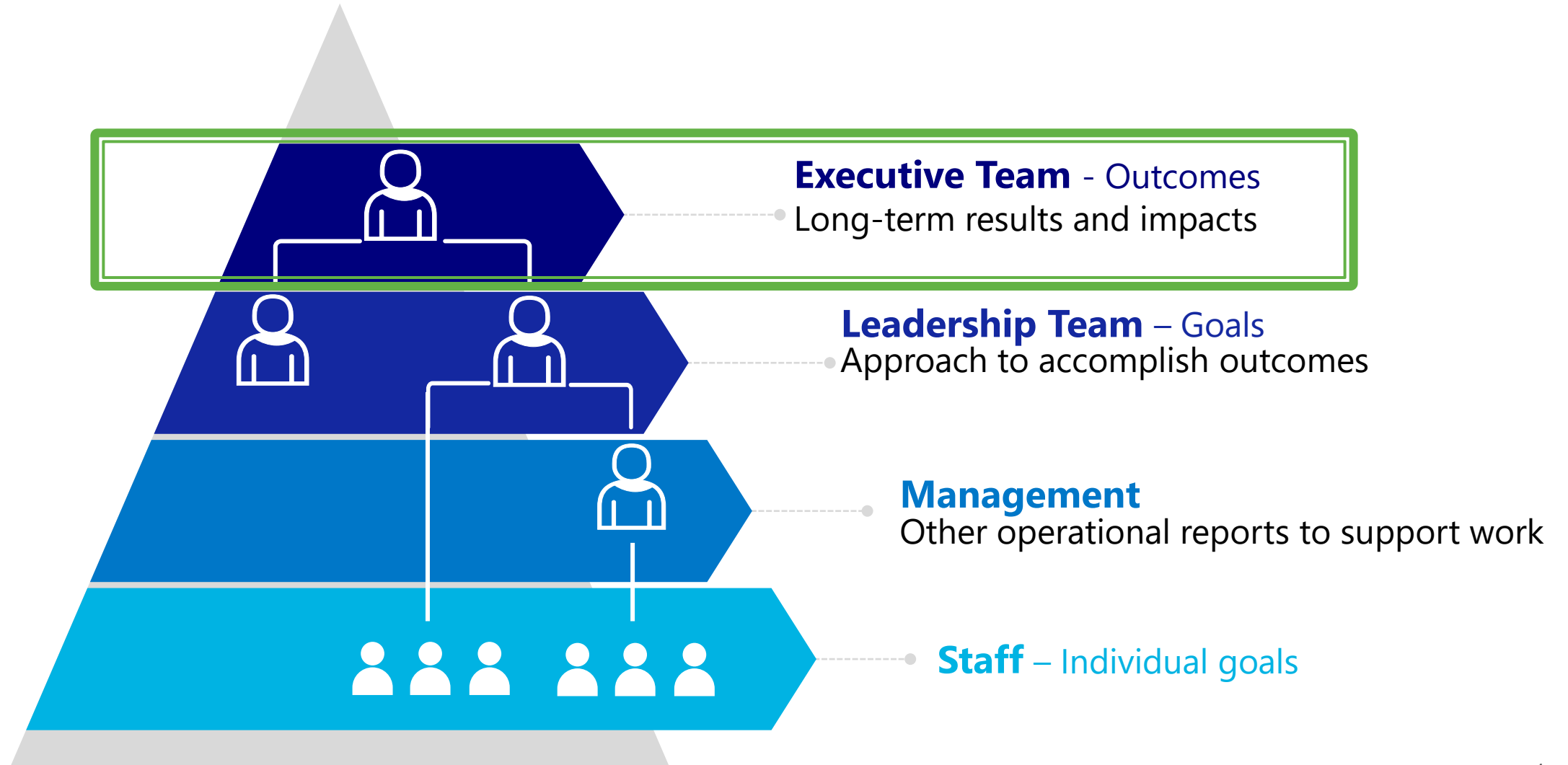
Some regions of City Light's service area experience above-average power outages. We are committed to changing that.

Provide More Predictable Service Connection Timelines

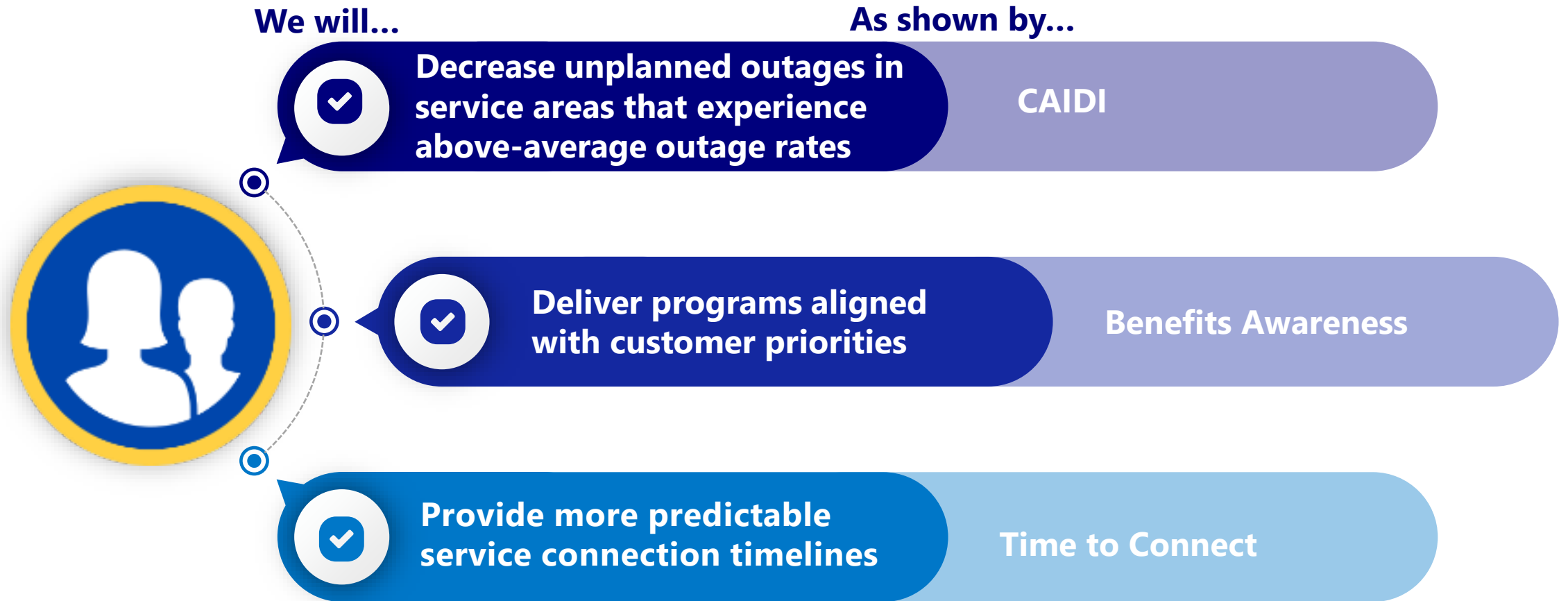
City Light is committed to providing customers awaiting service connections with timelines that allow them to plan accordingly.

We prioritize our customers and strive to tailor our services to meet their needs and exceed expectations. That's why we're investing in improvements that will make our services more accessible and provide more options. Whether we're enhancing our programs or introducing new ones, our goal is to better serve our customers. Our work in this area strives to deliver the following outcomes:

Strategy Implementation



Improve the Customer Experience





Seattle
City Light

Executive Metrics

February 2025



Improve the
Customer Experience

CAIDI

143.5 ▲

Target: 87.71

Benefits
Awareness

717.9 ▲

Target: 723

On Time
Connections

55% ▲

Target: 26 weeks



Create our
Energy Future

Resource
Adequacy

87_{MW} ▶

Target: 0 in 2025

Chargers in
Territory

1,971

Target: 2,350 by EoY



Develop Workforce &
Organization Agility

Employee
Engagement

65% ▶

Target: 70%

Internal
Mobility
Rate

1.2% ▲

Range: 1-2%

Staffing
Utilization
Rate

79.4 ▼

Range: 70-90%

Near
Misses

4 ▶

Target: Increase



Ensure Financial
Health & Affordability

Assistance
Enrollment

34,379 ▼

Target: 52,500

Downside
Risk
Exposure

0.43 ▼

Target: >0.0

Price
Fairness

6.64 ▲

Target: 6.79

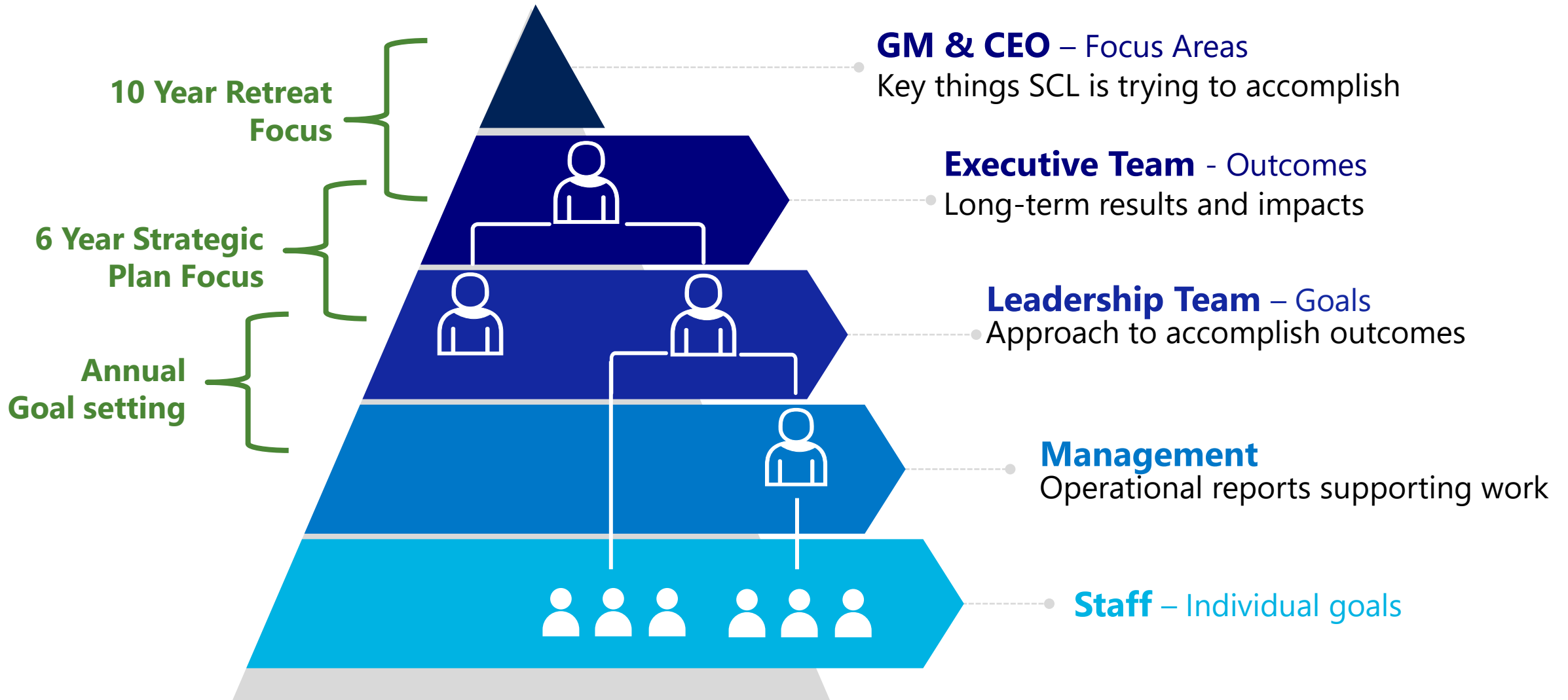


We Power

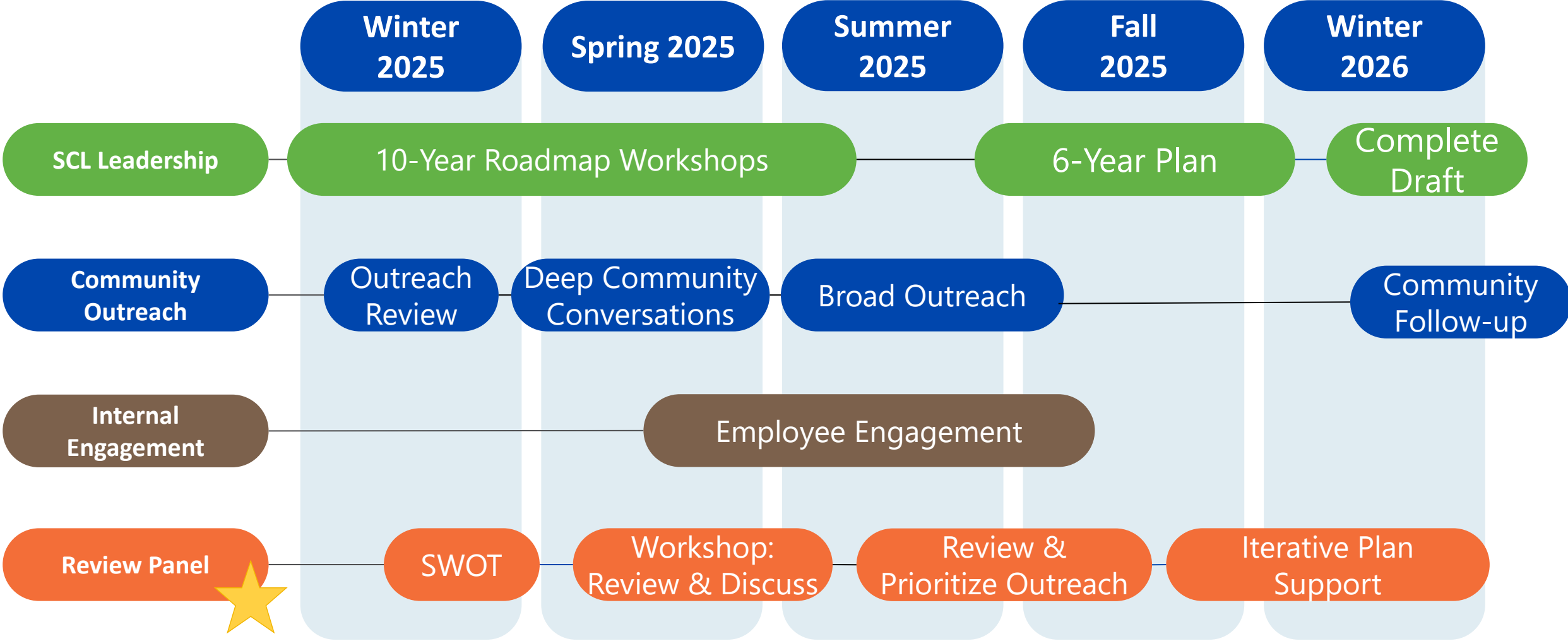
Technology
Projects



10 Year Roadmap Retreat



Timeline



THANK YOU



Seattle City Light



Seattle
City Light

Executive Metrics

February 2025



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We Power

Technology
Projects





CAIDI

Benefits
Awareness

On Time
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Adequacy

Chargers in
Territory

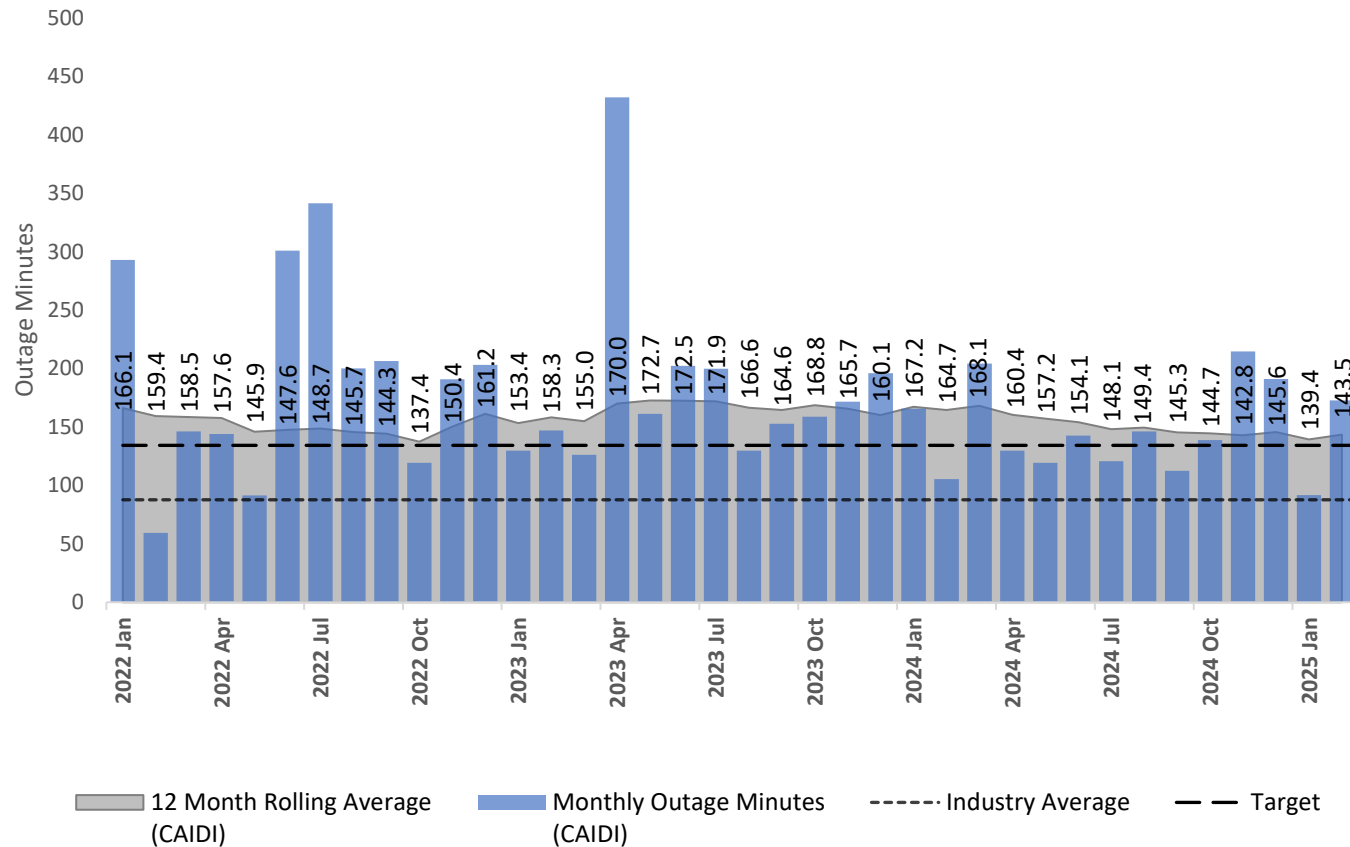
Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

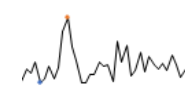
Outage Minutes

For Customers Experiencing Outages



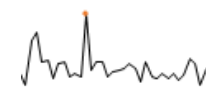
SAIDI

7.2 ▲



SAIFI

0.0415 ▼



Priority:



Outcome:

Decrease unplanned outages in service areas that experience above-average outage rates

Other Relevant Reports:

- [Related Team Goals](#)
- [Outage Types](#)

Contact: Mike Haynes (Outcome Owner)
TJ Vezina (Business Owner)
Cathy Luo (Technical Owner)



CAIDI

Benefits
Awareness

On Time
Connections

Resource
Adequacy

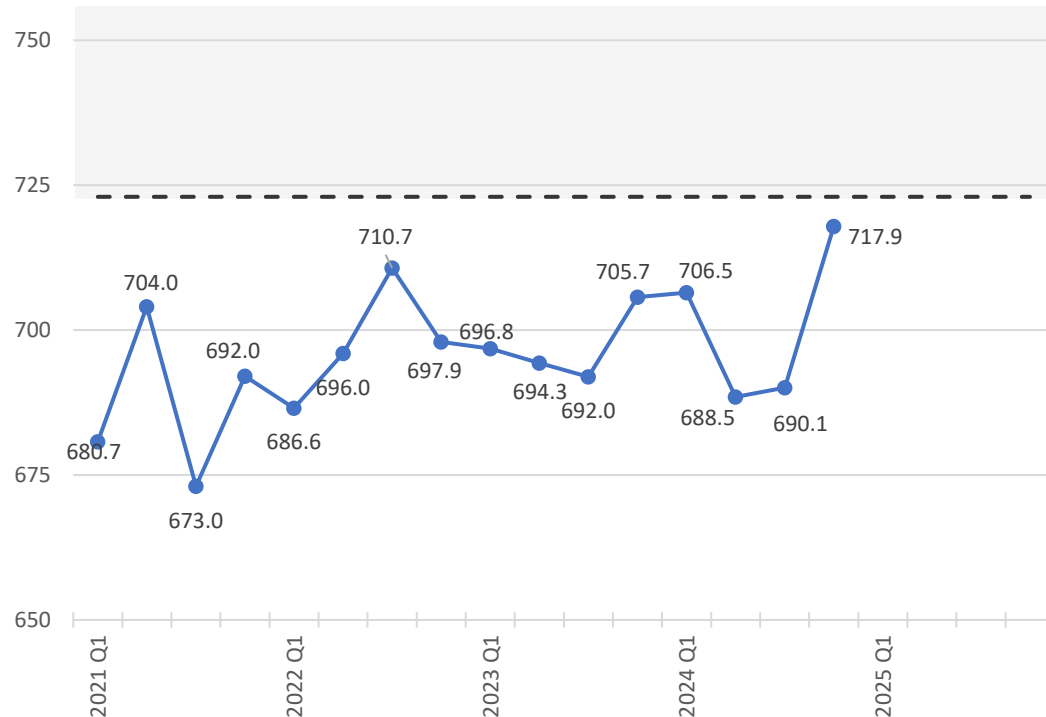
Chargers in
Territory

Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

Benefits Awareness



*Lagging measure, updated after each quarter

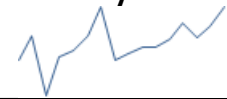
Ease of Doing Business

7.23 ▲



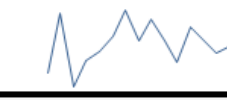
Help Reduce Utility Costs

6.78 ▲



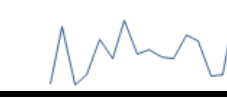
Energy Consciousness

6.94 ▲



Improve Customer Service

7.16 ▲



Help the Environment

7.3 ▲



Priority:



Outcome:

Deliver programs aligned with customer priorities

Other Relevant Reports:

- [Team Goals](#)

Contact: Craig Smith (Outcome Owner)
Hillary Winchester (Business Owner)



CAIDI

Benefits
Awareness

On Time
Connections

Resource
Adequacy

Chargers in
Territory

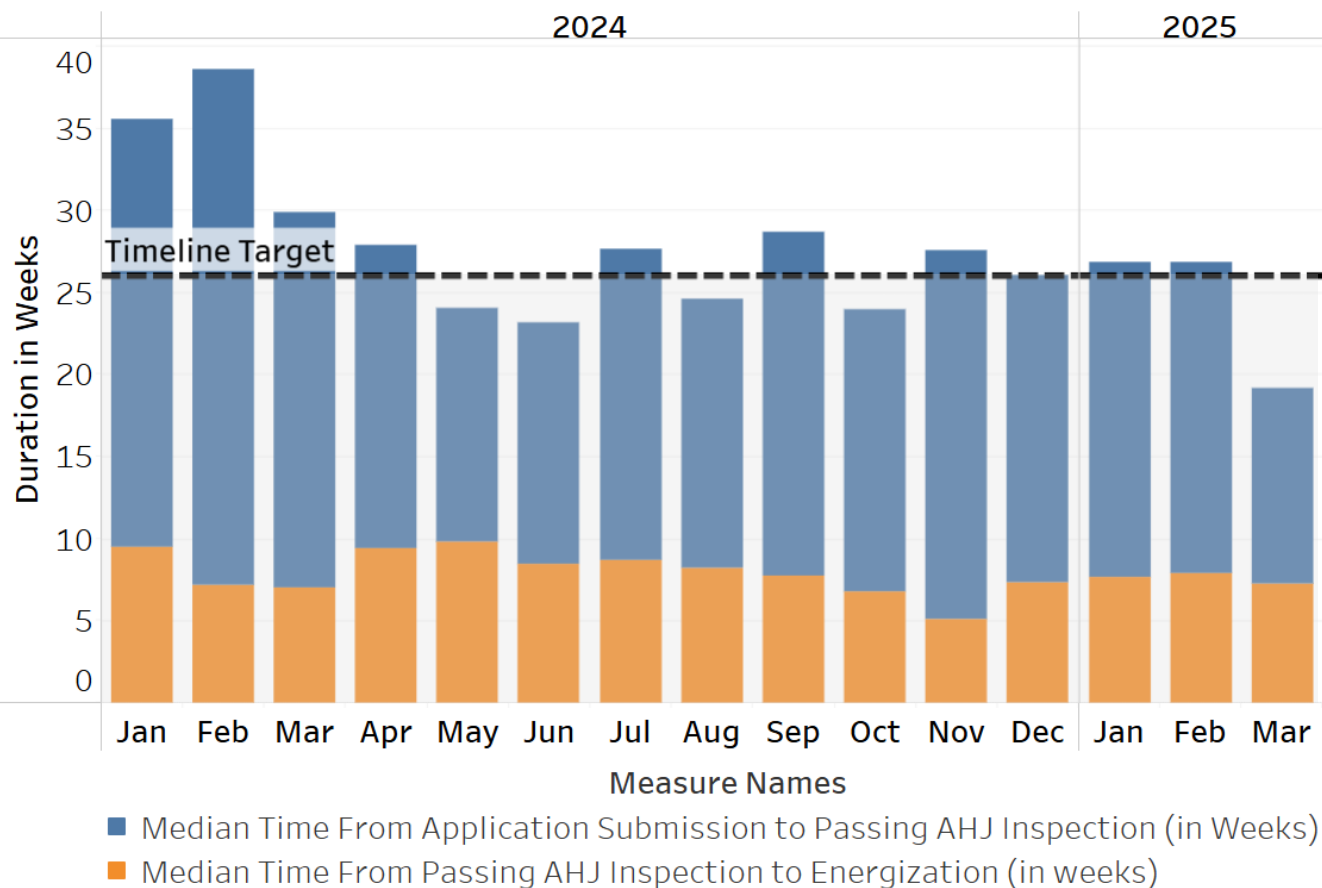
Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

Median Time to Connect

Permanent New Service Installations | Engineering NOT Required



On Time Delivery
February
55% ▲

On Time Delivery
2025 YTD
54% ▲

On Time Delivery
2024
47%

Priority:



Outcome:

Provide more predictable
service connection timelines

Other Relevant Reports:

- [Team Goals](#)
- [Median Time to Connect](#)

Contact: Craig Smith (Outcome Owner)
Bryan Sweat (Business Owner)



On Time
Connections

Resource
Adequacy

Chargers in
Territory

Employee
Engagement

Internal
Mobility Rate

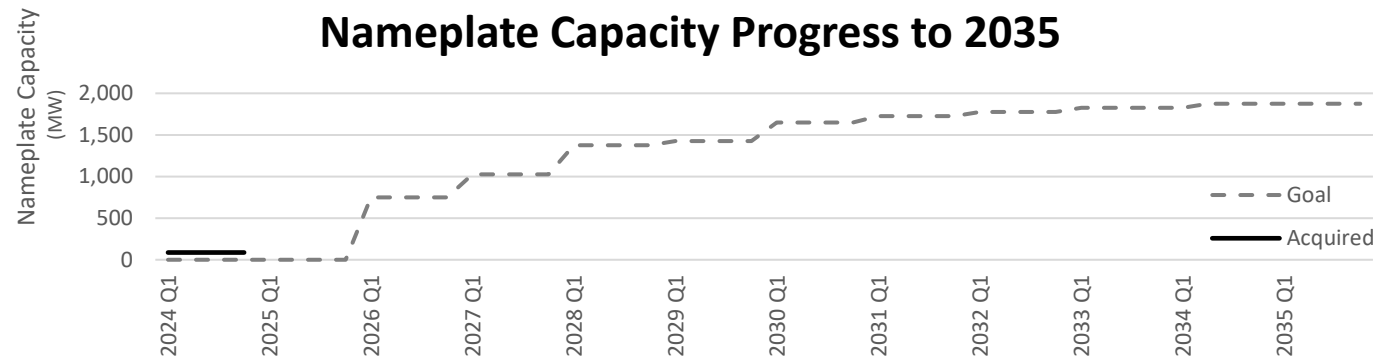
Staffing
Utilization

Near
Misses

Assistance
Enrollment

2035 Resource Adequacy (in MW)

■ Additional Need ■ Acquired Solar



Priority:



Outcome:

Secure a diverse mix of long-term energy resources to meet growing demand

Other Relevant Reports:

- [Team Goals](#)

Contact: Siobhan Doherty (Outcome Owner)
Josh Walter (Business owner)
Katie Ewing (Business Owner)
Rebecca Klein (Technical Owner)



Resource
Adequacy

Chargers in
Territory

Employee
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Near
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Downside
Risk Exposure

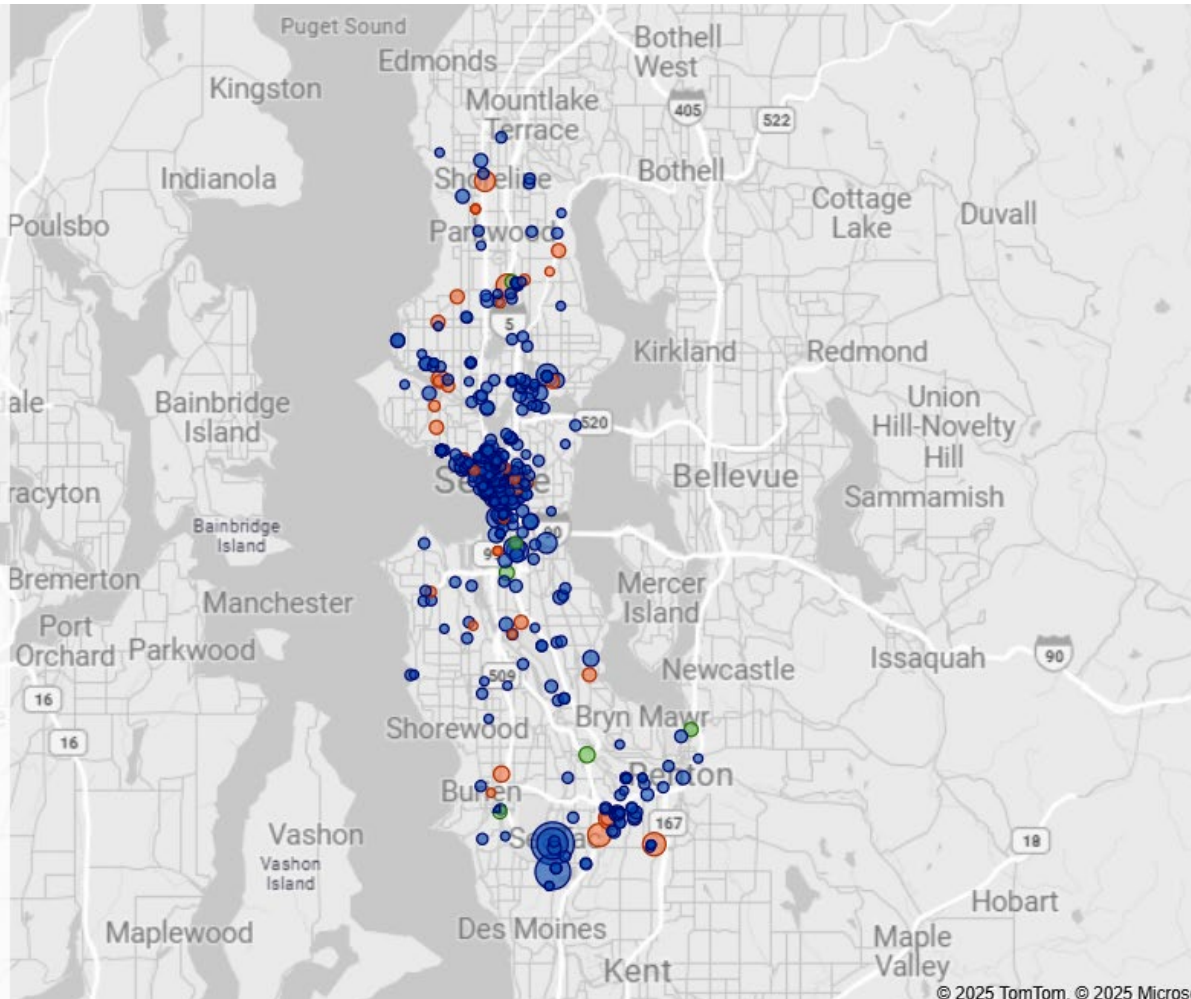
199

Sum of DC Fast Chargers

1,772

Sum of Level 2 Chargers

Progress Toward 2030 Goal
with end of 2025 step goal



Priority:



Outcome:

Support customers' adoption of
transportation electrification

Other Relevant Reports:

- [Team Goals](#)
- [Chargers in Territory](#)

Contact: Craig Smith (Outcome Owner)
Scott Cooper (Business Owner)
Natalie Himmel (Technical Owner)



Chargers in
Territory

Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

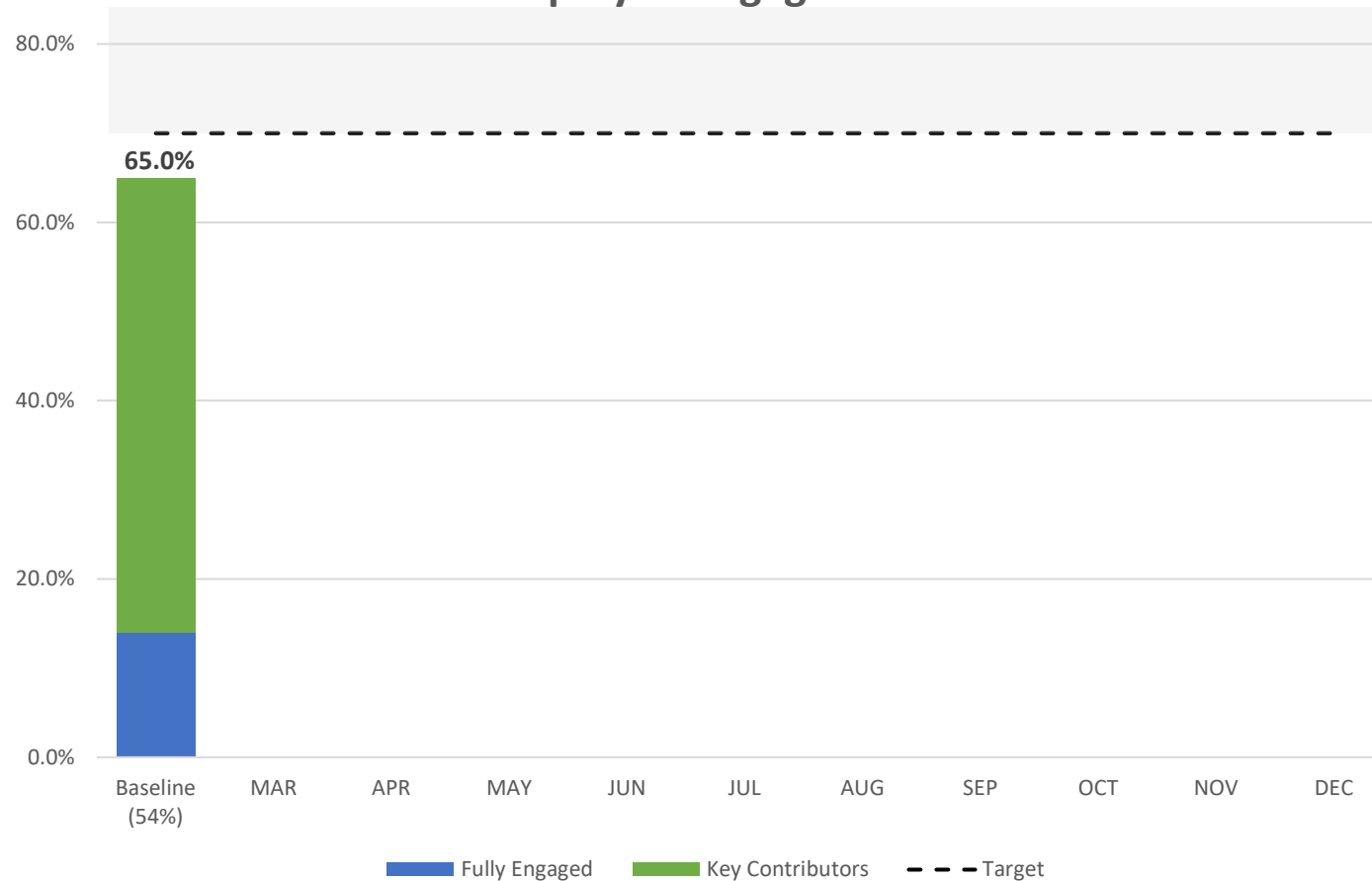
Near
Misses

Assistance
Enrollment

Downside
Risk Exposure

Price Fairness

Employee Engagement



Priority:



Outcome:

Increase employee engagement

Other Relevant Reports:

- [Team Goals](#)
- [Other HR Metrics](#)

Contact: DaVonna Johnson (Outcome Owner)
Namura Nkeze (Business Owner)



Chargers in
Territory

Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

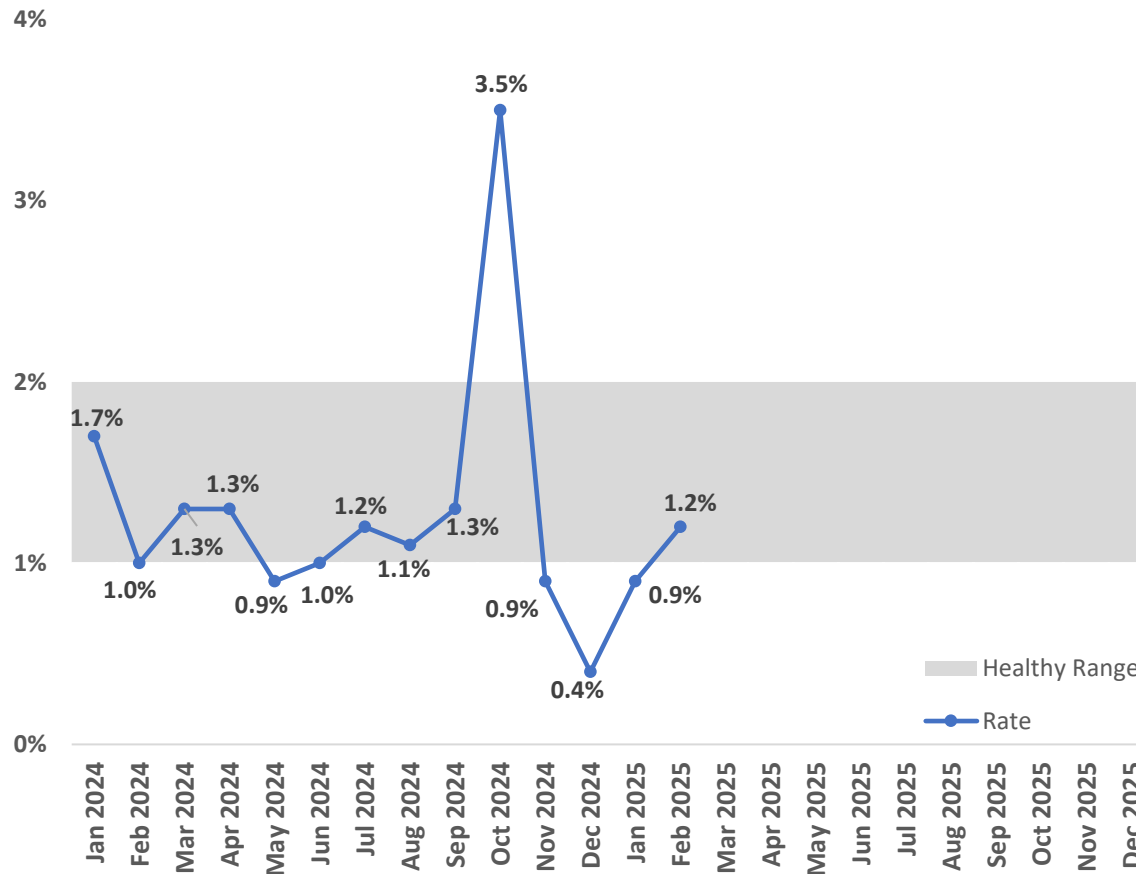
Near
Misses

Assistance
Enrollment

Downside
Risk Exposure

Price Fairness

Internal Mobility Rate



Priority:



Outcome:

Provide opportunities for career mobility

Other Relevant Reports:

- [Team Goals](#)
- [Other HR Metrics](#)

Contact: DaVonna Johnson (Outcome Owner)

Kathy Knoelke (Business Owner)

Namura Nkeze (Business Owner)

Yolanda Soto (Technical Owner)



Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

Near
Misses

Assistance
Enrollment

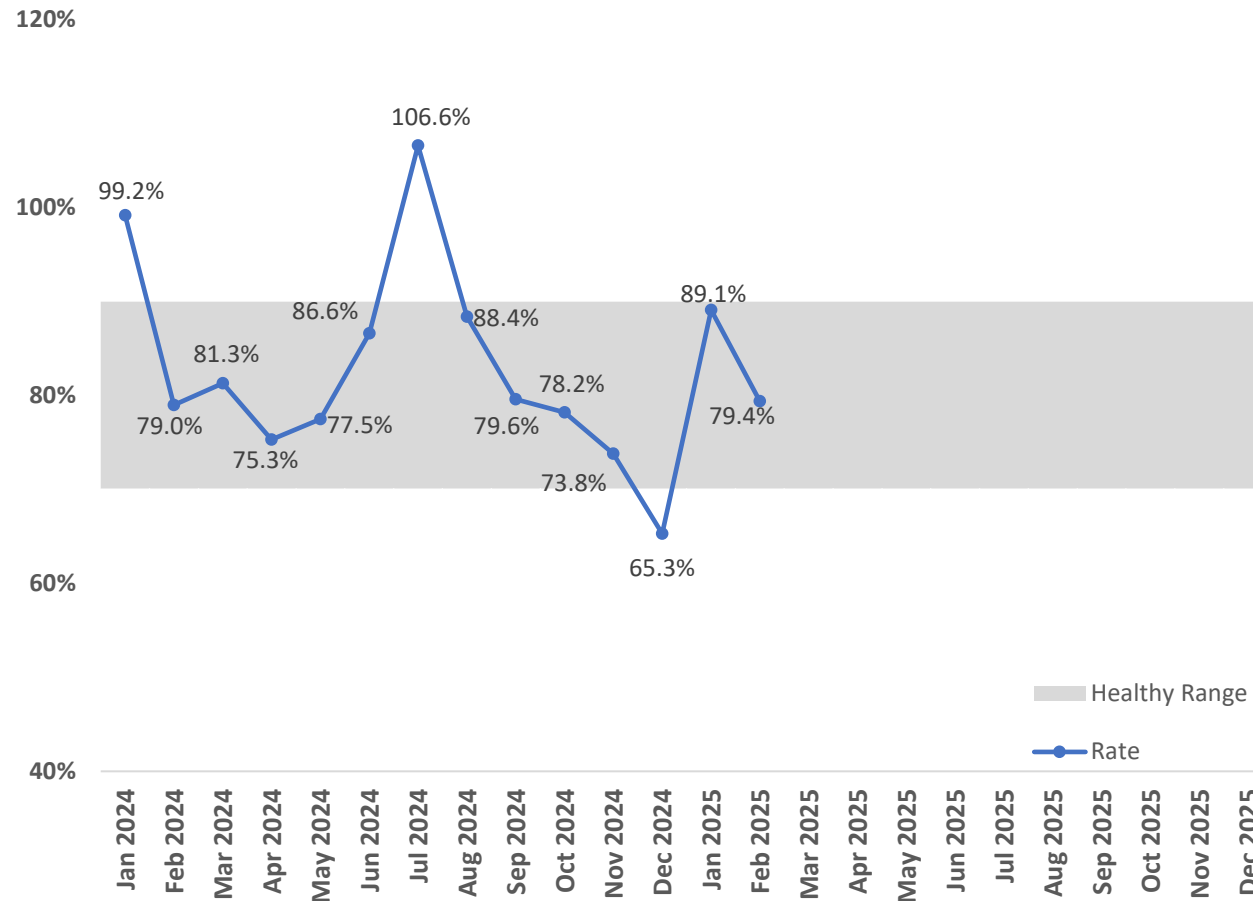
Downside
Risk Exposure

Price Fairness

Tech Top 4



Staffing Utilization Rate



Priority:



Outcome:

Prioritize our work & staff it accordingly

Other Relevant Reports:

- [Team Goals](#)
- [Other HR Metrics](#)

Contact: DaVonna Johnson (Outcome Owner)
Kathy Knoelke (Business Owner)
Yolanda Soto (Technical Owner)



Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

Near
Misses

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Enrollment

Downside
Risk Exposure

Price Fairness

Tech Top 4



Near Misses



Lost Days

YTD **39**
(+21)

Restricted Days

YTD **32**
(+29)

Priority:



Outcome:

Value: Safety

Other Relevant Reports:

- [Other HR Metrics](#)

Contact: DaVonna Johnson (Outcome Owner)
Charlotte Dorrity (Business Owner)
Yolanda Soto (Technical Owner)



Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

Near
Misses

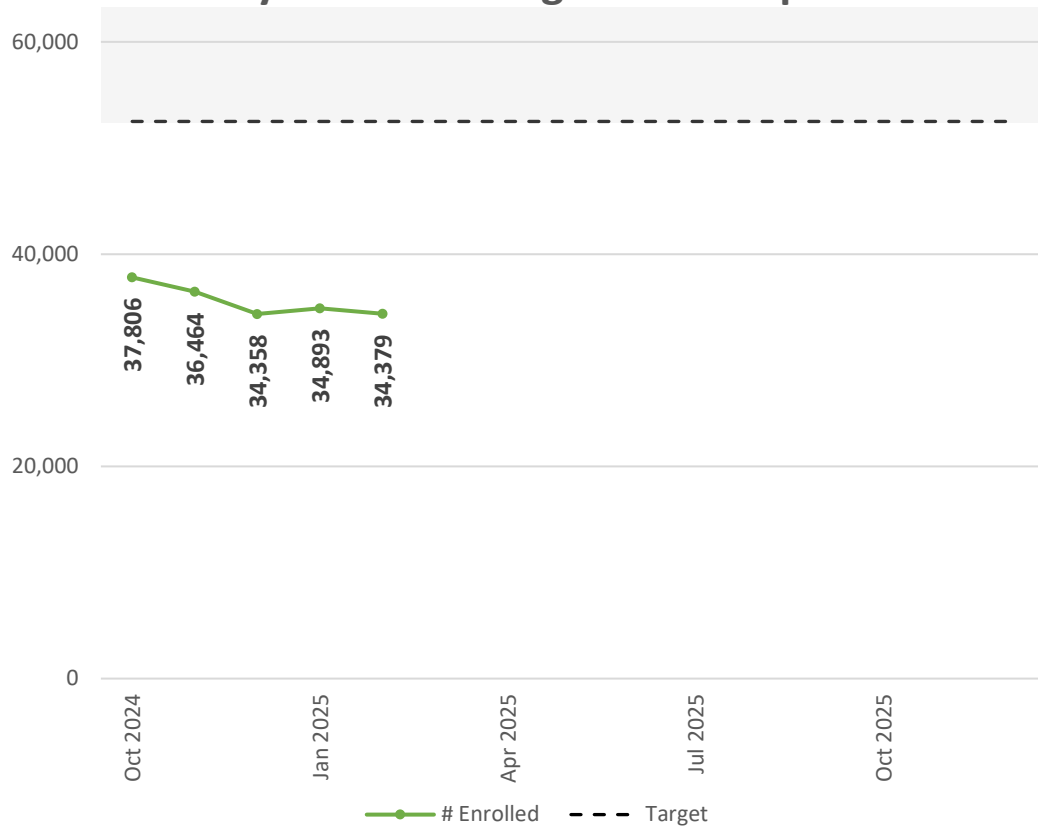
Enrollment
Assistance

Downside
Risk Exposure

Price Fairness

Tech Top 4

Utility Discount Program Participation



Emergency Bill Assistance (YTD)

831 **\$582,718**
Recipients Assistance Provided

Project Share (YTD)

177 **\$44,025**
Recipients Assistance Provided

*Program began in Sept 2024

Priority:



Outcome:

Limit energy burden on customers

Other Relevant Reports:

- [Team Reports](#)
- [Utility Discount Program](#)
- [Emergency Bill Assist.](#)
- [Project Share](#)

Contact: Craig Smith (Outcome Owner)
Melissa Bookwalter (Business Owner)
Jessica Kenyon (Technical Owner)



Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

Near
Misses

Assistance
Enrollment

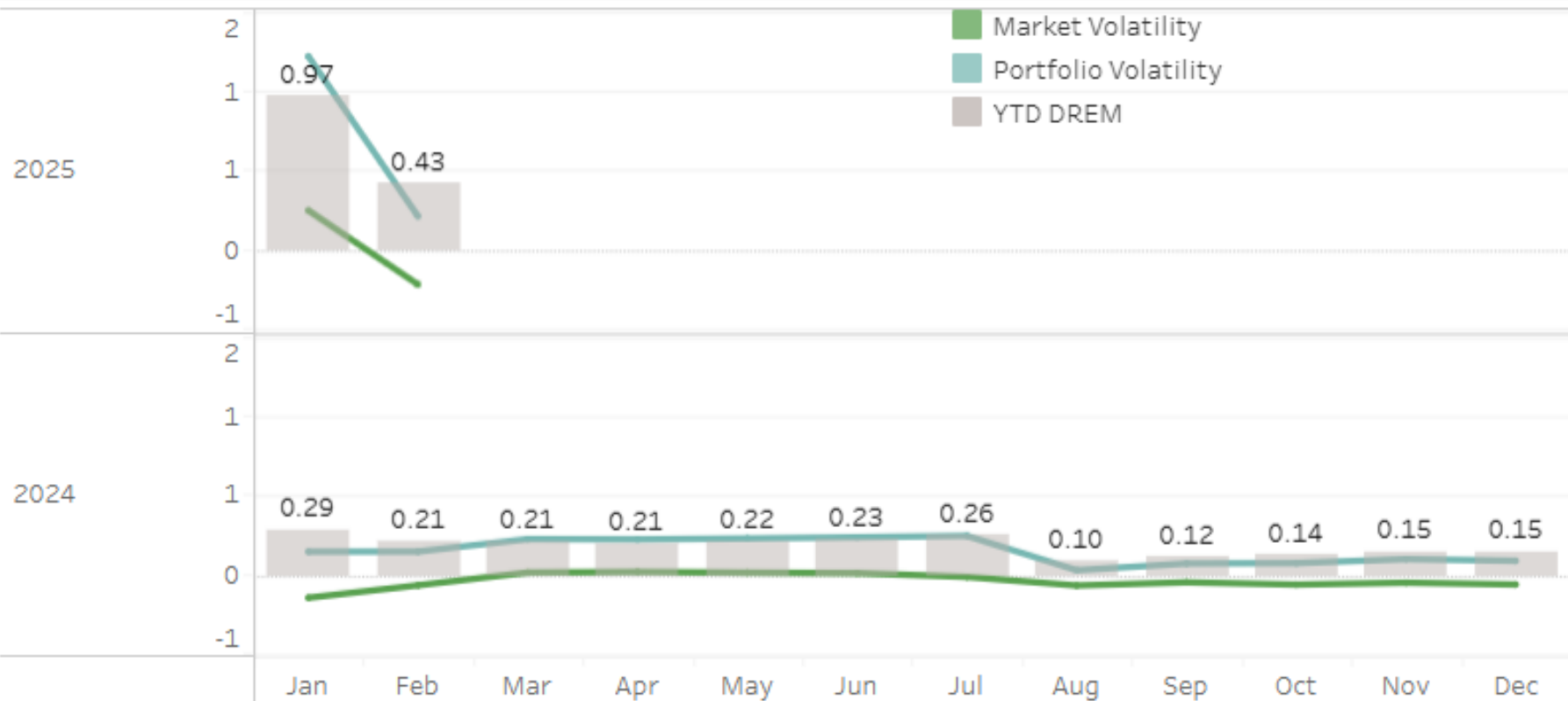
Downside
Risk Exposure

Price Fairness

Tech Top 4

YTD DREM by Month with Comparison to Previous Year

for period 1/1/2025 - 2/25/2025



Priority:



Outcome:

Reduce volatility in power supply costs

Other Relevant Reports:

- [Team Goals](#)
- [DREM Dashboard](#)
- [Financial Highlights](#)

Contact:

Siobhan Doherty (Outcome Owner)
Raman Vishwanathan (Business Owner)
Drew Grissom (Business Owner)
Edward Park & Yijun Du (Technical Owner)



Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

Near
Misses

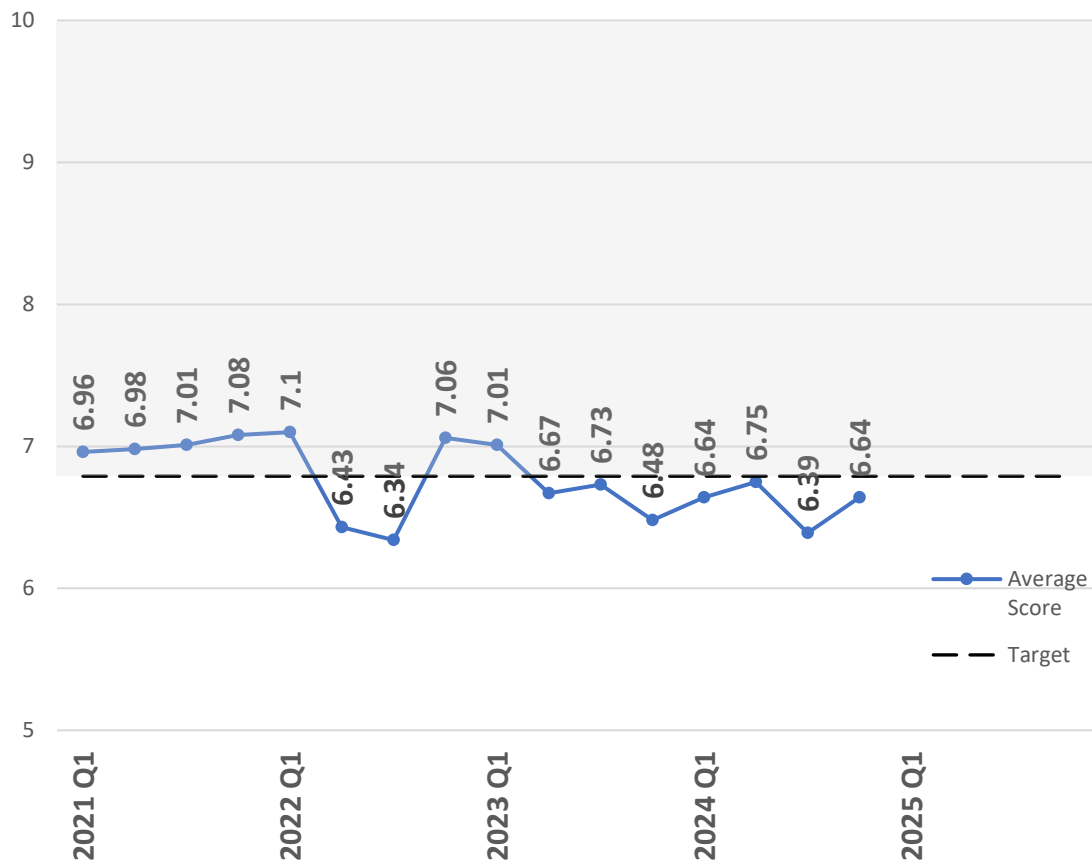
Assistance
Enrollment

Downside
Risk Exposure

Price Fairness

Tech Top 4

Price Fairness Score



*Lagging measure, updated after each quarter

Price Factor Rank

(West Midsize Region)

Best in Class – 711

(West Midsize)

City Light – 665



West Midsize – 617

(average)

Priority:



Outcome:

Allocate resources to balance growing energy costs and customer expectations

Other Relevant Reports:

- [Team Goals](#)

Contact: Craig Smith (Outcome Owner)
Hillary Winchester (Business Owner)



Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization

Near
Misses

Assistance
Enrollment

Downside
Risk Exposure

Price Fairness

Tech Top 4

WAMS to WACS

Phase: Execution & Go-Live
Go-Live Date: 2/2/2026



Scope

Schedule

Budget

Time of Use

Phase: Execution & Go-Live
Go-Live Date: 6/30/2025; 10/31/2025



Scope

Schedule

Budget

GIS Upgrade *(arcFM LRDS)*

Phase: Planning & Design
Go-Live Date: TBD



Scope

Schedule

Budget

OMS/NMS Phase II

Phase: Planning and Design
Go-Live Date: TBD



Scope

Schedule

Budget

Priority:



Outcome:

Enhance technology to adapt to the rapidly evolving energy landscape

Other Relevant Reports:

- [Team Reports](#)
- [Project Status Reports](#)

Contact: Mike Haynes (Outcome Owner)
Jody Bauder (Business Owner)



Outage Types

Benefits
Awareness

On Time
Connections

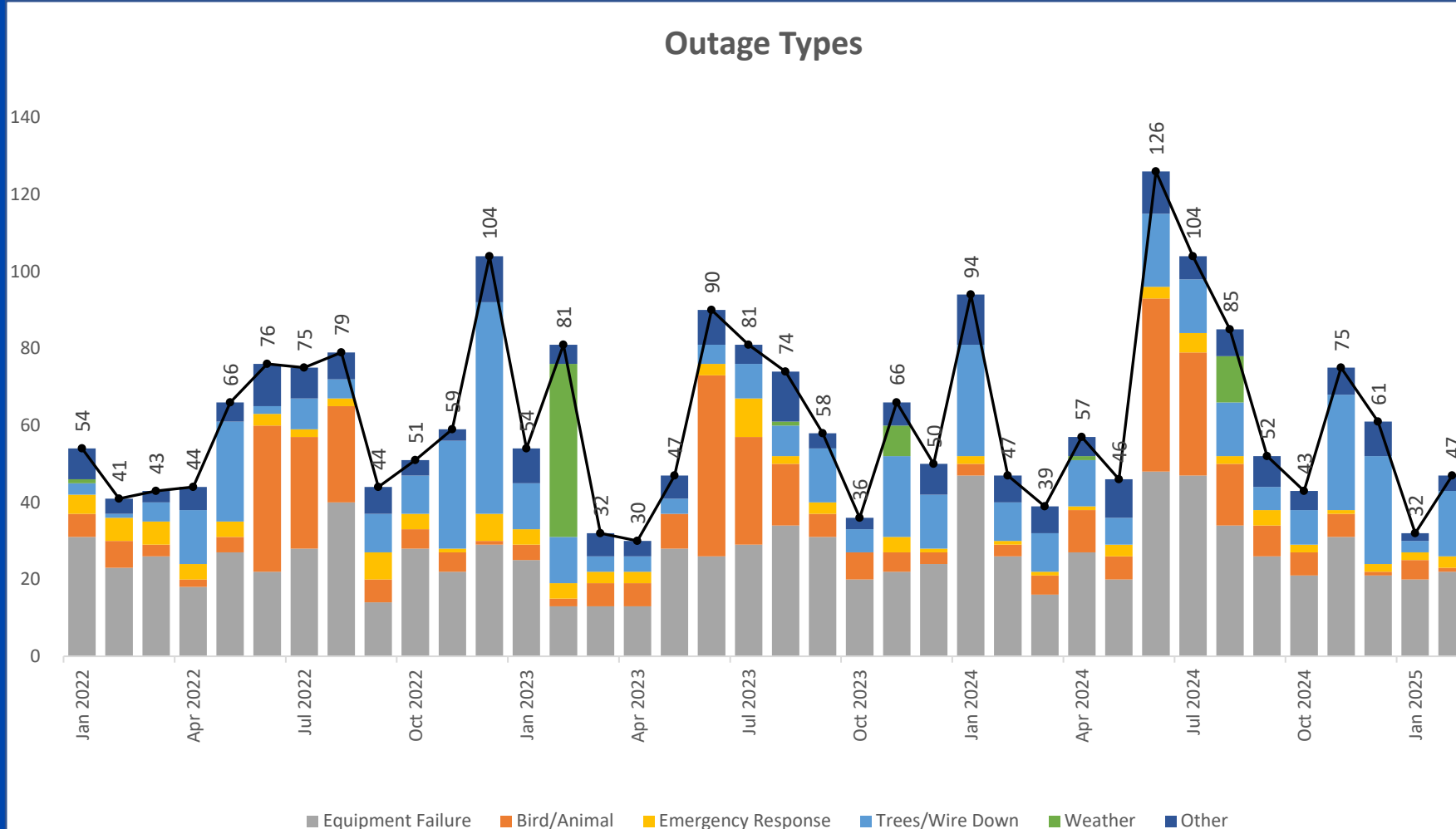
Resource
Adequacy

Chargers in
Territory

Employee
Engagement

Internal
Mobility Rate

Staffing
Utilization



Priority:



Outcome:

Decrease unplanned outages in service areas that experience above-average outage rates

Other Relevant Reports:

- [Related Team Goals](#)
- [Outage Minutes](#)

Contact: Mike Haynes (Outcome Owner)
TJ Vezina (Business Owner)
Cathy Luo (Technical Owner)



Resource
Adequacy

Chargers in
Territory

Employee
Engagement

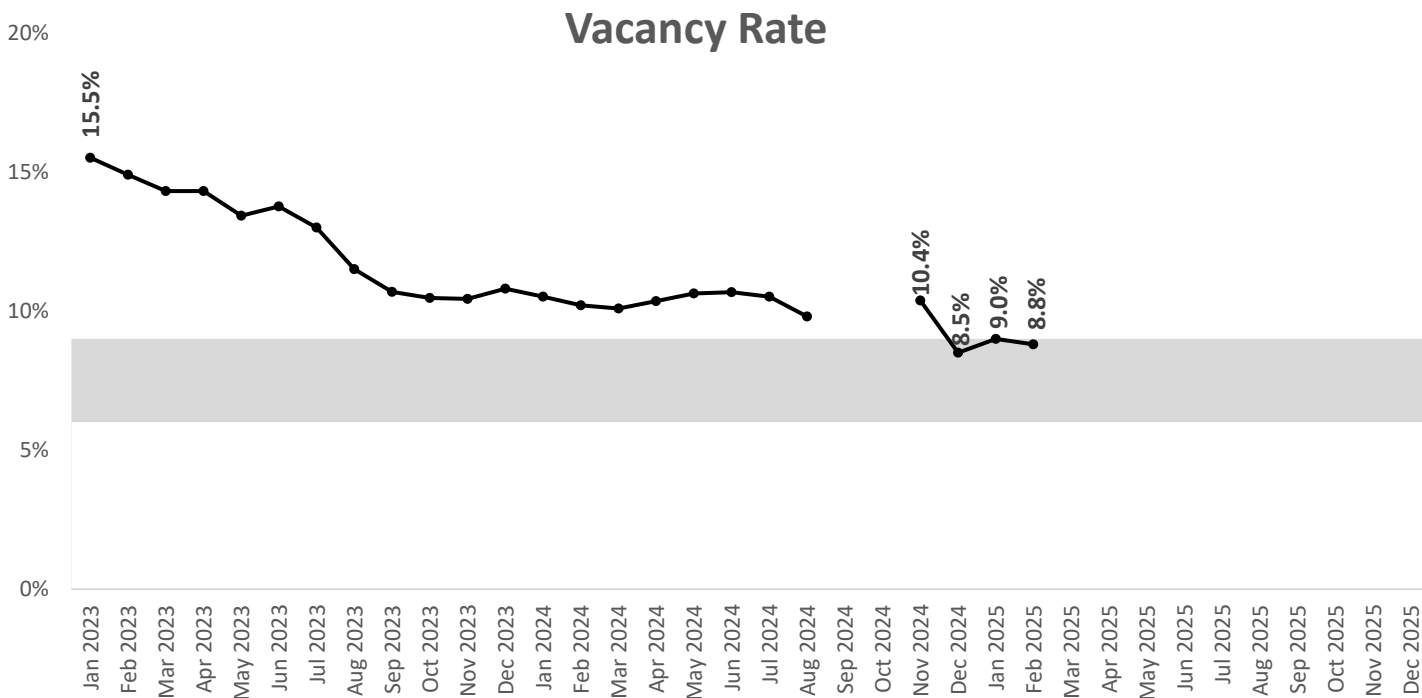
Internal
Mobility Rate

Staffing
Utilization

Near
Misses

Assistance
Enrollment

Downside
Risk Exposure



Turnover Rate
0.8% ▲
(+0.1%)

Hires YTD
37
(+16)

Exits YTD
36
(+15)

Priority:



Other Relevant Reports:

- [Employee Engagement](#)
- [Internal Mobility](#)
- [Staffing Utilization](#)
- [Near Misses](#)

Contact: DaVonna Johnson (Outcome Owner)
Kathy Knoelke (Business Owner)
Yolanda Soto (Technical Owner)