



APPROVED 11-9-16

MINUTES
City of Tacoma
Public Utility Board Study Session
October 26, 2016
3:00 p.m.

Mr. Patterson called the Public Utility Board study session to order at 3:00 p.m. at the Public Utilities Administration Building.

Present: Mark Patterson, Monique Trudnowski (arrived 4:30), Karen Larkin, Woody Jones

Social Media Summary for Storm Response

Chris Gleason, Community and Media Services Manager, provided statistics from the wind storm of October 15, 2016. The wind picked up at around 5:00 p.m. and there were 10,700 peak outages. Seven hundred customers were out for approximately 5 hours (average), and the Midland area was hit hardest due to a tree on a transmission line. Ms. Gleason detailed the social media interaction with customers before, during, and after the storm. TPU reached 97,873 through Facebook during the storm. Ms. Gleason then outlined several favorable comments that were posted. In the future, CMS may consider live video posts and using social media for commercial customers.

Residential Customer Satisfaction Study Results

Dan Drennan, Market Development Manager, and Holly Lucht, Market Development Research Analyst, conducted the presentation. Research objectives are to develop a method for assessing customer satisfaction and customer evaluations of the performance of TPU to determine priorities for organization actions and investments in operations, training, communications, and product and service offerings. From July 21 to August 12, 2016 a total of 600 interviews were conducted via telephone. TPU was identified as the study sponsor. TPU ranked as a top quartile utility in all areas and a top decile utility in many. Mr. Drennan and Ms. Lucht outlined the scores in study areas including: overall favorability, overall satisfaction, management reputations, service measures, reasonableness of rates, conservation programs,

Tacoma Power: Cyber Security Update

Terry Gifford, Assistant Section Manager, and Matt Beaumont, Power Supervisor, conducted the presentation. Mr. Gifford reviewed recent media coverage about cyber security attacks and mitigation efforts/responses. TPU's cyber security organization was then reviewed. TPU's compliance driven capability is to first protect (reduce risk of exposure, access control, physical security); detect (network, security information and event monitoring); and then to recover (data loss protection, data recovery). Mr. Beaumont then addressed TPU's cyber security future. This includes leverage efforts and capabilities resulting from compliance; evolve from compliance to a cyber security program; develop and implement training and awareness; train our technical workforce; and expanding the scope into all of our environments; and evaluate using an industry framework. In summary, the threat landscape is continually evolving and the industry is changing. There are new tools, techniques, and regulatory requirements are expanding.

Tacoma Rail; Rail Safety Update

Alan Matheson, Assistant Rail Superintendent, stated that this safety presentation will focus on crude by rail (CBR) and then shared graphical representations of carloads of crude oil on U.S. Class 1 railroads and rail volume and revenue for Tacoma Rail. The regulatory environment on the federal level was summarized. There are requirements around tracks, environmental, personnel and operations, and equipment inspections. State regulations mirror or exceed federal regulations. Railcar specifications and retrofitting/safety enhancements to railcars were then shared. Federal regulatory requirements that are on the horizon were detailed. Mr. Matheson then outlined safety measures Tacoma Rail is taking toward track inspections and industry-wide investments that lead to fewer derailments and Tacoma Rail's capital track investments. Local partnerships and incident response roles were summarized. A recent crude oil spill tabletop exercise was successfully conducted with 28 participants including U.S. Oil, the Department of Ecology, the Fire and Police Departments, and U.S. Coast Guard.

Adjournment

The study session was adjourned at 5:45 p.m. until the next regularly scheduled study session on Wednesday, November 9, 2016 at 3:00 p.m.

Approved:

Approved:

Mark Patterson, Chair

Woodrow E. Jones, Jr., Secretary