

QUARTERLY BUSINESS REVIEW

External Affairs

March 2025



Powering our way of life.

Team Updates



Chuck Allen

Sr. Manager External Affairs & Communications



Ryan Holterhoff

Senior Policy Analyst



Annette Lovitt

Community Engagement Public Affairs



Christine Pratt

Public Information Officer



Rosalie Black-Hanson

Marketing Public Affairs Officer



Raquel Urbina

Designer

Q1 Recap

Quarterly Goals & Updates

- Passing of "Powering On" author John Harrison
- 2024 Annual Report
- Pay-it-Forward and Share the Light campaign & contributions
- Government Affairs update



Q1 Recap

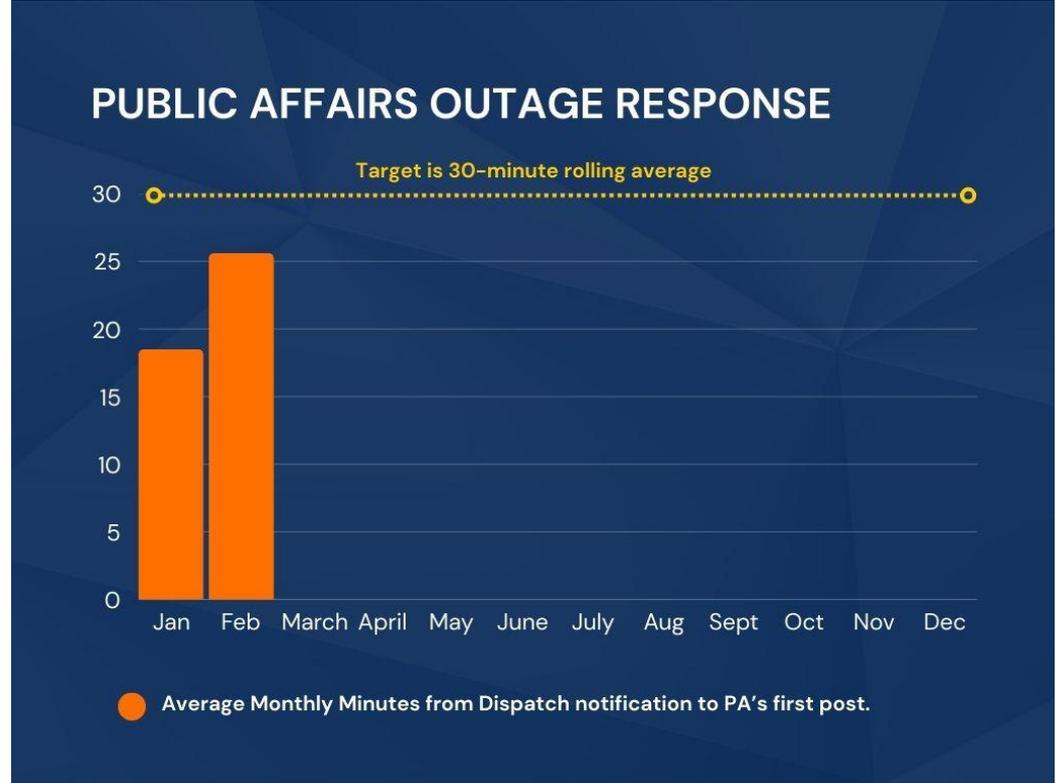
Key Metrics

Public Affairs outage response times:

- Rolling average is 25.25 minutes
- Target is 30 minutes

Insights

- For major power and fiber outages



Q2 Outlook

Near-Term Plans

- Powering Our Future Campaign
- Developing proposal for updated Capital Project public engagement strategy
- Grade-school tour program for Wanapum Dam



- <https://www.grantpud.org/future>

State Legislative Session

Long session – 105 days

Feb. 21/28: Policy/Fiscal Committee Cutoff

April 2/8: Policy/Fiscal Committee Cutoff



Jan. 13



April 27



March 12: House of Origin Cutoff



April 16: Opposite House Cutoff

State legislature

Key Bills-

HB 1329 – Clarifying CETA

- Clarifies CETA's No Coal Provision regarding wholesale power purchases
- Would make changes to better reflect how utilities are securing energy contracts
- Passed the House committee, hoping to see it pass on the house floor

HB 1253 – Utility joint use agreements

- Expanding the ability of consumer-owned utilities to enter into joint use agreements
- This bill would expand the network of partners available for utilities for the purposes of resource development
- Passed the House. Waiting for Senate committee hearing

State legislature

Key Bills-

HB 1819– Increasing transmission capacity

- The bill targets reconductoring of existing transmission pathways by exempting SEPA review
- Would also recognize slightly wider ROWs may be necessary to make the exemption meaningful to transmission developers

SB 5466 – Creating a WA transmission office

- The bill would establish a new transmission office within the Dept. of Commerce
- An advisory board to the new office would be established along with a 20-year transmission needs assessment
- Some exemptions from SEPA within existing ROWs

State legislature

Key Bills-

HB 1303– Increasing environmental justice requirements

- Would add environmental justice as an element the Dept. of Ecology would need to consider under SEPA
- As proposed, the bill would add to the studies and other requirements for the develop of any new major electrical infrastructure project.

HB 1842 – Allowing PUDs to form, own, or use captive insurers

- The cost of traditional general liability insurance that includes wildfire coverage has grown increasingly unaffordable
- These continued increases may impact customer rates.
- This bill would allow PUDs to participate in joint self-insurance risks and find more affordability

Long-Term Strategy

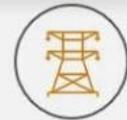
- Developing a communications strategy and plan for how to engage with the public on capital projects
- Continue working with Internal Comms on the Powering Our Future campaign to help our customers understand Grant PUD's updated Strategic Plan and vision for the future.
- Developing a more robust Government Affairs Department
 - More proactive engagement
 - Resources to take advantage/reduce risks in the shifting political landscape



**Growth
Management**



**Resource
Management**



**Grant
Transmission
Business**

Commission Support: Key Asks

- Workshop time for discussion, review and eventual support of vision for Grant PUD Capital Project public engagement strategy.
- Continue to align strategy with Commission, GM/CEO, and ELT on legislative and regulatory issues as it relates to Govt. Affairs.
- Continued participation in community engagement activities.

Questions?



Powering our way of life.

Thank you!



Powering our way of life.

Department Name:	Key Presenters:	Date:
External Affairs	Chuck Allen, Ryan Holterhoff, Annette Lovitt	March 25, 2025

Presenters, please fill out the following information and provide it to Commissioners as a supplement to your presentation.

LAST QUARTER RECAP

Quarterly Goals

- Passing of “Powering On” author John Harrison
- 2024 Annual Report
- Pay-it-Forward and Share the Light campaign & contributions
- Government Affairs update
- Meeting goals for Public Affairs Outage response
- External Affairs ended 2024 1.2% over budget

NEAR-TERM PLANS (NEXT QUARTER)

Project Updates

- Taking Powering our Future Campaign external
- Developing proposal for updated Capital Project public engagement strategy
- Grade-school tour program for Wanapum Dam
- Key bills being tracked in state legislature

LONGER-TERM STRATEGY

Roadmap

Assisting the Growth Management, Resource Management and Grant Transmission Business initiatives:

Strategy

- Capital Project public engagement strategy
- Powering our Future campaign to educate internal and external audiences on Strategic Plan objectives and commission’s vision.
- Developing a more robust Government Affairs Department

COMMISSION SUPPORT: KEY ASKS

Specific Requests

- Workshop time for discussion, review and eventual support of vision for Grant PUD’s Capital Project public engagement strategy.
- Continue to align strategy with Commission, GM/CEO, and ELT on legislative and regulatory issues as it relates to Govt. Affairs.
- Continued participation in community engagement activities.

QUARTERLY BUSINESS REVIEW

Customer Strategist

March 25



Powering our way of life.

Team Updates



Heidi Juarez
Customer Strategist



Lindsey McDonnell
Customer Strategist



Kieth Siebert
Customer Strategist

Q1 Milestones



Customer Intent
Statement



Ideal Behaviors
Workshop



High Level Journey
Maps

Q1 Continued

Education

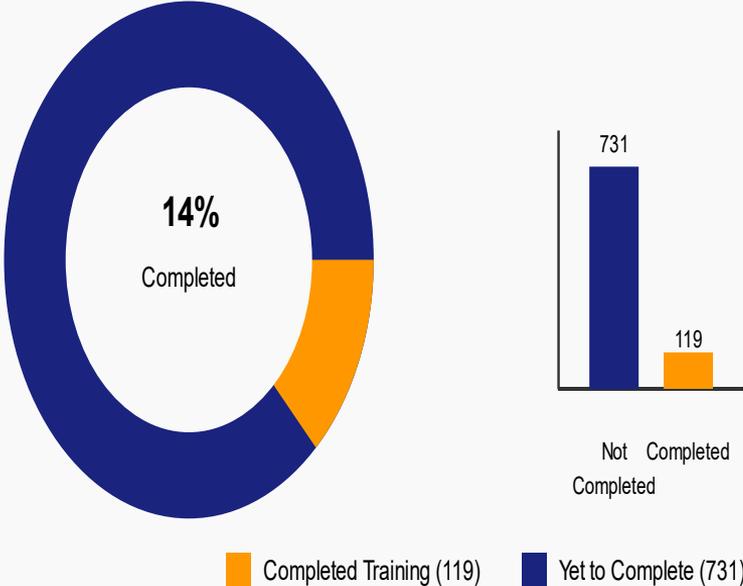
Strong focus on creating alignment and understanding amongst Team Grant around the purpose and value of CX.

Insights

Strategy will need to be both flexible and intentional in delivering content to diverse business units.

Training Completion Status

119 of 850 Employees Completed (14%)



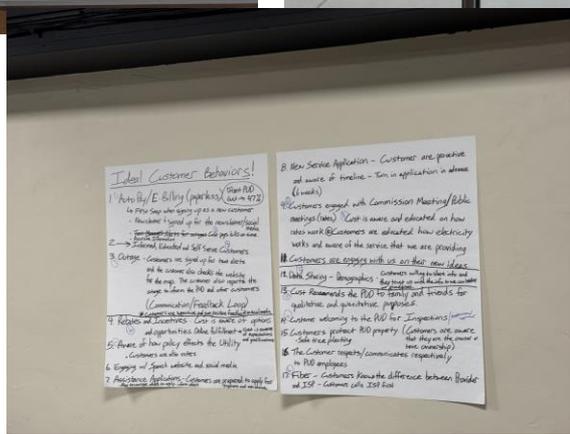
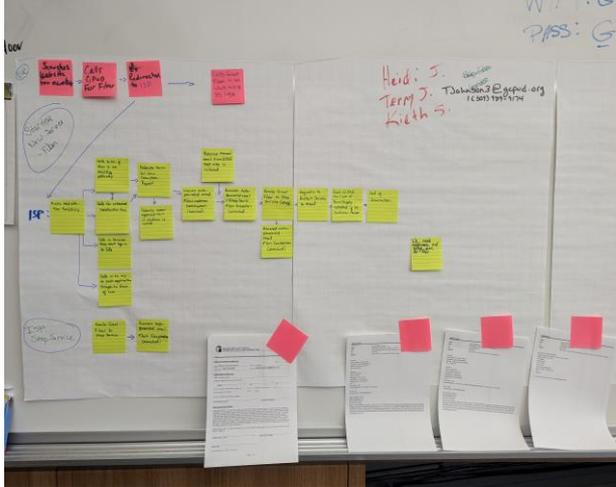
What does this effort take?

The collaboration from people across the entire District...





And lots of post its!





- It's aspirational.
- The statement is a North Star for all future investments and decision making on Grant's strategy, budget, goals, performance reviews, compensation, etc.
- It is a competitive statement of intention. We will compete on cost, efficiency, effectiveness, safety AND our customer experience delivery.
- Will not change for the foreseeable future.
- Is never directly communicated to the customer. They will know it through our actions.

Our intent statement*

“In every interaction I have with Grant PUD, I feel honest and genuine care. They listen for my unique needs and suggest the best solutions for me. It feels personal.

Everyone at the PUD seems to know me. No matter who I talk with or how I connect with them, I’m always treated as a priority...never a transaction. My well-being seems to motivate them to deliver what they do. They power my life and keep me connected to the world.

I rely on Grant PUD to proactively communicate and look out for me. They ensure and strengthen my community’s energy and fiber future. They get us. They are us.

I trust Grant PUD.”

*Written from the customer’s perspective

The Grant County PUD Customer Journey

This map highlights the multitude of customer touchpoints we have and emphasizes that customer experience is a shared responsibility across the PUD.



- I VISIT A RECREATION SITE/HERITAGE CENTER**
Go boating, fishing, camping or hiking in a GCPUD area. Visit a heritage center to learn about Grant County history and peoples.
- I WANT TO LEARN ABOUT OUR ENVIRONMENT**
- I INTERACT WITH NEW CONSTRUCTION SERVICES**
Meet and interact with Customer Service Engineers to establish new service.
- I SEE THE PUD VEHICLES AND EMPLOYEES WORKING IN MY AREA**
This includes repairs, inspections, construction, and claims, anything that requires a GCPUD employee or contractor to be on location.
- I'M INTERESTED IN HIGH-SPEED FIBER**
Our fiber customer's first interaction is with us prior to being handed off to an independent ISP.
- HOW WE WANT OUR CUSTOMERS TO FEEL ABOUT US (IN THEIR WORDS):**
In every interaction I have with Grant PUD, I feel honest and genuine care. They listen for my unique needs and suggest the best solutions for me. It feels personal.
Everyone at the PUD seems to know me. No matter who I talk with or how I connect with them, I'm always treated as a priority...never a transaction. My well-being seems to motivate them to deliver what they do. They power my life and keep me connected to the world.
I rely on Grant PUD to proactively communicate and look out for me. They ensure and strengthen my community's energy and fiber future. They get us. They are us.
I trust Grant PUD.
- I INTERACT WITH THE CALL CENTER**
Often the first point of contact with our customers for all of their concerns, complaints and needs.
- I AM BUILDING A NEW HOME**
- I GET MY ELECTRIC BILL**
Our customer's first impression, and sometimes the only contact they ever have with us.
- I VISIT THE PUD WEBSITE**
- I SEE PUD FACILITIES**
- I INTERACT WITH PUD EMPLOYEES**
FIBER TECH, ELECTRICIANS, PUD SERVICE PERSON, ENGINEERS, PUD LINEMAN.
- I AM MOVING MY COMPANY HERE**
- I SEE THE PUD ON SOCIAL MEDIA**
- I NEED TO START/STOP ELECTRIC SERVICE**
Our customer's first impression, and sometimes the only contact they ever have with us.
- I VISIT PUD OFFICES IN GRANT COUNTY**
- I CAN'T AFFORD TO PAY MY BILL**
- I HAVE A BILLING PROBLEM**
A customer's billing inquiry can include questions about a bill, someone who is upset about the amount, wants to dispute it and/or are unable to pay their bill.
- I'M INTERESTED IN SAVING MONEY**
Finding information and signing up for programs that can save me money.
- I INTERACT WITH ENERGY SERVICES PROGRAMS**
- I HAVE A CLAIM ISSUE WITH THE PUD**
- I AM EXPERIENCING AN OUTAGE**
Was this planned? Is the PUD aware? Estimated restoration time? Where is the crew?
- WANAPUM HERITAGE IS FASCINATING**
- I CALL OR GO ON-LINE TO COMPLETE A TASK**
- I SEE THE PUD ON SOCIAL MEDIA**
- I CAN'T AFFORD TO PAY MY BILL**
- I'M INTERESTED IN ALTERNATIVE ENERGY**

Q2 Outlook

Near-Term Plans

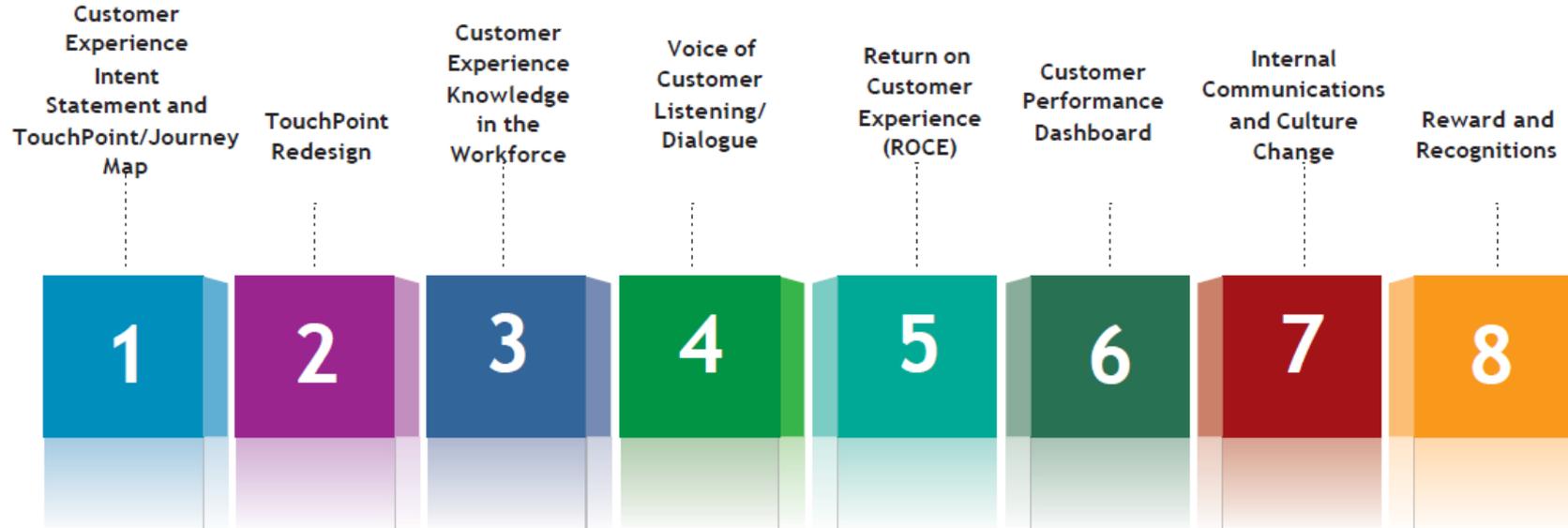
Create and communicate financial and reputational return on customer experience (ROI) metrics

Use lessons learned from New Service Redesign Sprint to conduct a redesign of Fiber Service Level Agreements

Examine NISC capabilities that support customer experience

Leverage BlastPoint technology to best identify and serve our customers

Long-Term Strategy



Commission Support: Key Asks

- Asking for alignment on messaging at all levels of the organization
- Adoption and incorporation of twelve Customer Intent Statement Attributes in your interactions with customers.

Questions?



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Thank you!



Powering our way of life.

Department Name:	Key Presenters:	Date:
Customer Strategy	Heidi Juarez, Lindsey McDonnell, Kieth Siebert	03/25/25

LAST QUARTER RECAP

Quarterly Goals	<ul style="list-style-type: none"> Empower our workforce with essential customer experience interaction skills through training Creation of a guiding document called the customer intent statement that lays out the experience we aspire to deliver to our customers in every interaction Creation of a high-level customer journey map Educate and inspire team Grant with a compelling internal communications strategy focused on Customer Experience Identify and measure customer interaction metrics that drive cost savings or revenue growth (ideal customer behaviors) Implement 20-day redesign processes to measurably enhance customer satisfaction and drive operational efficiency
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NEAR-TERM PLANS (NEXT QUARTER)

Project Updates	<ul style="list-style-type: none"> The first 20-day redesign sprint is in progress! This redesign is running from 3/11 to 4/14/2025 and will change the way we approach new service connections for our customers The second sprint will focus on fiber service level agreements (SLA's). This sprint is expected to begin in Q2.
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LONGER-TERM STRATEGY

Roadmap	Delivering education around the pivotal role of customer experience is a primary focus for 2025 along with continuing to build the framework that allows for measurable improvements in our customers' experience and benefits the District.
Strategy	<ol style="list-style-type: none"> Create a GCPUD Customer Experience Strategy Framework that will align and engage the entire workforce. Clarify GCPUD's Customer Experience destination and how our customers currently experience us – in progress Integrate new technologies, re-design programs and processes to measurably improve customer experience, efficiency, and effectiveness – in progress Train Customer Experience tactical interaction skills in the workforce – in progress Improve the frequency and effectiveness of our Voice of the Customer program – in progress Create and communicate specific financial and reputational "Return on Customer Experience" metrics – in progress Build and communicate a transparent Customer Experience performance dashboard – Q2 Execute an impactful Internal communications campaign to build cultural support for Customer Experience – in progress Align rewards and recognition programs and practices to support the Customer Experience strategy – Q4

COMMISSION SUPPORT: KEY ASKS

Specific Requests

- Asking for alignment on messaging at all levels of the organization. Customer Experience respectfully requests that communication with our customers seeks to incorporate the following twelve attributes from the customer intent statement:
 1. *Honest and genuine care.*
 2. *Skilled listening for unique needs and suggesting appropriate solutions*
 3. *It feels personal.*
 4. *Everyone at the PUD seems to know me.*
 5. *Always treated as a priority*
 6. *Never treated as a transaction*
 7. *My well-being seems to motivate them to deliver what they do*
 8. *They power my life and keep me connected to the world*
 9. *I rely on Grant PUD to proactively communicate and look out for me*
 10. *They ensure and strengthen my community's energy and fiber future*
 11. *They get us. They are us*
 12. *I trust Grant PUD*

20-year, 120 MW Solar PPA

Rich Flanigan, Sr. Manger of Trading and Commercial Operations
Commission Meeting

03/25/2025



Powering our way of life.

Items for Discussion – Solar PPA

- Review of 2024 Request for Proposal (RFP)
 - Purpose / Structure
 - Results / Recommendation
- Tie to Integrated Resource Plan (IRP)
 - Selected Portfolio Additions
- Proposed PPA Details
 - Project Description
 - PPA Structure
- Q&A

Purpose of the RFP

This RFP is intended to help Grant PUD prepare for future and current challenges including:

- Serving customers under stable rates
- Sourcing appropriate and sufficient power to provide reliable service
- Positioning Grant PUD to meet future clean energy standards

It also is intended to help Grant PUD:

- Get a better understand a very competitive market for power supply
- Focus on finding long-term clean energy solutions
- Let developers know Grant PUD is looking for capacity

Two Categories of Proposals Requested

Group A Proposals include:

- Power Purchase Agreements Only
- Minimum of 50 MW, Maximum of 300 MW
- PPA start date between **Jan 1, 2025**, and **Dec 31, 2029**
- Term of 1 to 5 years

Group B Proposals include:

- Power Purchase Agreements or Ownership Offers
- Minimum of 50 MW, Maximum of 300 MW
- PPA or Ownership start date **no later than Jan 1, 2035**

- Term of 10 to 20 years

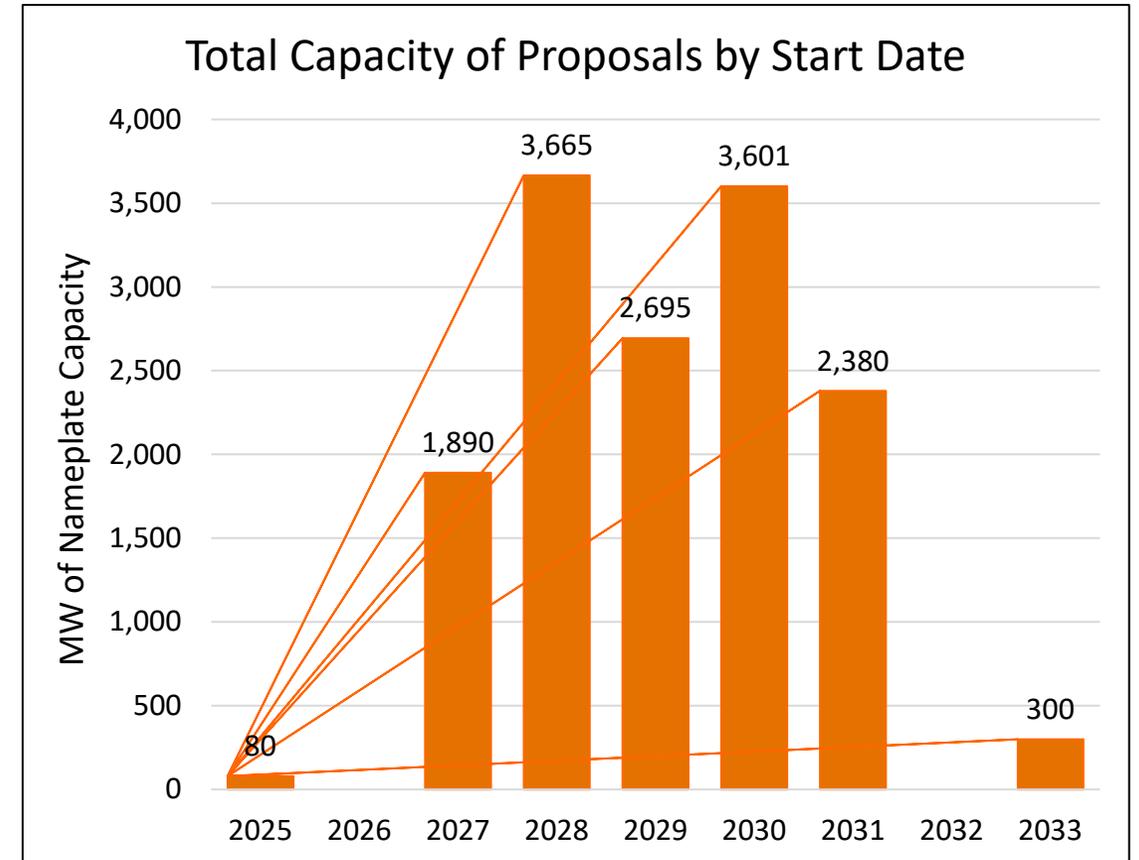


RFP Responses

- 14 proposals offered ownership; the remainder offered Power Purchase Agreements (PPA) only

82 Evaluated Proposals by Technology Type:

- 35 Solar
- 31 Solar + Storage
- 13 Stand Alone Storage
- 2 Wind
- 1 Biodiesel



Evaluation Criteria

Economic Evaluation (70%)

- Assessment of project potential market performance
- Valuation of performance in the GCPUD resource portfolio
- Economic evaluation performed using Ascend Analytics' PowerSIMM platform
- Included ex-post inclusion of value of ability to provide ancillary services

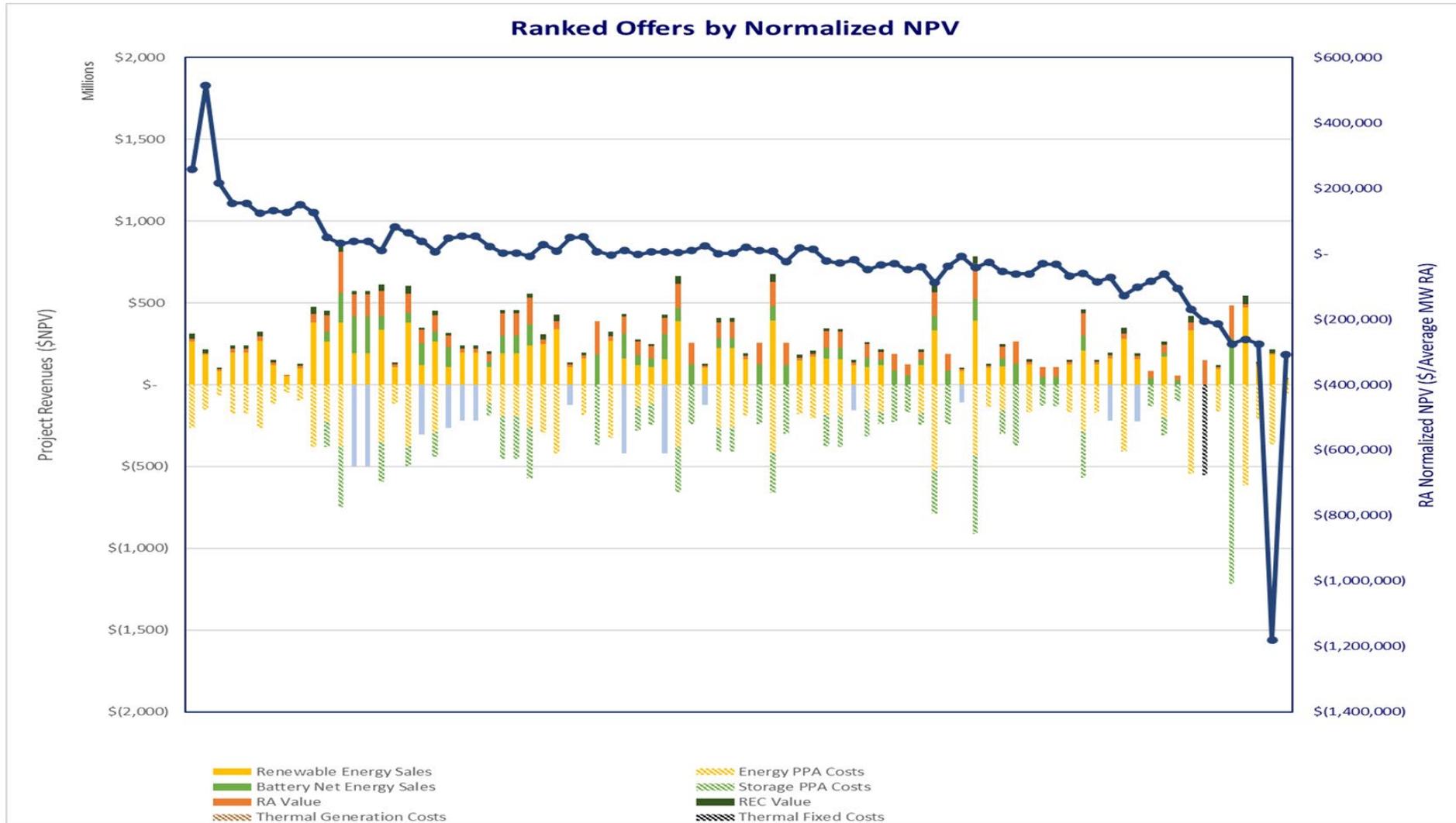
Risk Assessment (15%)

- Company strength
- Project Viability

Strategic Alignment (15%)

- Contribution to GCPUD's capacity needs, including emphasis on ability to contribute to entering binding WRAP program
- Contribution to GCPUD's energy needs

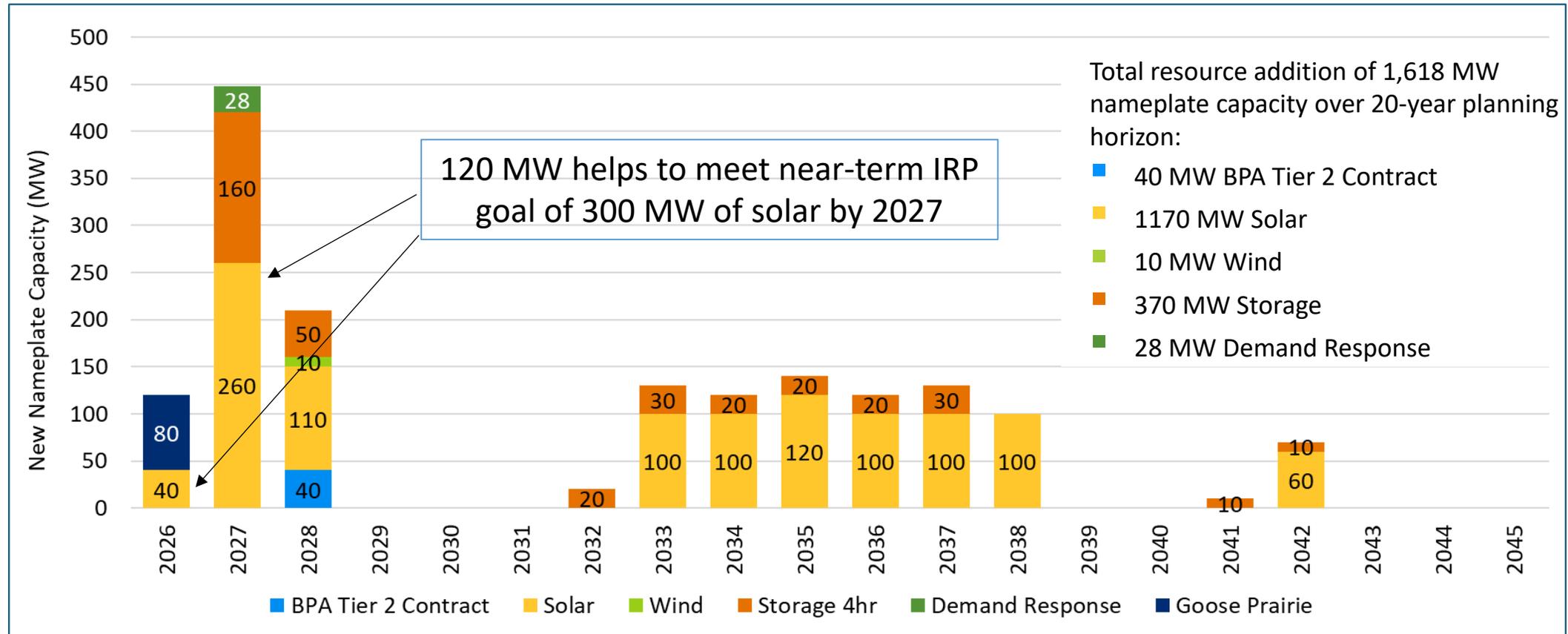
Request for Proposal – Modeling Results



Responses Selected for Further Examination

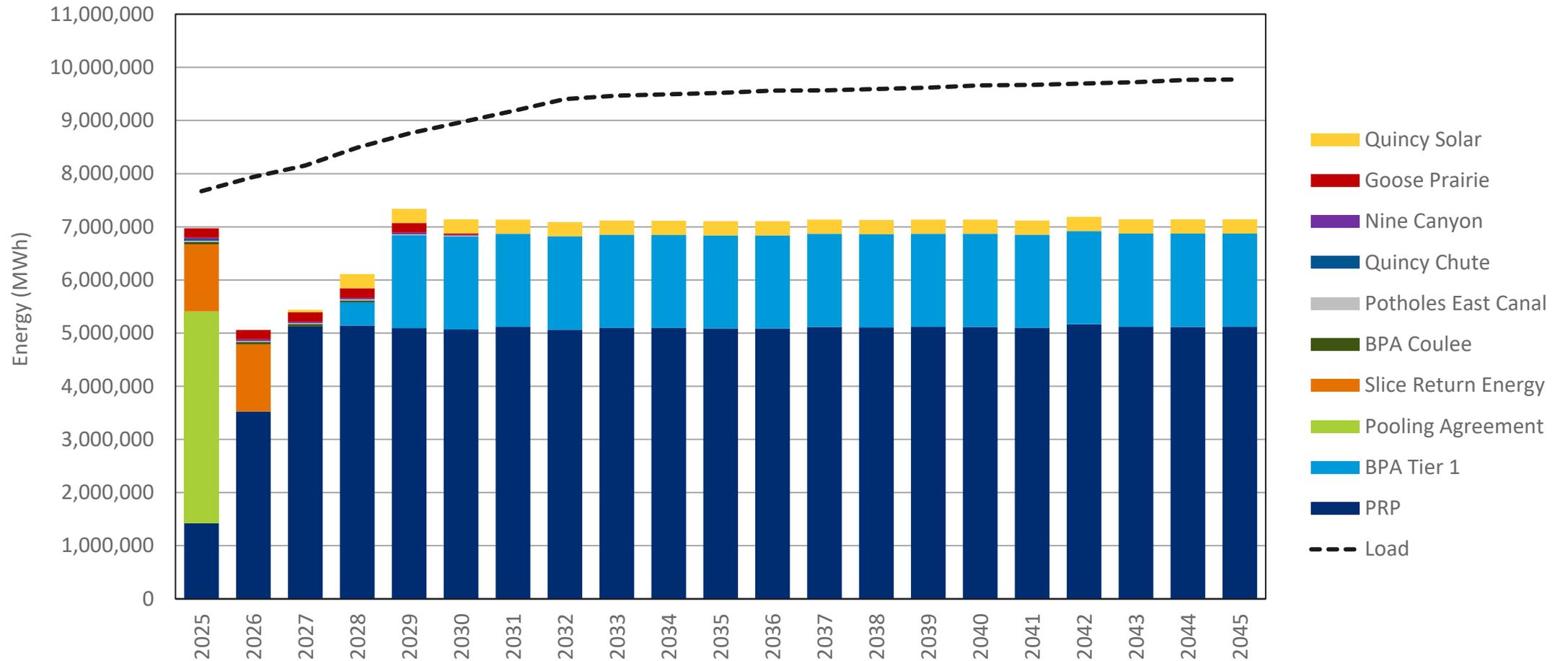
Project Name	Developer	Term (Years)	Start Date	County	Offer Structure	Nameplate Capacity MW
Dry Falls Solar	NextEra	20	Dec 2027	Grant	PPA	300
Dry Falls Solar plus Storage	NextEra	20	Dec 2027	Grant	PPA	300 Solar 150 Storage
Goose Prairie Solar	Brookfield	5 ***Contracted for in November 2024***	Mar 2025	Yakima	PPA	80
Quincy Solar	Invenergy	20	Oct 2027	Grant	PPA or Ownership	120
Quincy Solar plus Storage	Invenergy	20	Jan 2027	Grant	PPA or ownership	120 Solar 120 Storage
Stateline Wind	NextEra	10	Jan 2027	Walla Walla	PPA	300

IRP Selected Portfolio Additions – Reference Case



- Figure shows year of addition only ; All additions are retained over planning horizon

Energy Position of Existing Portfolio



Project Information

- Project Owner
 - Quincy Solar, LLC
- Project Type
 - 120 MW Solar
- Project Location
 - Located east of Rocky Ford substation in Grant County
- Project Balancing Area
 - Grant PUD

Quincy Solar Location



PPA Structure

- Term
 - 20-years beginning by 10/31/2027
- Product
 - Energy output at project bus (27.5% expected capacity factor)
 - Capacity meets Western Resource Adequacy Program (WRAP) requirements
 - No transmission needed (Grant BA)
- Price
 - In RFP average range \$70 – \$72 per MWh
- Risk Management
 - Subject Matter Expert and Legal sign-off on contract

Questions on proposed Solar PPA?



QUARTERLY BUSINESS REVIEW

Customer Solutions

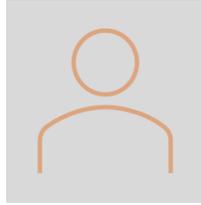
March 25, 2025



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TITLE OF
DEPARTMENT/AREA

Team Updates



Taffy Courteau (Retirement)

*Customer Solutions Program
Coordinator*



{Pending Backfill}

*Customer Solutions Program
Coordinator*

Q1 Recap

Quarterly Goals

Customer Solutions | ERP+: Focus on scope, timing, resources of upcoming Customer impacting technology upgrades coming with NISC.

Energy Services | Finalize HEAR Program details and rollout to Income-Qualified Customers. Develop framework/reporting to assess Energy Burden for Income-Qualified Customers.

Customer Service | Intake and processing of Customer Applications for our expanded Discount Program. Successful Calling Campaign for Irrigator Collections ahead of 2025 growing season.

Customer Billing & Support | Continuation of Line Extension True-Up's and backlog. Rates testing and implementation for April 1 effective date.

Q1 Recap

Key Metrics



Calls Presented vs Handled	Above	95%
First Call Resolution	Above	60%
Call Wait Times Under 5 Mins	Above	80%
Call Wait Times Exceeding 10 Mins	Below	1%
New Income-Qualified Customers	N/A	
Total Income-Qualified Customers	Long-term Target	5,250

Current Qtr			Previous Qtr		
Feb-25	Jan-25	Dec-24	Nov-24	Oct-24	Sep-24
97.7%	97.7%	98.2%	98.1%	97.5%	97.8%
63.1%	63.0%	63.7%	60.0%	59.5%	62.6%
87.4%	88.3%	86.9%	87.6%	86.8%	85.6%
4.2%	2.2%	4.4%	5.1%	5.1%	5.6%
115	133	45	10	3	7
1,090	975	842	797	787	784

Energy Conservation (mWh) Above 17,520

2024-2025 Biennium	% of Target
26,906	153.6%

Insights

- Average monthly calls handled ~7,100 and call duration of 2:56.
- Call wait times above 10 mins is a continuing concern.
- Long-Term (L/T) target of Income-Qualified customers is based on CETA and Census data.
- Conservation Incentives for 2024-2025 Biennium to date total \$527,853.

Q1 Outlook

Near-Term Plans

Customer Solutions | ERP+: Complete scope of Customer impacting systems with NISC. Plan accordingly for team resourcing ahead of a project kick-off.

Energy Services | Targeted completion of HEAR Program is June 30, 2025. Preliminary/Draft of Energy Burden Assessment. Onboarding of new Program Coordinator.

Customer Service | Continuing to process Customer Discount Applications.

Customer Billing & Support | Completion of Rates testing and implementation for April 1 effective date and assist with new Agricultural Services rate design.

Long-Term Strategy

Customer Solutions | ERP+: End of life coming soon for our current Customer Portal (FIS) and Customer Information System (Oracle/CCS). Opportunities on the horizon to enhance the overall customer experience with NISC.

Energy Services | After completion of the HEAR Program, be equipped to implement other similar program offerings to further comply with CETA's Energy Assistance provision.

Customer Service and Customer Billing & Support | Prepare for change and training of new customer serving technology and processes with NISC. Planning for upcoming retirement of Customer Support Specialist and onboarding successor.

Commission Support: Key Asks

- Elevated support for NISC customer impacting systems as we need to transition away from FIS and Oracle by June/July 2026.
- Provide adequate staffing resources to focus on a project implementation while maintaining current service levels to our customers. Staffing needs are currently TBD.

Questions?



Powering our way of life.

Thank you!



Powering our way of life.

Department Name:	Key Presenters:	Date:
Customer Solutions	Cary West	March 25, 2025

Presenters, please fill out the following information and provide it to Commissioners as a supplement to your presentation.

LAST QUARTER RECAP

Quarterly Goals	<p>Recap goals set for the previous quarter and their outcomes:</p> <p>Customer Solutions Focus on scope, timing, resources of upcoming Customer impacting technology upgrades coming with NISC.</p> <p>Energy Services Finalize HEAR Program details and rollout to Income-Qualified Customers. Develop framework/reporting to assess Energy Burden for Income-Qualified Customers.</p> <p>Customer Service Intake and processing of Customer Applications for our expanded Discount Program. Successful Calling Campaign for Irrigator Collections ahead of 2025 growing season.</p> <p>Customer Billing & Support Continuation of Line Extension True-Up's and backlog. Rates testing and implementation for April 1 effective date.</p>
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NEAR-TERM PLANS (NEXT QUARTER)

Project Updates	<p>Customer Solutions ERP+: Complete scope of Customer impacting systems with NISC. Plan accordingly for team resourcing ahead of a project kick-off.</p> <p>Energy Services Targeted completion of HEAR Program is June 30, 2025. Preliminary/Draft of Energy Burden Assessment. Onboarding of new Program Coordinator.</p>
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LONGER-TERM STRATEGY

Roadmap	Discuss strategic initiatives and projects on the longer-term roadmap: NISC customer impacting platforms project.
Strategy	<p>Customer Solutions ERP+: End of life coming soon for our current Customer Portal (FIS) and Customer Information System (Oracle/CCS). Opportunities on the horizon to enhance the overall customer experience with NISC while reducing cost.</p> <p>Energy Services After completion of the HEAR Program, be equipped to implement other similar program offerings to further comply with CETA's Energy Assistance provision.</p> <p>Customer Service and Customer Billing & Support Prepare for change and training of new customer serving technology and processes with NISC. Planning for upcoming retirement of Customer Support Specialist and onboarding successor.</p>

COMMISSION SUPPORT: KEY ASKS

Specific Requests	<ul style="list-style-type: none"> – Elevated support for NISC customer impacting systems as we need to transition away from FIS and Oracle by June/July 2026. – Provide adequate staffing resources to focus on a project implementation while maintaining current service levels to our customers. Staffing needs are currently TBD.
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QUARTERLY BUSINESS REVIEW

Q1 Update Large Power Solutions

March 25, 2025



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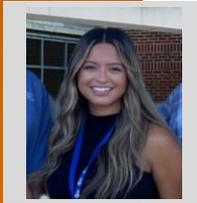
Team Updates

What's Changed:

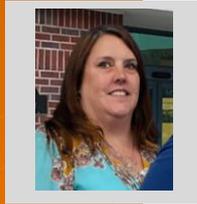
Baxter Gillette moved over to
Product Development Group



Andy Wendell
Sr. Mgr. LPS- Team lead



Vanessa Villela
Business Development Manager



Kim Becht
Mid Accounts Manager



Jeremy Nolan
Large/Key Accounts Manager

***The LPS Team is committed to the
District's Mission & Vision***

Our Mission

To safely, efficiently and reliably provide electric power and fiber optic broadband services to our customers.

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.

Q1 Recap

Quarterly Goals

1. Queue update Q1- 2025: (+ 4 new applications, totaling 7_{MW})
2. Queue status: (Total of 79 applications for a total of (2826 _{MW}))
3. Enhanced customer load forecasting
4. Developed implementation plan for process improvements
5. Completed stakeholder reviews for our updated application fees
- NEW** 6. Established recommended load limits for our Quincy industrial customers

Q2 Outlook

Near-Term Plans

- (3) new capital projects starting this year to serve (3) apps totaling 240MW
- Implementation of Continuous Improvement (CI) process improvements
- Refinement of Facilities Agreement language
- Revise Queue application fees in the Customer Service Policy
- Review, approve, & implement interim customer load limits in Quincy

Industrial Customer Interim Load Limits - Quincy

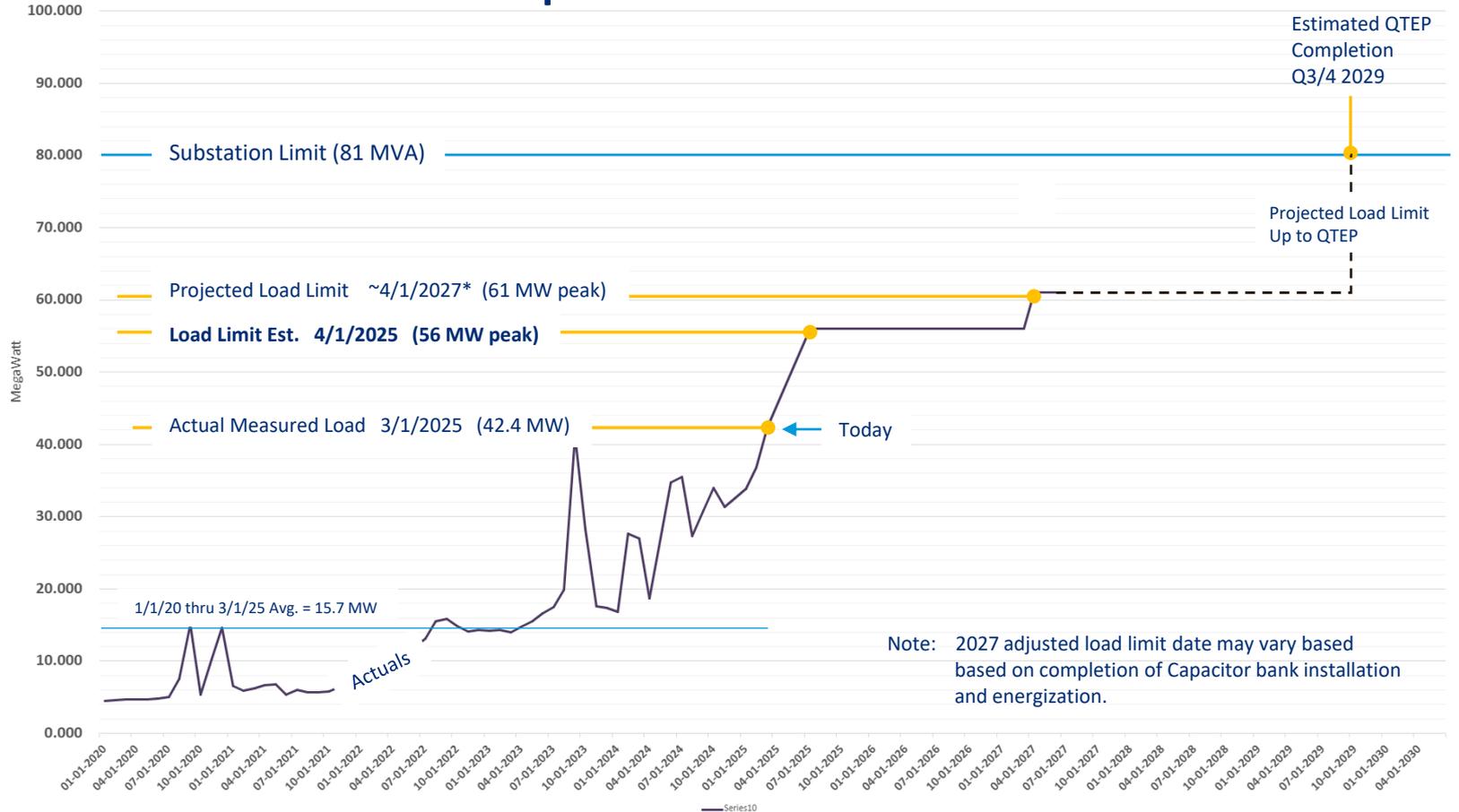
Findings:

- Beginning in 2024, demand for power from our customers has significantly increased due to AI data center space needs.
- Through load forecasting & transmission modeling- we've identified a need to establish interim customer load limits in the Quincy industrial zones beginning in April of 2025.

Facts:

- Implementing interim load limits is necessary to ensure safety & transmission system reliability.
- Not implementing load limits for Quincy industrial area will present operational risks.
- Established load limits includes applying criteria that is fair, equitable, & non-discriminatory.
- No industrial customer will be asked to reduce load below current levels of consumption.
- Interim load limits are a stop-gap measure until additional transmission capacity can be built- (QTEP).
- At completion of QTEP the district will establish new load management agreements with customers.

Example- Interim Load Limit



Note: 2027 adjusted load limit date may vary based on completion of Capacitor bank installation and energization.

Long-Term Strategy & Challenges

- Engaging with other utilities- evaluating best practices in Queue & data center growth management.
- Among the data center industry- speed to market is now of higher value above energy cost.
- Capacity limitations in Transmission systems remain the primary factor impacting data center growth.
- Seeing a sharp increase in having difficult & challenging conversations with customers & stakeholders.
- We continue to support development of growth management strategies beyond QTEP.
- Coordination with new Transmission Business Unit on long term plans & application management.
- Development of industrial load management policies, operating practices, and service offerings.

Commission Support: Key Asks

- Board support on refinement of operating policies that help manage our challenges
(Application Fees, Load Limits, Facility Agreements, etc.)
- Continue to support expectations that LPS provide timely and accurate responses to our customers and be the primary source for applicant information and customer inquiries.
- Ask that the Board recognize we are having many difficult conversations with Customers.

Questions?



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Thank you!



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Department Name:	Key Presenters:	Date:
Large Power Solutions	Andy Wendell & Vanessa Villela	3/25/2025

Presenters, please fill out the following information and provide it to Commissioners as a supplement to your presentation.

LAST QUARTER RECAP

Quarterly Goals	<p>Recap goals set for the previous quarter and their outcomes:</p> <ul style="list-style-type: none"> -Queue update Q1- 2025: (+ 4 new applications, totaling 7MW) -Queue status: (Total of 79 applications for a total of (2826 MW) -Enhanced customer load forecasting -Developed implementation plan for process improvements -Completed stakeholder reviews for our updated application fees -Established recommended load limits for our Quincy industrial customers
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NEAR-TERM PLANS (NEXT QUARTER)

Project Updates	<ul style="list-style-type: none"> • Provide status of ongoing projects and any shifts in priority: <ul style="list-style-type: none"> - (3) new capital projects starting this year to serve (3) apps totaling 240MW- In Execution - Implementation of Continuous Improvement (CI) process improvements- In Execution - Refinement of Facilities Agreement language – In Planning, Necessary to reduce risk and improve customer/applicant understanding. - Revise Queue application fees in the Customer Service Policy- In Planning (Secondary Priority, Board Action Rqr'd). Received stakeholder feedback, incorporating modifications to original recommendation, adding other Queue management criteria into policy in addition to changing fees. - Review, approval, & implement customer load limits in Quincy- In Review (Top Priority) Critical action required to ensure system reliability in Quincy.
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LONGER-TERM STRATEGY

Roadmap	Discuss strategic initiatives and projects on the longer-term roadmap:
Strategy	<ul style="list-style-type: none"> • Anticipate organizational needs and how the department plans to address them: Organization needs strategies around Growth Management and Queue Management. Additionally – improvements in load forecasting are necessary. LPS provides a vital role in these functional areas. • Outline how the department aligns with and supports the organization’s broader goals, mission, and vision:

	<ul style="list-style-type: none"> • Engaging with other utilities evaluating best practices in Queues & data center loads management. • Among the data center industry- <i>speed to market</i> is now of higher value above energy cost. • Capacity limitations in Transmission systems remain the primary factor impacting data center growth. • Seeing a sharp increase in having difficult & challenging conversations with customers & stakeholders. • We continue to support development of growth management strategies beyond QTEP. • Coordination with new Transmission Business Unit on long term plans & application management. • Development of industrial load management policies, operating practices, and service offerings. •
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COMMISSION SUPPORT: KEY ASKS

<p>Specific Requests</p>	<ul style="list-style-type: none"> • Upcoming contracts, change orders, policy changes or decision points requiring Commission involvement: • Any other general knowledge or action items requiring Commission involvement: • Board support on refinement of operating policies that help manage our challenges (Application Fees, Load Limits, Facility Agreements, etc.) • Continue to maintain the approved communication governance with stakeholders. • Ask that the Board recognize we are having many difficult conversations with Customers.
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QUARTERLY BUSINESS REVIEW

Product Development and Rates and Pricing

March 25, 2025



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Team Updates



Andrew Grassell

*Senior Manager
Product Development*

11/2024



Jeremy Stewart

*Lead Financial Analyst
Rates and Pricing*

02/2025



Baxter Gillette

Senior Product Strategist

05/2024

Internal Transfer



David Parkhurst

*Senior Product and
Business Dev. Strategist-Fiber*

03/2025

Internal Transfer

Scott Palmer
Senior Product Strategist

4/2025

Vacant Position
Product Strategist

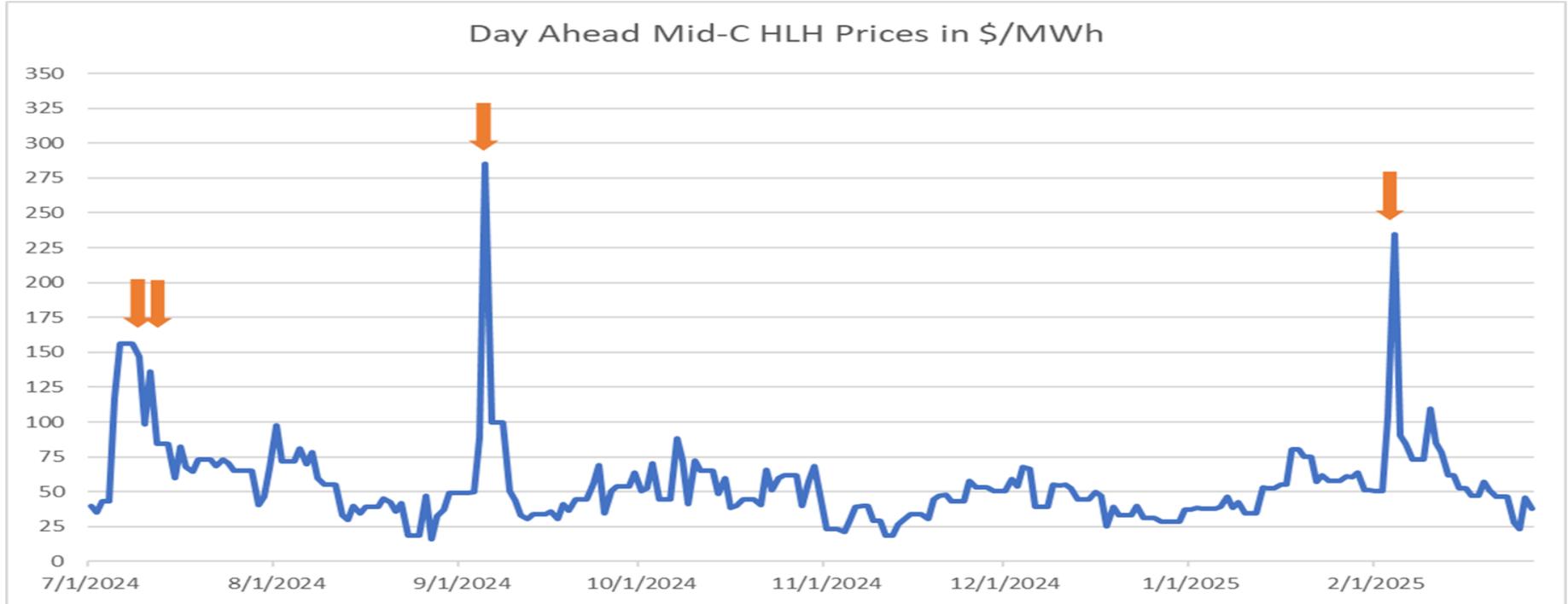
Vacant Position
Manager Rates and Pricing

Q4 Recap

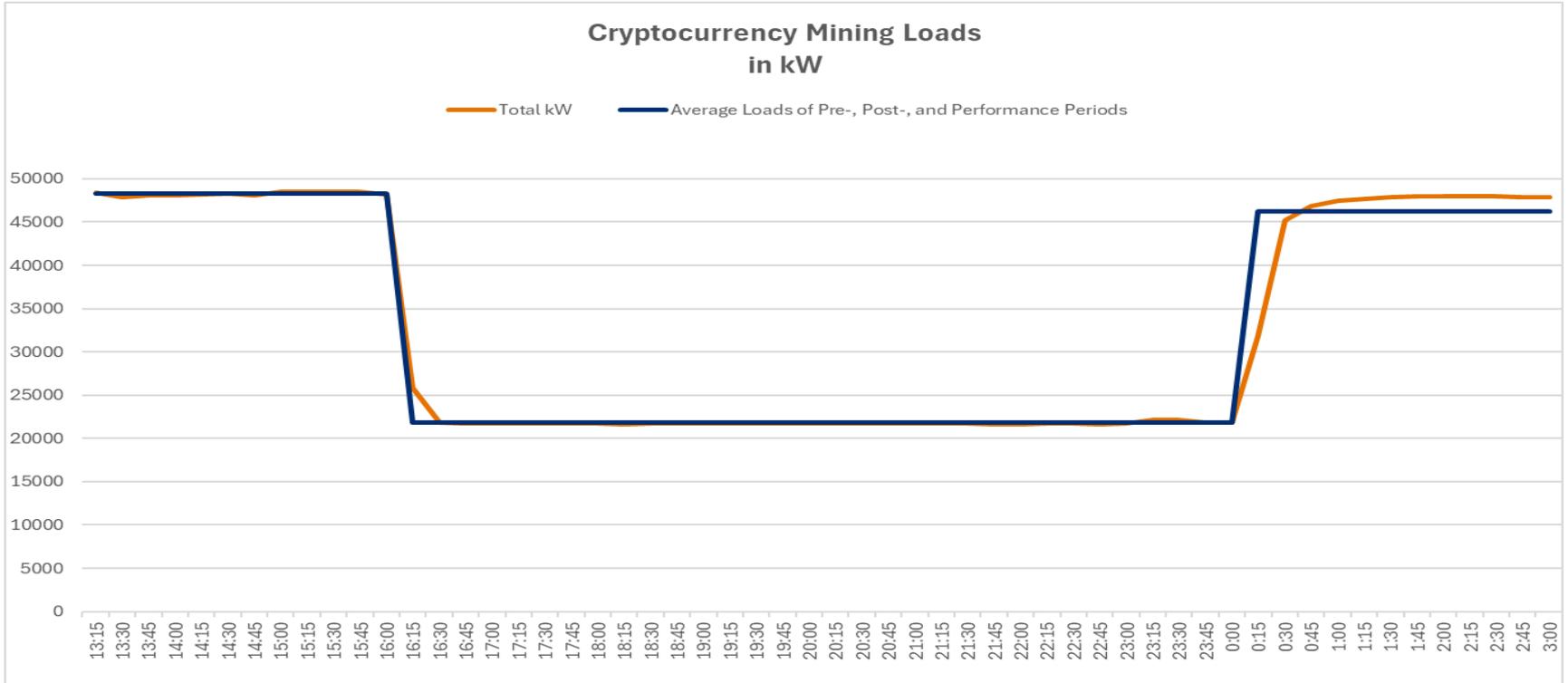
Quarterly Goals

- ✓ Build product development capabilities and re-build rates and pricing team
- ✓ Develop High Level Product Development Road Map
- ✓ Obtain Board Approval on Rate Adjustments
- ✓ Continue Implementation of Crypto Demand Response Pilot

Crypto Demand Response



Demand Response 8-hour Event



Q1/Q2 Outlook

Near-Term Plans

- Continue to recruit and onboard vacant positions.
- By March 31, extend Crypto DR Master Agreements through March 2027.
- Rate Schedule 3b options developed and brought to the Board in April.
- Fiber Rate Schedule 100 update brought to the Board in April.

Long-Term Strategy

		2025				2026
		Q1	Q2	Q3	Q4	Q1
Product Development	Build Product Development Team	█	█			
	Develop Customer Data Strategy	█	█			
	Finalize Product Development Team Charter	█	█			
	Develop Product Development Framework	█	█			
	Implement in time for 2026 planning and budgeting			█	█	
	Review process and framework/adjust as needed				█	█
Rates and Pricing	Rate Schedule 3B	█	█			
	Develop Power Cost Adjustment Clause "Unbundling"		█	█	█	
	Investigate rate options for AI processing		█	█		
	Update Rate Schedule 17			█	█	
	Update Rate Schedule 100 Fiber	█	█			
	Hire Manager/ Rates and Pricing		█	█		

Commission Support: Key Asks

- Board review and provide input regarding Rate Schedule 3b options in April.
- Board review and consider Fiber Rate Schedule 100 updates in April.
- We will be back throughout the year to seek input on various rate and tariff options.

Questions?



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Thank you!



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Department Name:	Key Presenters:	Date:
Product Development/Rates and Pricing	Andrew Grassell	3/25/2025

LAST QUARTER RECAP

Quarterly Goals
<ol style="list-style-type: none"> 1. 3 job descriptions finalized and posted for building product development team and re-building rates and pricing team. 2. Developed high level product development and rates and pricing roadmap 3. Obtained Board approval on new rates policy and 2025 rate adjustments 4. Continued implementation of the Crypto Demand Response Pilot

NEAR-TERM PLANS (NEXT QUARTER)

Project Updates
<ul style="list-style-type: none"> • Continue to recruit and onboard vacant positions. One (1) in Product Development and one (1) in Rates and Pricing. • Extension of Crypto DR pilot study through March of 27. • Rate Schedule (RS) 3b and 100 (fiber) brought to the Board in April.

LONGER-TERM STRATEGY

Roadmap
<ul style="list-style-type: none"> • The roadmap to build product development capabilities, re-building the rates and pricing team, and working on key long-term rates strategies supports growth management strategies and provides for preferential access to PRP power by core customers.
Strategy
<ul style="list-style-type: none"> • Build capabilities to offer products and services that support current and future customer needs and desires while creating long-term value and meeting the mission of Grant PUD. This will be comprehensive approach to deliver energy and fiber solutions that further Grant PUD's objectives to provide outstanding service to customers while providing long-term low rates. • Market and customer information suggests there could be a movement away from Crypto loads to Artificial Intelligence processing. This could result in loads shifting from RS 17 to RS7 depending on size. Shifting RS's could lead to a loss of revenue and put non-core loads into a core RS. Staff will be working on options for the Board to consider in 2025. • Staff will be working to implement the updated rate policy and to protect core customers preferential access to PRP power. The team will be looking at alternatives to the Estimated Unmet District Load Cost Adjustment Rider while also looking at means to reduce the probability of rate-shock to customers.

COMMISSION SUPPORT: KEY ASKS

Specific Requests
<ul style="list-style-type: none"> • Board review and provide input regarding Rate Schedule 3b options in April. • Board review and consider Fiber Rate Schedule 100 updates in April.