

## **2024 Q2 Financial Forecast**

**September 10, 2024** 

## **2024 Q2 Financial Forecast Outline**

### 1) Key Updates

- Capital Plan
- Net Wholesale
- Retail Forecast
- Interest Income

### 2) Forecast Results

- Exhibit A Summary of Budgetary Items
- Exhibit B Consolidated Operational Performance

## **3) Financial Metrics**

## 4) Financial Scenarios

- Wholesale Price Volatility
- Low Load Growth
- Low Water

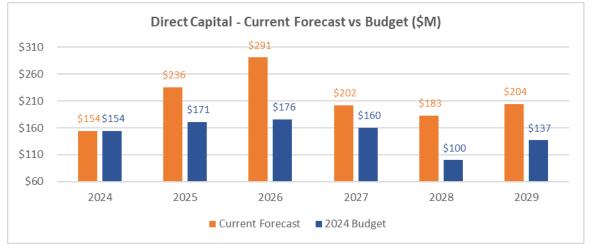
### 5) Historic vs Fair Market Value

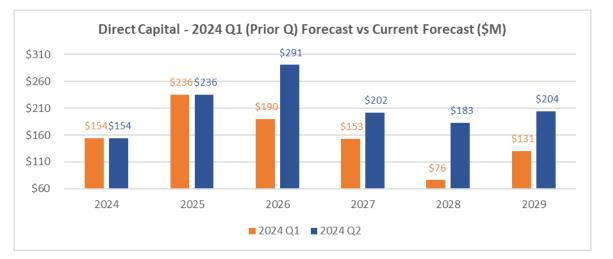
### 6) Appendix – QFR BvA Items



### **Capital Plan Assumptions**

#### 2024 Q2 vs 2024 Budget and 2024 Q1 vs 2024 Q2





### **Current vs Budget**

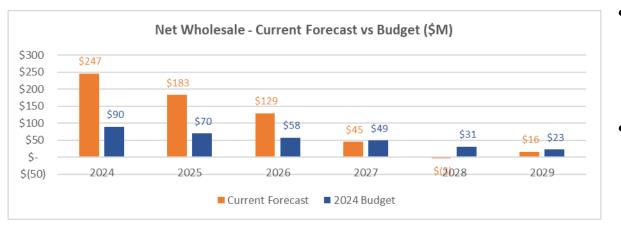
- 2024: Current 2024 Year End Projection for Capital Directs is \$154.M, +\$0.M (+0%) flat to 2024 Budget projections of \$154.M.
- 2025-2029: Current 2024 Q2 forecast is +\$74.3M (+52%) unfavorable to 2024 Budget forecast on an average annual basis.

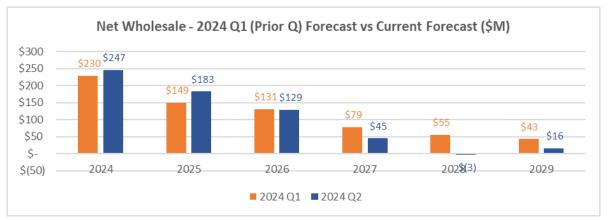
- 2024: Current 2024 Year End Projection for Capital Directs is +\$0.M (+0%) flat to the 2024 Q1 projection.
- 2025-2029: Current 2024 Q2 forecast is +\$65.9M (+56%) unfavorable to the 2024 Q1 forecast on an average annual basis.



### **Net Wholesale**

2024 Q2 vs 2024 Budget and 2024 Q1 vs 2024 Q2





### **Current vs Budget**

- 2024: Current 2024 Year End Projection for Net Power is \$246.7M, +\$156.5M (+174%) favorable to the 2024 Budget forecast of \$90.2M.
- 2025-2029: Current 2024 Q2 forecast is +\$27.8M (+27%) favorable to the 2024 Budget forecast on an average annual basis.

### 2024 Q1 vs 2024 Q2

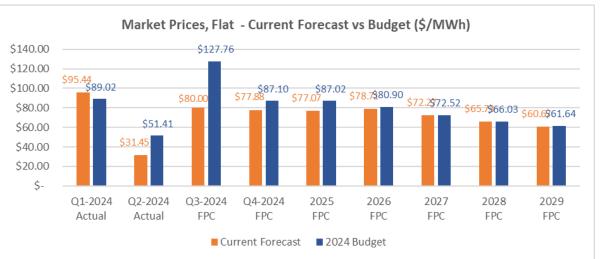
- 2024: Current 2024 Year End Projection for Net Power is +\$16.8M (+7%) favorable to the 2024 Q1 projection.
- 2025-2029: Current 2024 Q2 forecast is -\$17.7M (-38%) unfavorable to the 2024 Q1 forecast on an average annual basis.

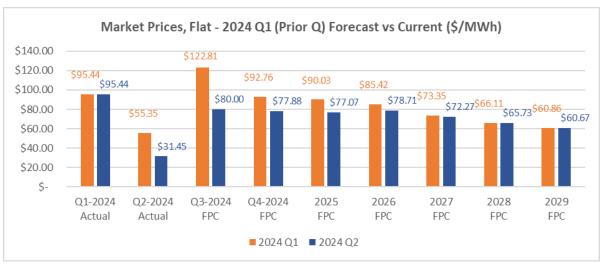


**Key Updates for Q2:** Net Wholesale updated to include initial estimate of the purchased power costs in alignment with the forecasted "EUDL CRAC" revenue starting in 2026 (expense and revenue offset – total amount added \$209M for 2026-2029).

### **Net Wholesale**

#### Wholesale Market Prices





### **Current vs Budget**

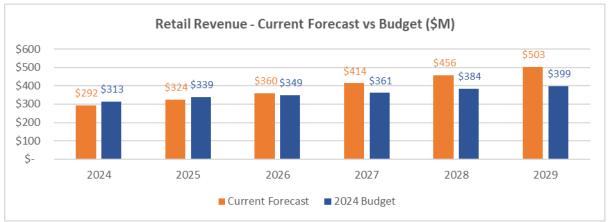
- 2024: Current 2024 Year End Projection for Wholesale
   Prices, on a flat annual basis, are \$71.2, -\$17.63 (-20%)
   lower than 2024 Budget forecast of \$88.82.
- 2025-2029: Current Q2 forecast for Wholesale Prices,
   on a flat basis, are \$70.89, -\$2.73 (-3%) lower to 2024
   Budget forecast of \$73.62.

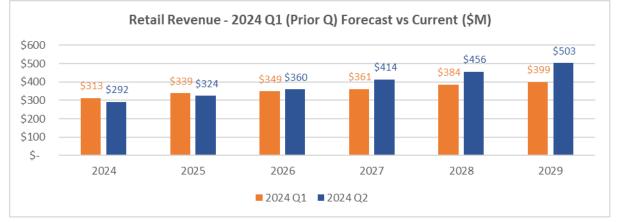
- 2024: Current 2024 Year End Projection for Wholesale Prices are -\$20.4 (-29%) lower than the 2024 Q1 projections.
- 2025-2029: Current Q2 forecast for Wholesale Prices, on a flat basis, are -\$4.26 (-6%) lower than the 2024 Q1 forecast.



### **Retail Forecast**

#### Updated for 2024 YTD actuals and 2024 sales forecast





#### 2025-2028 Rates: 2025-2029 = 2.0%

**Key Updates for Q2:** Retail Revenue updated to reflect the latest Load Forecast and includes initial estimate of forecasted "EUDL CRAC" revenue starting in 2026 (expense and revenue offset – total amount added \$209M for 2026-2029).

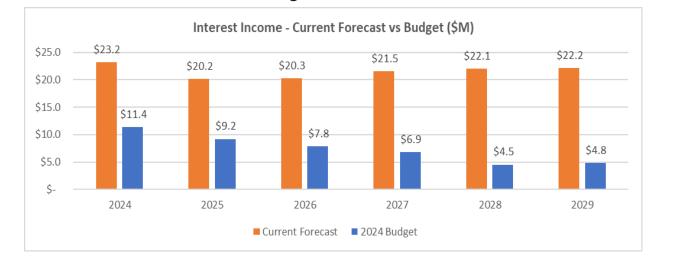
### **Current vs Budget**

- 2024: Current 2024 Year End Projection for Retail Revenue is \$292.2M, -\$21.1M (-7%) unfavorable to the 2024 Budget forecast of \$313.3M.
- 2025-2029: Current 2024 Q2 forecast is +\$44.9M (+12%) favorable to the 2024 Budget forecast on an average annual basis.

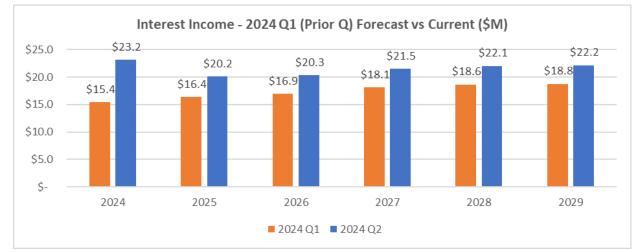
- 2024: Current 2024 Year End Projection for Retail Revenue is -\$21.1M (-7%) unfavorable to the 2024 Q1 projection.
- 2025-2029: Current 2024 Q2 forecast is +\$44.9M (+12%) favorable to the 2024 Q1 forecast on an average annual basis.



### **Interest Income**



2024 Q2 vs 2024 Budget and 2024 Q1 vs 2024 Q2



### **Current vs Budget**

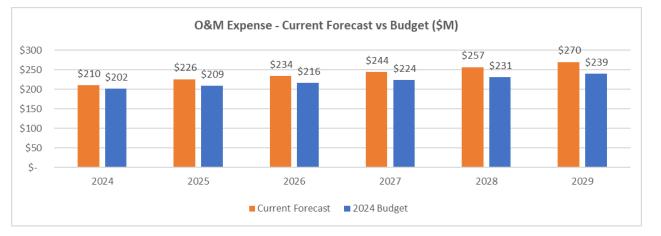
- 2024: Current 2024 Year End Projection for Interest Income is \$23.2M, +\$11.8M (+104%) favorable to the 2024 Budget forecast of \$11.4M.
- 2025-2029: Current 2024 Q2 forecast is +\$14.6M (+247%) favorable to the 2024 Budget forecast on an average annual basis.

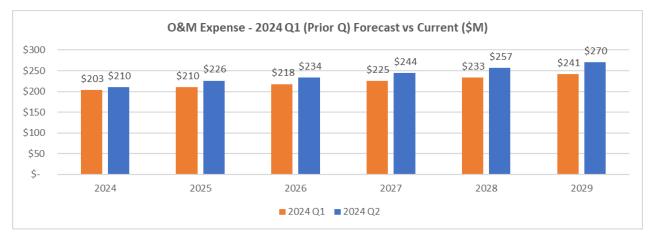
- 2024: Current 2024 Year End Projection for Interest Income is +\$7.8M (+50%) favorable to the 2024 Q1 projection.
- 2025-2029: Current 2024 Q2 forecast is +\$3.5M (+20%) favorable to the 2024 Q1 forecast on an average annual basis.



### **O&M Expense**

#### 2024 Q2 vs 2024 Budget and 2024 Q2 vs 2024 Q1





**Note:** 2024 includes forecast of License and Compliance O&M expense (corporate expense) which is not captured in the 2024 budget.

### **Current vs Budget**

- 2024: Current 2024 Year End Projection for O&M Expense is \$210.0M, +\$8.1M (+4%) unfavorable to the 2024 Budget forecast of \$201.9M.
- 2025-2029: Current 2024 Q2 forecast is +\$22.1M (+10%) unfavorable to the 2024 Budget forecast on an average annual basis.

- 2024: Current 2024 Year End Projection for O&M Expense is +\$7.1M (+3%) unfavorable to the 2024 Q1 projection.
- 2025-2029: Current 2024 Q2 forecast is +\$20.6M (+9%) unfavorable to the 2024 Q1 forecast on an average annual basis.



## 2024 Q2 Financial Forecast Exhibit A

#### **Combined Financial Results**

Exhibit A - \$ in thousands	restated	restated	audited		YTD			FC as June	FC as June	FC as June	FC as June	FC as June	FC as June
	Actuals	Actuals	Actuals	Budget	Actuals	Budget	Budget	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast
Budgeted Items	2021	2022	2023	2023	2024 June 24	2024	2025	2024	2025	2026	2027	2028	2029
Total O&M	\$ 165,689	\$ 167,074	\$ 188,741	\$ 188,170	\$ 88,349	\$ 201,879	\$ 225,752	\$ 210,015	\$ 225,752	\$ 233,782	\$244,255	\$256,816	\$270,011
Taxes	\$ 20,081	\$ 21,151	\$ 22,622	\$ 21,556	\$ 9,823	\$ 23,662	\$ 24,048	\$ 23,599	\$ 24,048	\$ 24,505	\$ 24,972	\$ 25,448	\$ 25,933
Electric Capital	\$ 92,567	\$ 86,550	\$ 114,791	\$ 80,842	\$ 49,445	\$ 101,017	\$ 189,307	\$ 100,652	\$ 189,307	\$ 212,518	\$147,218	\$146,875	\$ 85,900
PRP Capital	\$ 77,146	\$ 69,822	\$ 88,378	\$ 74,139	\$ 18,218	\$ 71,896	\$ 63,296	\$ 71,332	\$ 63,296	\$ 96,606	\$ 73,790	\$ 55,824	\$139,159
Total Capital	\$ 169,713	\$ 156,372	\$ 203,169	\$ 154,981	\$ 67,663	\$ 172,913	\$ 252,603	\$ 171,984	\$ 252,603	\$ 309,124	\$221,009	\$202,698	\$225,059
Debt Service - (net of Rebates)	\$ 74,152	\$ 73,717	\$ 73,167	\$ 71,986	\$ 29,613	\$ 68,022	\$ 72,722	\$ 71,931	\$ 72,722	\$ 72,692	\$ 67,284	\$ 72,244	\$ 79,097
Total Expenditures	\$ 429,635	\$ 418,313	\$ 487,698	\$ 436,693	\$ 195,448	\$ 466,476	\$ 575,124	\$ 477,528	\$ 575,124	\$ 640,103	\$557,520	\$557,207	\$600,101
Expenditures offsets for deduction													
Contriutions in Aid of Construction	\$ (14,110)	\$ (10,781)	\$ (37,131)	\$ (10,713)	\$ (9,456)	\$ (12,257)	\$ (16,550)	\$ (17,808)	\$ (16,550)	\$ (13,240)	\$ (12,136)	\$ (11,033)	\$ (11,033)
Sales to Power Purchasers at Cost	\$ (23,584)	\$ (28,654)	\$ (25,298)	\$ (13,765)	\$ (12,881)	\$ (16,889)	\$ (18,426)	\$ (22,163)	\$ (18,426)	\$ (14,687)	\$ (15,161)	\$ (15,811)	\$ (16,492)
Net Power (+ Expense, -Revenue)	\$ (90,567)	\$ (86,554)	\$ (310,808)	\$ (95,178)	\$ (132,064)	\$ (90,167)	\$ (182,791)	\$ (246,656)	\$ (182,791)	\$ (128,873)	\$ (45,303)	\$ 2,626	\$ (15,644)
Total Expenditures Offset	\$ (128,261)	\$ (125,989)	\$ (373,236)	\$ (119,656)	\$ (154,401)	\$ (119,312)	\$ (217,766)	\$ (286,627)	\$ (217,766)	\$ (156,800)	\$ (72,600)	\$ (24,218)	\$ (43,169)
Total Budgeted Expenditures	\$ 301,374	\$ 292,324	\$ 114,462	\$ 317,038	\$ 41,047	\$ 347,163	\$ 357,358	\$ 190,901	\$ 357,358	\$ 483,304	\$484,919	\$532,989	\$556,931



## 2024 Q2 Financial Forecast Exhibit B

#### **Combined Financial Results**

Exhibit B - \$ in thousands	1	restated	r	estated	audited			Р	relim			FC as June					
		Actuals		Actuals	Actuals	Budge	t	A	ctuals	Budget	Budget	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast
CONSOLIDATED OPERATIONAL PERFORMANCE		2021		2022	2023	2023		202	24 June	2024	2025	2024	2025	2026	2027	2028	2029
Sales to Power Purchasers at Cost	\$	23,584	\$	28,654	\$ 25,298	\$ 13,7	65	\$	12,881	\$ 16,889	\$ 18,426	\$ 22,163	\$ 18,426	\$ 14,687	\$ 15,161	\$ 15,811	\$ 16,492
Retail Energy Sales	\$	231,937	\$	265,721	\$ 269,355	\$ 272,4	25	\$	135,291	\$ 313,316	\$ 324,494	\$ 292,199	\$ 324,494	\$ 359,616	\$ 413,507	\$ 456,194	\$ 502,607
Net Power (Net Wholesale + Other Power Rev	\$	90,567	\$	86,554	\$ 310,808	\$ 95,1	78	\$	132,064	\$ 90,167	\$ 182,791	\$ 246,656	\$ 182,791	\$ 128,873	\$ 45,303	\$ (2,626)	\$ 15,644
Fiber Optic Network Sales	\$	12,046	\$	12,775	\$ 13,669	\$ 12,3	00	\$	7,360	\$ 13,522	\$ 13,793	\$ 13,522	\$ 13,793	\$ 14,069	\$ 14,350	\$ 14,637	\$ 14,930
Other Revenues	\$	1,758	\$	3,409	\$ 3,023	\$ 2,3	54	\$	1,361	\$ 3,295	\$ 3,023	\$ 3,023	\$ 3,023	\$ 3,023	\$ 3,023	\$ 3,023	\$ 3,023
Operating Expenses	\$	(165,689)	\$	(167,074)	\$(188,741)	\$(188,1	70)	\$	(88,349)	\$ (201,879)	\$(225,752)	\$(210,015)	\$(225,752)	\$(233,782)	\$(244,255)	\$(256,816)	\$(270,011)
Taxes	\$	(20,081)	\$	(21,151)	\$ (22,622)	\$ (21,5	56)	\$	(9,823)	\$ (23,662)	\$ (24,048)	\$ (23,599)	\$ (24,048)	\$ (24,505)	\$ (24,972)	\$ (25,448)	\$ (25,933)
Net Operating Income (Loss) Before Depreciat	\$	174,122	\$	208,888	\$ 410,791	\$ 186,2	96	\$	190,785	\$ 211,648	\$ 292,727	\$ 343,950	\$ 292,727	\$ 261,979	\$ 222,116	\$ 204,774	\$ 256,751
Depreciation and amortization	\$	(79,549)	\$	(80,307)	\$ (86,439)	\$ (77,8	41)	\$	(44,934)	\$ (89,397)	\$(101,728)	\$ (95,061)	\$(101,728)	\$(108,015)	\$(114,599)	\$(120,536)	\$(127,183)
Net Operating Income (Loss)	\$	94,574	\$	128,581	\$ 324,351	\$ 108,4	55	\$	145,850	\$ 122,250	\$ 190,999	\$ 248,889	\$ 190,999	\$ 153,964	\$ 107,517	\$ 84,238	\$ 129,568
-																	
Interest, debt and other income	\$	(33,733)	\$	(48,948)	\$ (8,509)	\$ (25,4	85)	\$	(3,202)	\$ (15,875)	\$ (5,261)	\$ (2,530)	\$ (5,261)	\$ (3,798)	\$ 282	\$ (1,100)	\$ (4,250)
CIAC	\$	14,110	\$	10,781	\$ 37,131	\$ 10,7	13	\$	9,456	\$ 12,257	\$ 16,550	\$ 17,808	\$ 16,550	\$ 13,240	\$ 12,136	\$ 11,033	\$ 11,033
Change in Net Position	\$	74,951	\$	90,414	\$ 352,973	\$ 93,6	83	\$	152,104	\$ 118,632	\$ 202,287	\$ 264,166	\$ 202,287	\$ 163,406	\$ 119,936	\$ 94,170	\$ 136,351

#### Net Operating Income (before depreciation)

Favorable impact of +\$132.3M vs the original 2024 Budget forecast.

#### **Net Power**

- CCA Auction results thru June included in the YTD flowing into 2024 Forecast (\$19.5M).
- Auction results and respective EUDL came in higher than historical
- PGE Slice revenue incorporated into 24Q4 forecast (impacts 2024-2027).
  - 2024 \$87.3M
  - 2025 \$85.0M
  - 2026 \$85.5M
- Total fixed slice payments forecasted for 2024 is \$104.0M.

#### Interest, debt and other income

- CREBs 2010M Bullet Payment Matures 1/2027 (\$90M)
  - Annual Interest that ends in 2026 ~\$5M per year



## **2024 Q2 Financial Forecast Financial Metrics**

<b>Combined Financial Results</b>					Prelim						
Financial Metrics	Target	Actuals 2022	Actuals 2023	Budget 2024	Budget 2025	Forecast 2024	Forecast 2025	Forecast 2026	Forecast 2027	Forecast 2028	Forecast 2029
	0										
Change in Net Position		\$ 90,414	\$352,973	\$118,632	\$ 202,287	\$264,166	\$202,287	\$163,406	\$119,936	\$ 94,170	\$136,351
Liquidity											
Elect System Liqidity (Rev + R&C)	\$155 MM	\$126,794	\$322,394	\$172,095	\$ 332,381	\$374,378	\$332,379	\$257,978	\$285,715	\$245,150	\$284,930
Days Cash On Hand	> 250	305	628	348	400	501	400	310	443	305	310
Leverage											
Consolidated DSC	>1.8x	2.57	5.29	3.17	4.21	4.92	4.21	3.81	3.69	3.19	3.55
Consolidated Debt/Plant Ratio	<= 60%	48%	44%	43%	38%	42%	38%	35%	29%	27%	29%
<u>Profitability</u>											
Consolidated Return on Net Assets	>4%	3.8%	14.2%	4.7%	7.5%	10.3%	7.5%	5.6%	4.0%	3.0%	4.3%
Retail Operating Ratio	<=100%	108%	110%	104%	106%	114%	106%	113%	95%	96%	95%

#### **Liquidity Metrics**

- Electric System Liquidity (Min) Targets met all years 2024 through 2029
- Days Cash on Hand Targets *met* in years 2024 through 2029

#### **Leverage Metrics**

- Debt Service Coverage Targets *met* all years 2024 through 2029
- Debt-to-Plant Ratio Targets *met* all years 2024 through 2029

#### **Profitability Metrics**

- RONA Targets *met* in 2024 through 2027, and 2029, not met in 2028
- Retail Op Ratio Targets *not* met in 2024 through 2026, *met* in 2027 through 2029

#### **Elect System Liquidity**

- Forecasted liquidity above target for 2024 year-end \$219.4M.
  - Elec System Liquidity reduced for forecasted JLB as follows:
    - 2025: \$100M
    - 2026: \$80M
    - 2028: \$50M
    - 2029: \$75M
- Climate Commitment Act (CCA) Allowance Fund: \$61.4M (not included in liquidity balance above).

#### **PRP** Forecasted Debt

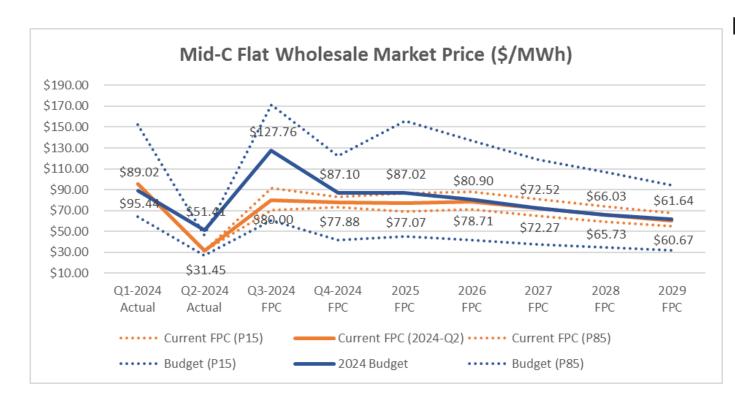
- Forecast includes external PRP debt issuance in 2029: \$120M
- CREBs 2010M Bullet Payment Matures 1/2027 (\$90M)



## 2024 Q2 Financial Forecast Scenarios

### **Wholesale Price Volatility Scenario**

- 2 Sensitivities for 2024-2029
  - $\circ$  Low Wholesale Prices, with prices estimated at the P15 case
  - $_{\odot}\,$  High Wholesale Prices, with prices estimated at the P85 case



Forward Price Curve (FPC) Comparison

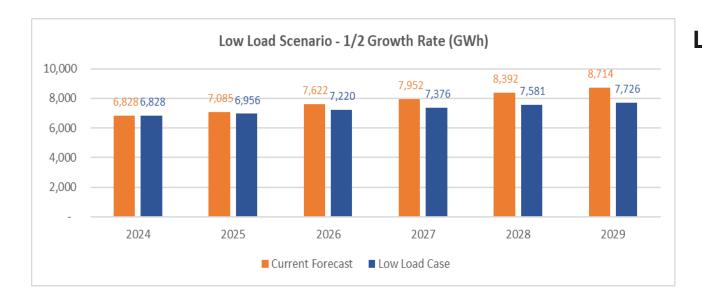
- 2024 YTD Average Actual Prices were above the Budget FPC
   -\$6.77 or -9.6%
- 2025 through 2029 shows increased pricing pressure
   Avg -\$5.21 or -6.8%



## 2024 Q2 Financial Forecast Scenarios

### Low Load Growth Impact Scenario

- Load Growth at ½ the Growth Rate assumed in the Base Scenario (no change from Q2)
  - 2 Sensitivities for 2024-2029
    - Low Load Isolated
    - Low Load + Low Wholesale Price (P15 case)



#### Low Load Growth Scenario

- 2024 through 2029 Base Avg Load Growth Rate = 4.2% (CAGR)
- 2024 adjustment is a decrease of 29 aMW
- 2029 adjustment is a decrease of 138 aMW



## 2024 Q2 Financial Forecast Scenarios

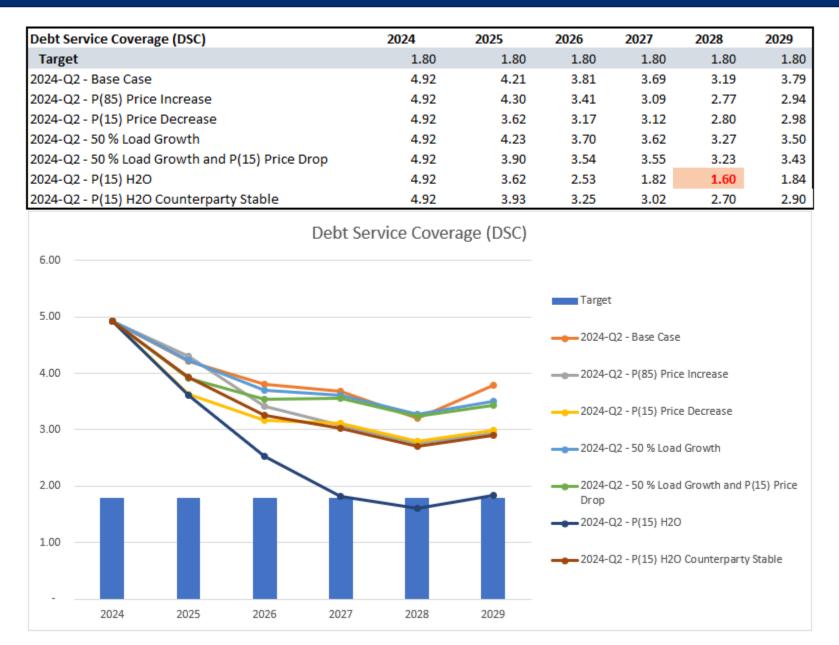
### Low Water Scenario

- Low Water Scenario assumes P15 water for the period 2025-2029
  - 2 Sensitivities
    - Low Water Isolated
      - Net Power cost decreased by an Average of ~\$76.4M annually from 2025-2029
    - Low Water + Counter Party Stable 100% Physical Slice

       100% Physical Rights Slice Contracts 2025 through 2029. Net
       Power cost stayed flat over the period.



## 2024 Q2 Financial Forecast Scenarios – DSC



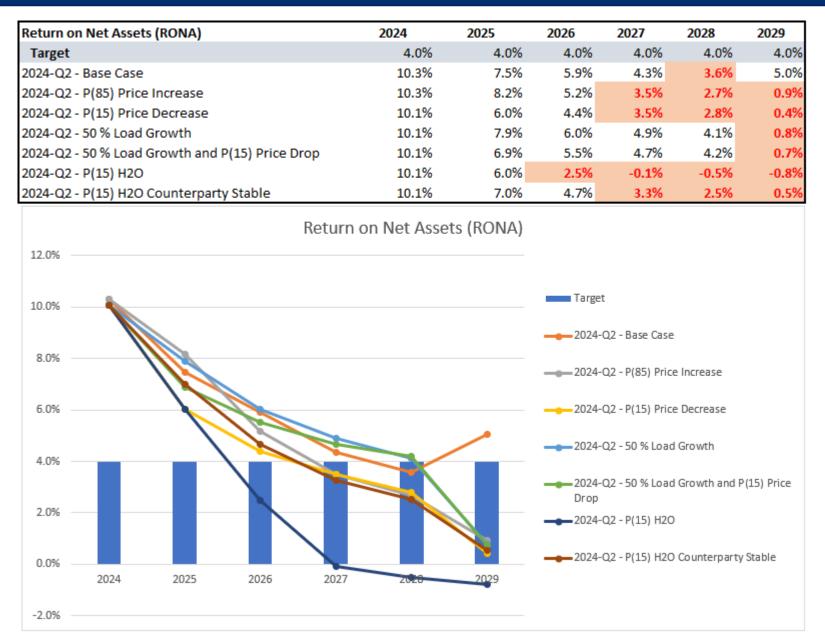


## 2024 Q2 Financial Forecast Scenarios – D/P

Debt-to-Plant (D/P)				2024	2025	2026	2027	2028	2029
Target				60%	60%	60%	60%	60%	60%
2024-Q2 - Base Case				41.9%	40.1%	39.4%	39.0%	39.3%	39.6%
2024-Q2 - P(85) Price	Increase			41.9%	39.4%	37.2%	36.0%	36.0%	36.1%
2024-Q2 - P(15) Price	Decrease			41.9%	40.5%	40.3%	40.4%	41.3%	41.6%
2024-Q2 - 50 % Load (	Growth			41.9%	40.3%	39.7%	38.9%	39.3%	39.8%
2024-Q2 - 50 % Load (	Growth and I	P(15) Price D	rop	41.9%	41.3%	41.6%	42.0%	43.0%	44.4%
2024-Q2 - P(15) H2O				41.9%	40.7%	40.7%	41.4%	42.2%	43.0%
2024-Q2 - P(15) H2O	Counterpart	y Stable		41.9%	40.7%	40.3%	40.6%	41.5%	42.4%
60.0%			Deb	t-to-Plant	(D/P)				
0.070						Target			
55.0%						<b></b> 2024-0	Q2 - Base Case		
50.0%							Q2 - P(85) Price		
							Q2 - P(15) Price		
45.0%		_			-		Q2 - 50 % Load		
~					-	Drop		l Growth and P	(15) Price
40.0%							Q2 - P(15) H2O		
35.0%						<b></b> 2024-0	Q2 - P(15) H2O	Counterparty	Stable
2024	2025	2026	2027	2028	2029				



## 2024 Q2 Financial Forecast Scenarios – RONA



## Debt to Plant – Historic Cost vs Fair Market Value

#### 6/30/2024 Debt to Net Plant Illustrative Example - Historic Cost vs Fair Market Value

	GASB - Historic Cost		Fair Market Value - Example						
\$'s in Billions									
Assets	Book Value		Assets	Book	Value	FMV Organization Multiplier*** = 1.72		Est FMV	
Distribution	\$	0.8	Distribution	\$	0.8		\$	1.2	
Production	\$	1.7	Production	\$	1.7		\$	2.4	
Net Plant**		\$2.5	Net Plant**		\$2.5	Calculated Net Plant Multiplier = 1.4x		<b>\$3.6</b>	
Liabilities			Liabilities						
Debt		\$1.1	Debt		\$1.1	1.0		\$1.1	
Metric -			Metric -						
Debt to Net Plant		43%	Debt to Net Plant		43%			30%	

\* Per 6/30/2024 Preliminary Financial Statements

\*\*Net of Accum Dep

\*\*\* Published CSImarket for Electric Utility Industry Fair Market Value Multiplier for entire organization rolling 4 Quarter Average (updated for 2024-Q2)

#### 2024 Q2 = 30%

• Based on FMV Organization Multiplier of 1.76



## Financial Takeaways – Key Drivers

In summary, our anticipated higher net operating income for 2024 compared to the budget is driven by several key factors. Consistent with our Q1 forecast, the Q2 forecast shows a significant increase in net operating income from the budgeted \$122 million to \$249 million, primarily due to higher net wholesale power sales revenues. Total wholesale slice fixed payments are expected to reach \$104 million by year-end, with the PGE Slice agreement (which was not included in the 2024 budget figures) contributing approximately \$55 million through Q2 and a forecasted total of \$59.6 million for the rest of the year. The remaining net wholesale power revenue is driven by the EUDL value received as part of our power sales contract, which is consistent with the 2024 Q1 financial forecast update. Quarter-over-quarter, the net wholesale power sales revenue forecast for 2024 has increased by \$17 million, largely driven by \$19.4 million in year-to-date actuals from cap-and-invest allowance sales through Q2. The year-end forecast may fluctuate due to true-ups related to slice contracts, market pricing, and transactions necessary to comply with energy risk management policies.

Retail revenue for 2024 is expected to be \$21.1 million (7%) lower than budgeted, driven by an \$8.1 million shortfall in year-to-date actuals and a revised 2024 load forecast that is \$10.9 million below prior 2023 load forecast expectations for second half of year. The load forecast for 2025 has also been reduced by \$15 million. The load forecast for 2025 has also been reduced by \$15 million, although post-2025 projections suggest a rebound with increased future revenue. Additionally, both retail revenue and wholesale expenses include adjustments for the forecasted EUDL CRAC retail revenue and related service costs.

Our strategic plan prioritizes key financial metrics as benchmarks for assessing our financial health and guiding critical decisions. Recent years have brought strong financial performance, largely due to unexpected gains in the wholesale markets. However, recognizing the volatility of these markets, we are proactively planning to secure long-term financial stability. Surplus revenues from the wholesale markets are being strategically allocated for various purposes, including bolstering reserves and internally funding capital projects. Although current forecasts suggest the need to issue debt for capital funding in 2029, this may be subject to change based on wholesale market trends, capital requirements, and other operational factors.



### **Questions?**



## Appendix – QFR BvA Items O&M/Labor





## Quarterly Update Customer Solutions

#### Presented by:

- Cary West Senior Manager Customer Solutions
- Jason Scheel | Customer Service Supervisor
- Kerri Wendell | Customer Solutions Quality Assurance Manager
- Christopher Buchmann | Customer Solutions Program Supervisor



Powering our way of life.

September 10, 2024

### Today's Agenda

- Customer Solutions Leadership Team
- Customer Service Update and KPIs
- Customer Billing & Support Update
- Energy Services Update
- Priorities and Opportunities for the future

No action required today, informational only







Jason Scheel Customer Service Supervisor (Customer Service)

Cary West Senior Manager Customer Solutions

Kerri Wendell Customer Solutions Quality Assurance Manager (Customer Billing & Support)

Christopher Buchmann Customer Solutions Program Supervisor (Energy Services)

### Customer Solutions Leadership

### **OUR VISION**

#### EXCELLENCE IN SERVICE AND LEADERSHIP

We continually ask how we can improve safety, service quality, reliability and stewardship of our resources in the most cost-effective manner.



Above: Customer Service Rep II – Andy Garcia



Above: Customer Service Rep IV – Monica Anaya

### Primary roles of Customer Solutions



Improve Customer Service by providing timely, accurate, and personalized service across all touchpoints

	1
	•

Ensure accurate and transparent billing, and seemless processes to improve cash flow and customer trust



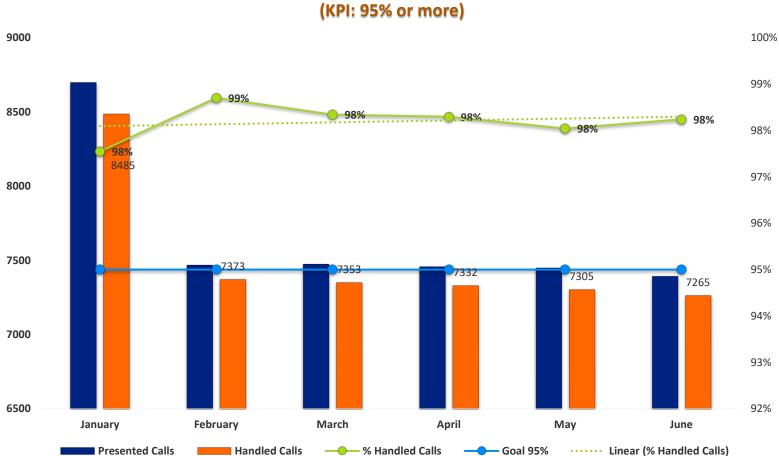
Encourage energy conservation and adoption of sustainable energy solutions among customers



Provide assistance programs to our most vulnerable customers

## 01 Customer Service Quarterly Update and KPIs

### Phone Stats Year-to-Date through June 2024



Presented Calls vs Handled Calls (KPI: 95% or more)

- Goal is to <u>maximize</u> calls handled (answered) versus the number of calls presented (includes hang-ups and disconnections)
- Metric is <u>95% or greater</u> of calls are handled in relations of the total calls presented
- YTD trendline is positive and KPI metric has been achieved

### Phone Stats Year-to-Date through June 2024

10000 96% . . . . . . . . . . . 91% 9000 ..... 8384 88% 85% 8000 6778 6731 7000 6678 6374 6364 6000 5000 4000 3000 2000 1000 0 March February April May June January Handled Calls Wait Time <5 Mins - % <5 Mins Goal >80% Linear (% <5 Mins)

Wait Times Under 5 Minutes

(KPI: 80% or more)

 Goal is to <u>maximize</u> total calls answered within a reasonable wait time (under 5 minutes) for our customers

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

- Metric is <u>80% or greater</u> of the total handled calls have a <u>wait time of</u> <u>under 5 minutes</u>
- YTD trendline is negative but KPI metric has been achieved

### Phone Stats Year-to-Date through June 2024

10000 9000 8000 7000 6000 6% 5000 4000 4% 4% 3000 3% 2000 2% 1000 478 424 321 278 227 157 Ω January February March April May June Wait Time >10 Mins Total Calls Presented % >10 Mins Goal <1% ••••••• Linear (% >10 Mins)

Wait Times Exceeding 10 Minutes (KPI: Less than 1%)

 Goal is to <u>minimize</u> the number of long wait times (excess of 10 minutes) for our customers

10%

9%

8%

7%

6%

5%

4%

3%

2%

1%

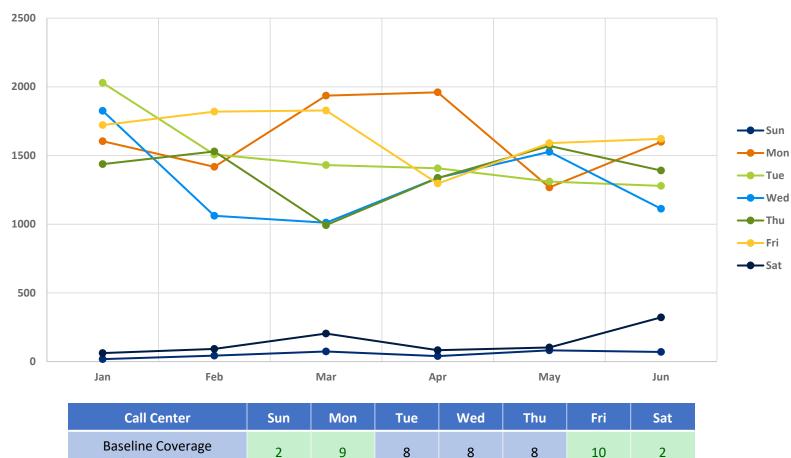
0%

- Metric is <u>less than 1%</u> of the total handled calls have a <u>wait time of</u> under 10 minutes
- YTD trendline is negative and KPI metric has not been achieved
- Calls with longer wait times typically occur during power outages due to increased volume of inbound calls

## **Phone Stats Review of Weekend Call Center**

#### (Began in mid-January 2024)

(Headcount)



**Total Calls Handled per Month by Day** 

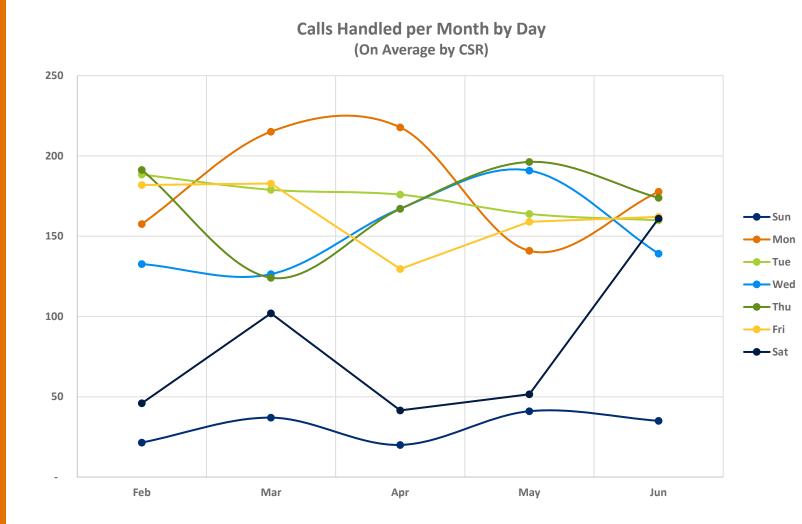
Weekend shift added 2 headcounts on a 4/10 schedule for Fri/Sat/Sun/Mon. Impacts/Benefits include:

Sun

- Support for Dispatch during outages on Sat/Sun (6a - 6p) with CSRs handling customer calls
- Enhances customer experience with expanded customer service for 7 days a week (6a - 6p)
- Shifts some calls that would typically occur on peak days (Mon and Fri) to non-peak days (Sat and Sun); alleviating call pressure Mon through Fri)
- Adds two additional CSRs for peak days of the week for inbound customer calls (Mon and Fri)
- Adds bandwidth for other work during non-peak ٠ days (Sat and Sun); alleviating workload pressure Mon through Fri)
- Adds OT opportunities for regular staff to backfill ٠ weekend shift coverage for PL and training

### **Phone Stats Review of Weekend Call Center**

#### (Began in mid-January 2024)



- With baseline staffing levels in the Call Center, this reflects the average number of calls handled by CSRs by Month and by Day of the week
- In June, there were significant outage calls that occurred on Saturday's (see black line spike in June)

## 02 Customer Billing & Support Quarterly Update

# What's changed this past year:

Added 2 Customer Service Support Specialists to support New Construction

Increased collaboration with Customer Service Engineering

> Focus on the New Service Request/Application Process

> > Improved customer service

Updated website pages and online forms



### **New Service Application Updates:**

- Residential, Commercial & Irrigation online form submission
- Confirmation email includes copy of application and next steps

#### **Residential Services**

A service connection application must be filled out if you are requesting new electric service or making modifications or upgrades to your existing electric service.

Click and fill out the form below to get started. You will receive an e-mail confirmation in 3-5 business days after submitting your application for next steps in the process.

You will need a Grant PUD account number, address or parcel number to submit your application. Contact us at (509) 766-2501



#### **Helpful Information**

#### **Residential Information/FAQ's**

Information to guide you through the process of requesting new or modifying existing residential electrical service.

#### **Single Family Residential Workbook**

A workbook for those who want electric and fiber-optic services to their new single-family homes or construction temporary services locations.

#### Approved Residential Meter Sockets

A list of Grant PUD's approved meter socket standards for residential construction.

**Underground & Overhead Residential Services Diagram** 

**Underground & Overhead Temporary Service Installation Diagram** 



CLICK HERE

CLICK HERE

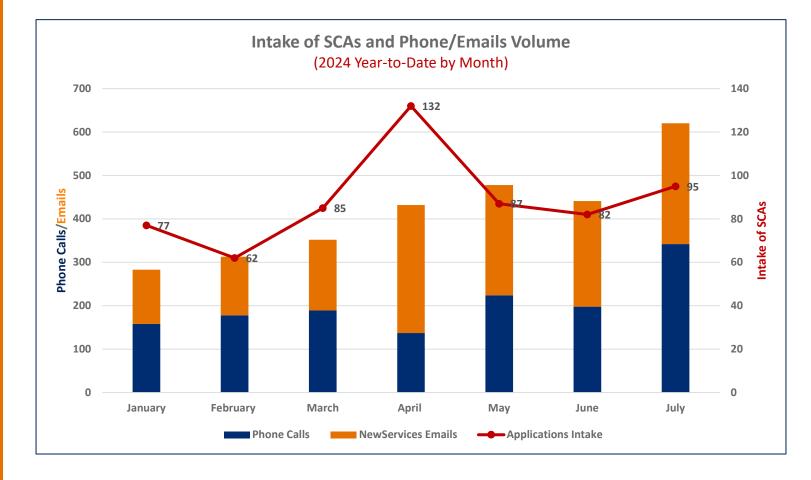
CLICK HERE

CLICK HERE

APPLY FOR RESIDENTIAL SERVICE



### **New Service Application Stats:**





Above: Customer Support Specialists – Ruby Taylor and Andra Stredwick

- Intake of Service Connection Applications (SCAs) through July 2024, total 620 (~90/month).
- High volume of customer contacts through phone and email inquiries regarding SCAs and new construction process.

## 03 Energy Services Quarterly Update





PUD

### **Energy Efficiency Savings Update:**

#### **2024** Conservation Budget

- 2024 Budget: \$750,000
  - Spent to Date: \$86,670 | Remaining: \$663,330

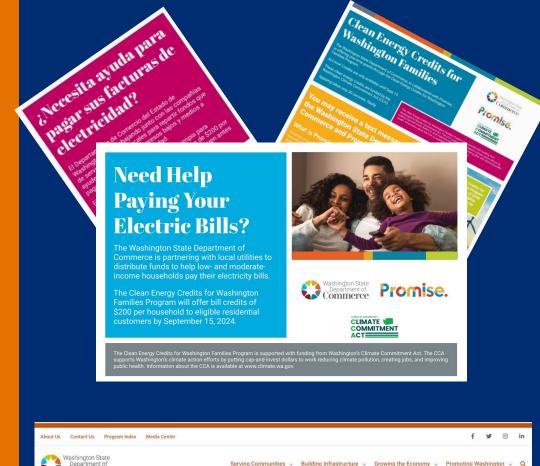
#### 2024 Savings | Incentives by Sector

- Residential: 47.49 MWH | \$30,117 Spent
- Commercial: 457.04 MWH | \$22,941 Spent
- Agriculture: 740.53 MWH | \$33,612 Spent
- Industrial: 50,691 MWH\* | \$690,509 to Spend

#### 2024 Total Savings | Incentives

• 51,936 MWH | \$777,180

2024-2025 Biennium Target Met



Serving Communities V Building Infrastructure V Growing the Economy V Promoting Washington V Q

Iome Electrification and Appliance Rebate (HEAR) Program - Washington State Department of Co

Commerce

Home | Program Index | Home Electrification and Appliance Rebate (HEAR) Progr

#### **State Home Electrification and Appliance Rebates (HEAR) Program**

The State Home Electrification and Appliance Rebates Program provides grants to eligible third-party administrators to provide rebates and incentives to households and small businesses to purchase and install high-efficiency electric equipment and appliances.

### WFCEC \$200 Bill Credit and **HEAR Program Updates:**

Washington Families Clean Energy Credits Program

#### Total Funds Granted: \$1,811,892

• \$1,721,296 toward Bill Credits (\$200/household) | \$90,595 for Administration Costs

#### \$1,267,600 Credited | \$0 Invoiced (as of 8/27/24)

6,377 Household Qualified | 6,338 Household Received (as of 8/27/24)

• Qualification: Low- and Moderate-Income Households | Program Deadline: 9/15/24

Home Electrification and Appliance Rebate Program

#### Total Funds Granted: \$1,100,000

- \$935,000 toward Appliances | \$165,000 for Administrative Fees
- Program Deadline: June 15<sup>th</sup>, 2025

#### Energy Services is currently working to:

- Execute the agreement with Commerce
- Update stakeholders on payment method
- No upfront funds but incremental invoices
- Implement program by November 2024



Under *RCW 19.405.120* and *WAC 194-40-030*, Grant PUD must reduce the energy burden of low-income households by 6% or below:

- 2030 Target Meet 60% of current energy assistance need (2,868 households)
- 2050 Target Meet 90% of current energy assistance need (4,303 households)

Report every two years to Commerce via the State Auditor's Office to assess Grant PUD's progress in meeting the targets.

### **Low-income Assistance Programs:**

- Coming Soon Customer Service Policy Update to expand current discount program to all low-income customers in response to recent SAO audit results.
- In the Future Potentially need to offer tiered discount or credit programs to meet Energy Burden compliance by 2030.
- Work in Progress Reviewing customer profiles as received from Department of Commerce and 3<sup>rd</sup> Party Agency for Grant PUD vulnerable customers.

# 04 Customer Solutions Priorities and Opportunities

### Forward Looking Opportunities to Enhance Overall Customer Experience:

- Rollout of payment kiosks to select retail locations \*
- Rollout of a customer app for mobile account access \*
- Replacement of our current, outdated customer facing portal \*
- Updating to right-sized Customer Information and Billing system \*
- Replacement of current, outdated contact center phone applications
- Rebranding Energy Services to resonate with all customer types
- Purchase Joint Use program to streamline application process \*



\* As part of upcoming ERP+



# Questions



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# 05 Appendix: Customer Solutions Staffing Levels/Matrix

#### September 2024

# **Customer Service Staffing Matrix**

Customer Service (staffing)	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Call Center	2	9	8	8	8	10	2
Remittance	-	1	1	1	1	1	-
Moses Lake Cashier	-	3	2	2	2	-	-
Ephrata Cashier	-	-	1	1	1	1	-
Quincy Cashier	-	-	-	1	1	1	-
Royal City Cashier	-	-	1	-	-	-	-
GrantFiber	-	2	2	2	2	2	-
On-Calls	-	5	5	5	5	5	-
Total Headcount	2	15	15	15	15	15	2
Total FTR-8 Hr Shifts	0	11	11	11	11	11	0
Total FTR-10 Hr Shifts	2	4	4	4	4	4	2

Total Headcount	2	15	15	15	15	15	2
Total FTR-8 Hr Shifts	0	11	11	11	11	11	0
Total FTR-10 Hr Shifts	2	4	4	4	4	4	2
Total Coverage Hrs	20	128	128	128	128	128	20
Call Center Coverage Hrs	20	80	72	72	72	88	20
6a-7a Coverage Hrs	1	2	2	2	2	2	1
7a-8a Coverage Hrs	2	4	4	4	4	4	2
5p-6p Coverage Hrs	1	2	2	2	2	2	1

Customer Billing & Support (staffing)	Mon	Tue	Wed	Thu	Fri
Customer Billing	3	3	3	3	3
Customer Support - Line Dept	2	2	2	2	-
Customer Support - Engineering	1	2	2	2	1

#### September 2024

### Other CS Departments Staffing Matrix –

- Customer Billing & Support
- Energy Services
- Customer Solutions

Energy Services (staffing)	Mon	Tue	Wed	Thu	Fri
Customer Program Coordinators	3	3	3	3	3
Energy Services Specialist	1	1	1	1	1
Joint Use Specialist	1	1	1	1	1

Customer Solutions (staffing)	Mon	Tue	Wed	Thu	Fri
Advanced Metering & Billing	1	1	1	1	1
Customer Solutions Systems Analyst	1	1	1	1	1
Administration Assistant	1	1	1	1	0

Total Customer Solutions Business Unit Headcount 41

# **Environmental Affairs** Q3 Business Update

Grant PUD Commission Meeting September 10, 2024



Powering our way of life.

### **License Implementation & Lands Services**

# **License Implementation Updates:**

#### Crescent Bar Fire Investigation

- Led by Grant Co Sheriff Dept
- Risk & Legal Involvement
- Estimate Cost of Mitigation: \$150k
- Summer Concerts
  - ✓ 30 days of concerts in 2024!
- Removal of known hazards
- Ag lease restoration work
- Electronic Signage Inventory
- Shoreline monitoring and cleanup
  - Vegetation Assessments
  - Coordination with Sunland HOA







# Lands & Permitting Services Updates

#### **Real Estate:**

- Larson-Stratford rebuild
- WSDOT Franchise consolidation
- Wholesale fiber expansion
- Large Power Interconnection projects
- Transmission/distribution projects
- Surplus Projects
  - Grand Coulee Local Office
  - Cove Houses
  - Coulee City Service Center
  - Stratford (Avista) house

#### Permitting:

- Siphon Intake Screen replacement
- Priest Rapids Spillway Improvement Project
- Removal of known hazards in Wanapum Reservoir
- Transmission/distribution projects

### <u>GIS:</u>

- Lisa Anderson retirement
- Lands work intake and NCRRP automation





### Lands & Permitting Services: QTEP Updates

- Monument Hill Loop 1
  - All 8 ROEs and easements obtained
- Monument Hill to Rocky Ford
  - All ROEs obtained
  - $\checkmark$  8 of 11 easements obtained (all offered)
- Mountain View Loop 1
  - ✓ 3 of 3 easements obtained
- Columbia to Mountain View
  - ✓ All but 1 ROE obtained
  - ✓ 12 of 16 easements obtained (all offered)
- Wan-MV segment
  - Environmental studies being wrapped up
  - ✓ USBR engagement for license agreement
  - ✓ 33 ROEs obtained (39% of total new ROEs needed)



### Fish, Wildlife, & Water Quality

### Juvenile Salmonid Survival Evaluations (2025-2027)

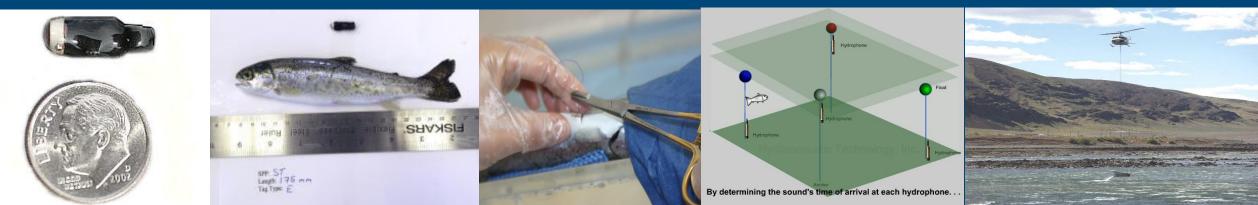
- ✤ 1- year Check-ins for Yearling Chinook, juvenile steelhead, and juvenile sockeye.
  - ✓ Yearling Chinook & juvenile Steelhead (2025)
  - ✓ Juvenile sockeye (2026)
  - ✓ 2027 Potential makeup year
  - ✓ Maybe 3 consecutive years required for summer Subyearling Chinook (2025-2027).

#### **Survival Evaluation Highlights.**

- ✓ Study fish collected from Rock Island (No Gatewell dipping at Wan or PR).
- ✓ Fish Transported to Wanapum Fishtown via truck for Tagging and Holding.
- ✓ Fish Releases done via Helicopter Rock Island and Priest Rapids Tailraces.
- ✓ No arrays/receivers physically attached to WAN or PR Dams (in 2025).
- ✓ Receivers deployed/attached to BRZ line (2025-2027).

#### ✤ Substantial Risk if standard not achieved for each species.

- ✓ Financial (retests, NNI contributions, increased hatchery production and/or other mitigation requests).
- ✓ Operational (Increased spill, turbine and bypass operations, structural modifications, etc.).



# **Carlton Acclimation Facility**

Methow River migrating away from existing water intake structure. During extremely cold snaps typically in late February/early March the facility can be left with no to very little river water for fish acclimation. Channel migration away from the intake structure continues to occur.

#### ✤ <u>Current Status</u>

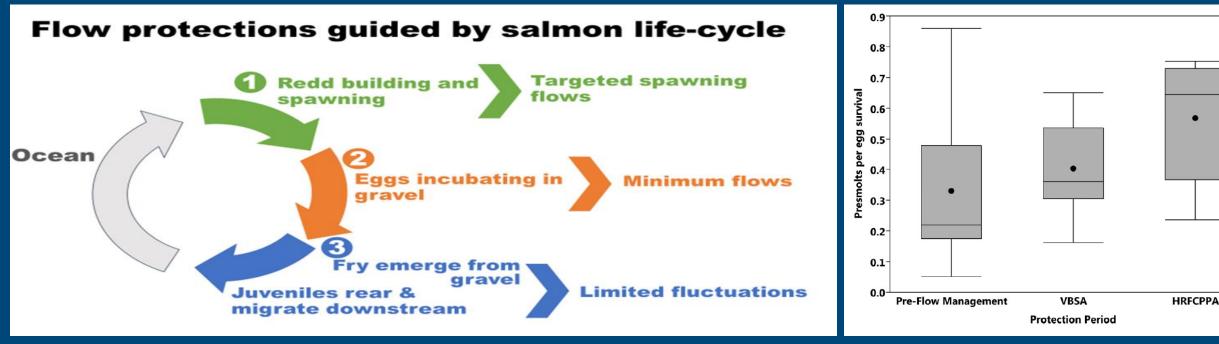
- ✓ Phase 1: (Production & Domestic Well)
  - Irrigation Technology and Control, Inc
- ✓ Phase 2: (Infrastructure into building)
  - In Process of rebidding
  - Intent is to have contract in place December 2024
  - Work to proceed in 2025.



### Hanford Reach Fall Chinook Protection Program Agreement

- > Article 401(a)(14) Hanford Reach Study Plan.
- > Article 401(a)(15) Implementation Feasibility Study Plan.
- > Article 405 Investigate of Habitat Modifications in the Wanapum Tailrace.
- Hanford Reach Fall Chinook Working Group meets twice each year to review program implementation.





# Spotlight – Safety improvements at water quality monitoring sites

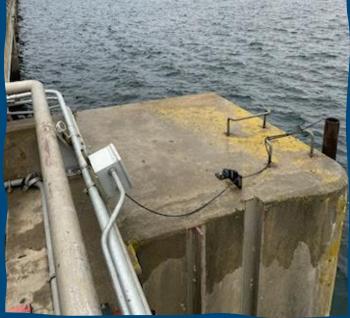
#### ✤ PR & WAN Forebay:

- Previous: no railing and risk of falling into forebay near fish bypass or the trash rack.
- Safety Improvements: Railing installed by WMC crews. Completed April 2023

#### ✤ PR tailrace (Vernita Bridge):

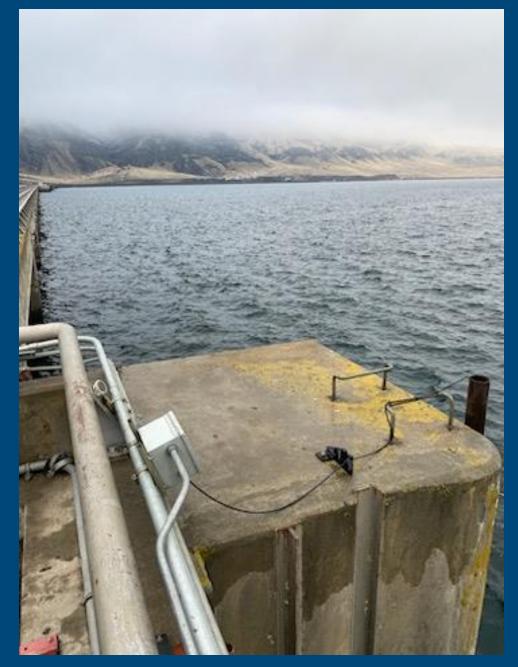
- Previous: steep staircase without proper harness pick point. Small platform; risk of falling into river
- Safety Improvements: Worked with Safety brainstorming different ideas. PP Engineering produced the final design and managed the installation contract. Coordinated with WSDOT. Installation was completed by the Contractor April 2024.

#### Staff: Nate Dietrich, Eng. Tony Vader & Logan Castle, Safety Nichole Bortle





### **Priest Forebay WQ Site**





### Wanapum Forebay WQ Site



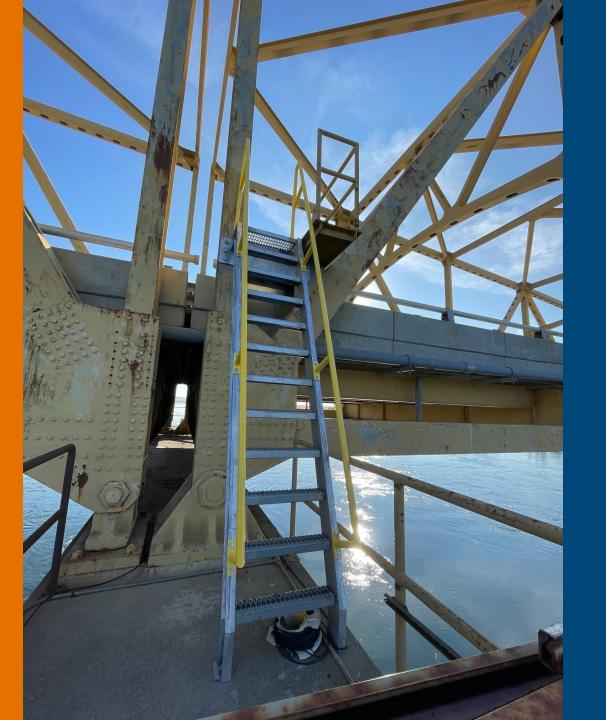


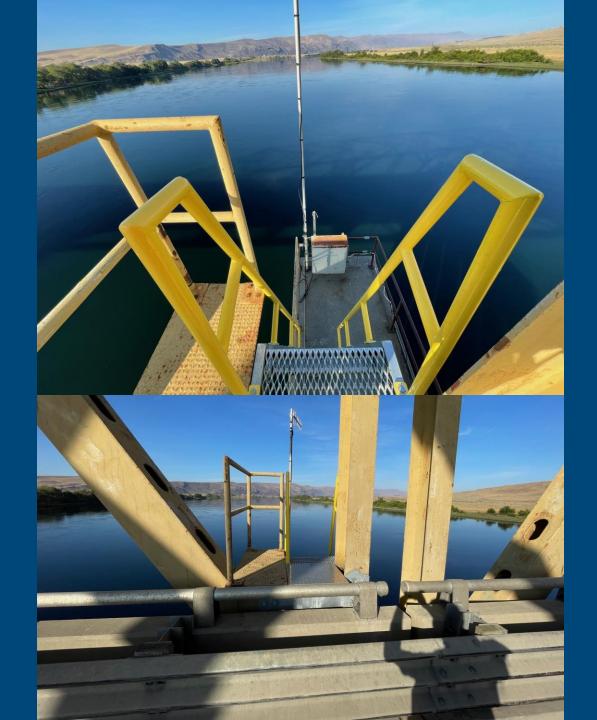


### SR 24 Vernita Br. Ladder Replacement



Washington State Department of Transportation





### **Environmental Services**

## **Spotlight – Environmental Services**

#### • Mark Woodward - Supervisor

- Carson Keeler Sr. Regulatory Specialist
- Frank Bacon HazMat Tech
- Steve Rubio EA Planner

#### Shawn McCarrell– FW Specialist Foreman

- Alan Suan FW Specialist 3
- Blake Armstrong FW Specialist 1
- Seasonal FW Specialist (2)
- Seasonal HMA (3)
- Performs maintenance and field work per direction FWWQ biological staff
  - Predator control
  - Juvenile sturgeon transport
  - Vegetation management
  - Pacific Lamprey trap & haul
  - Fishway sweeping activities
  - Waterfowl nesting structures
  - ABC Hanford Reach Tournament
  - Upcoming survival studies

#### • John Hughes – LRM Foreman

- Jesse Pieters LRM Worker 3
- Vacant LRM Worker position
- LRM 10-month Workers (2)
- LRM 6-month Aides (4)
- Performs maintenance at 19 recreation sites within Priest Rapids Project
  - Restroom, trail, boat launch and campground maintenance
  - Irrigation installation and repair
  - Herbicide application to 58 miles of shoreline
  - Parking lot maintenance
  - Corrective maintenance
  - Encroachment Removal



## **Spotlight – Environmental Services**

- Oil Spill Prevention, Control, and Countermeasure
   Plans WAN, PR, QC, PEC, CB, Substations, PD
- National Pollutant Discharge Elimination System
   Permits CB, WAN & PR Dams
- Crescent Bar Water and Wastewater Treatment
   Facility
- Air Quality Permitting for Wanapum Dam
- Waste Management:
  - Regulated (e.g., Hazardous) Waste
  - Lead, chromium, PCBs, aerosol cans, etc.
  - Used oil, non-paint, light bulbs, etc.
  - Surplus transformers and substations

- Recent Opportunities, Challenges & Staffing Changes
  - Clean up recent waste storage facilities
  - Reduction of waste streams with front line coordination and education
  - WDOE consultation for Pollution Preventation Plan
  - Transformer surplus 840 xfrms
  - Continuing training and education

	2023	2024
Aerosols	4,178 lbs	634 lbs
Lead Rags	1,943 lbs	279 lbs
Waste Paints	7,994 lbs	348 lbs



# Grant PUD Cultural Resources 2024 Q2/3 Business Report



Grant PUD Commission Meeting – September 10, 2024

### Cultural Resources Department Purpose and Goals: Heritage Value

- Ensure cultural resources compliance with Articles 416 and 417
- 2. Maintain relationships with key Tribal and agency stakeholders
- 3. Foster the relationship between the District and the Wanapum



# Q2/3 Business Review

#### Regulatory Compliance • Safety Metrics

- Compliance Violations = 0
- NCRRP Reviews = 38
- FERC orders/notices = 0
- Summary/Listing of filings=0

- Incidents = 0
- Close calls = 0
- JSRs = 13
- Safety meeting attendance = 96%



# Q2/3 Business Activities

### **Compliance:** Archaeology/River Patrol



#### NOTABLE ACTIVITIES

- Archaeological site monitoring for the 2024 season began May 13, fieldwork is ~75% complete.
- Q3 cultural resources stakeholder meeting will be held in early October, primary discussion will revolve around our 2024 monitoring program.
- Continued support for several capital projects including the Wanapum to Mountain View Transmission Line, PR Hatchery Siphon Intake Project and the PR Spillway Stability Improvement Project.
- Ephrata Service Center fieldwork is done, reporting is being finalized. No resources were identified.
- Cultural resources survey of the burned area on Crescent Bar Island started on August 26 and should be complete in late September.

# Q2/3 Business forecast

#### **Compliance: Wanapum Interface Office Activities**

- PR stability anchor project and Hatchery siphon intake consultation and coordination is ongoing.
- PRREIP Implementation of MOA stipulations are ongoing and a report of cumulative effects to the Wanapum village (Wownisha) is being developed.
- Continued cultural resource working group participation with BPA,PNNL USFWS, Dept of Energy, and USACE to protect Wanapum interest through ongoing maintenance work and proposed new undertakings

Leadership meeting was held with the Yakama Nation to address Wanapum fishing concerns



### Q2/3 Business forecast

#### **Compliance: Wanapum Interface Office Activities**

• Wanapum are working with the Departments of Energy, Interior, BIA, USFWS, and the Hanford Tribes to transition management of Rattlesnake Mountain (known as Laliik) from federal to Tribal co-stewardship.

Wanapum have signed an inter-tribal agreement to form a tribal commission to oversee site management. Clayton Buck represents the Wanapum as the appointed commissioner.

- Wanapum are participating in the development of a national Sacred Sites Policy with Department of Energy and Department of Interior.
- Vernita Bridge boat launch Wanapum are continuing consultation with WDFW related to overnight camping and unauthorized boat launches at the site. A Wanapum TCP study of the location is underway.



### Q2/3 Business Activities

#### Traditional Program: Wanapum Heritage Center:

Wanapum Heritage Center is open to general public Thursday through Monday; Tuesdays and Wednesdays are dedicated to local school Districts.

- The new Wanapum Native American Discovery Unit has recently completed all major builds. Next phase is interior/ exterior graphics followed by WHC installations.
- 25<sup>th</sup> Anniversary of Archaeology Days at the Wanapum Heritage Center.
  - October 8&9, 2024

Work on the Wanapum gift shop is ongoing, we anticipate opening by end of Q4.





# Q2/3 Business Review

#### **Major Projects: Traditional program**

- The Wanapum tule mat house project is ongoing, the Wanapum are rougly halfway through harvesting tules for construction of new mats. Wanapum tule mat house will be set up in fall of 2025 at Priest Rapids Indian Village.
- The Wanapum Canoe Project will begin in September 2024



### 2023 Q2/3 Forecast Use of Allocated Resources



Staffing – No staffing changes to report



#### Services –

Contract with Drayton Archaeology
 to complete the QTEP T-line surveys

# 2023 Q2/3 Forecast Questions?