

TPU Shared Services 2025-2026 Draft Budget

Public Utility Board
July 10, 2024

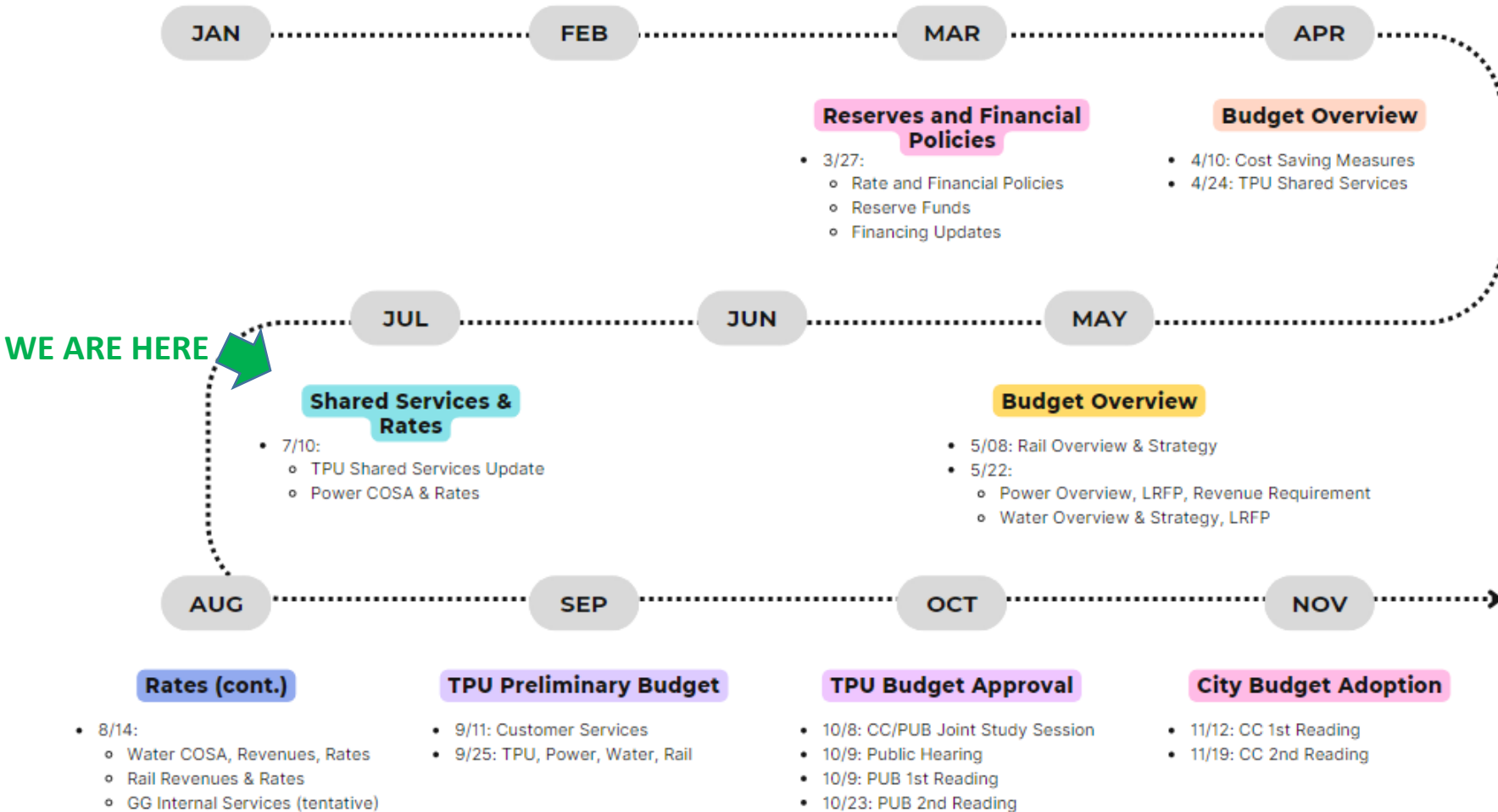
Presented by:
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Agenda



- Budget and Rates Timeline
- Recap of April 24th Update
- Common Budget Drivers
- Shared Services Draft Budgets
 - Director's Office & Public Utility Board
 - Customer Experience & External Affairs (CXEA)
 - Management Services Office

Budget and Rates Timeline



Recap of April 24th Update



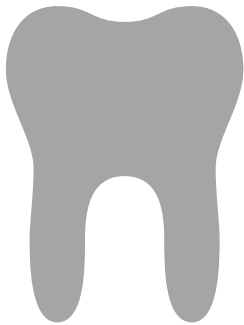
- Services Provided
- 2023-2024 Biennium
 - Budget
 - FTE count
 - Allocations to customer (Power, Water, Rail, Cust Svc, Env Svc, etc.)
- Recent Major Accomplishments
- Planned Initiatives
- Challenges & Opportunities

Common Budget Drivers



Wage Increases

Non-Represented - Class & Comp
Represented - Labor Agreements



Benefit Increases

Medical (+12%)
Dental (+10%)



Inflation

Supplies
Services

Director's Office & Public Utility Board



Director's Office sets the direction for TPU and drives results, with responsibility for governance operations and management.

Planned Initiatives

- PUB compensation, pending City Council action, and training.
- Refresh of Governance Structure (including Guiding Principles) and expanding on organization wide strategy work.
- Developing and initiating an engineering pathway collaboratively between TPU, Environmental Services, UWT and Degrees of Change.

Director's Office & Public Utility Board					
		2023-2024 (Adopted)	2025-2026 (Draft)	Difference	Difference (%)
Personnel Costs	Salaries & Wages	1,389,742	1,672,441	282,699	20%
	Employee Benefits	455,534	408,723	(46,811)	(10%)
	Total	1,845,276	2,081,164	235,888	13%
Other Costs	Rent, Phones, Fleet & Assessments	192,455	192,694	239	0%
	Supplies & Services	950,118	669,693	(280,425)	(30%)
	Total	1,142,573	862,387	(280,186)	(25%)
Grand Total		2,987,849	2,943,551	(44,297)	(1%)
FTEs		3.0	3.0	0.0	0%

Community & Government Affairs | Communications | Market Strategy & Analysis

Planned Initiatives

- Dedicated outreach to hydro project communities
- Add capacity to Community and Government Relations team for specific focus on federal relations
- Support implementation of SAP Now!
- Add centralized support for grants management

External Affairs & Communications					
		2023-2024 (Adopted)	2025-2026 (Draft)	Difference	Difference (%)
Personnel Costs	Salaries & Wages	9,189,959	12,367,208	3,177,249	35%
	Employee Benefits	3,604,038	4,816,672	1,212,633	34%
	Total	12,793,998	17,183,880	4,389,882	34%
Other Costs	Rent, Phones, Fleet & Assessments	1,338,501	1,637,187	298,686	22%
	Supplies & Services	3,003,778	3,764,369	760,591	25%
	Total	4,342,279	5,401,556	1,059,277	24%
Grand Total		17,136,276	22,585,435	5,449,159	32%
FTEs		39.0	48.0	9.0	23%

CXEA: Customer Services



Business Enablement | Business Office | Customer Solutions | Field Services Operations

Planned Initiatives

- Plan and implement Customer Relations Management (CRM), SAP Now!
- Pilot and implement AI Quality Assurance tool
- Develop new strategies and processes to retain and enroll customers into assistance programs

Customer Services					
		2023-2024 (Adopted)	2025-2026 (Draft)	Difference	Difference (%)
Personnel Costs	Salaries & Wages	28,558,695	29,506,945	948,250	3%
	Employee Benefits	12,922,230	13,506,906	584,676	5%
	Total	41,480,925	43,013,851	1,532,926	4%
Other Costs	Rent, Phones, Fleet & Assessments	8,715,811	8,390,364	(325,447)	(4%)
	Supplies & Services	7,879,156	8,853,796	974,640	12%
	Total	16,594,967	17,244,160	649,193	4%
Grand Total		58,075,892	60,258,011	2,182,119	4%
FTEs		165.9	154.0	(11.9)	(7%)

Management Services Office*



*Budget | Performance Metrics | Business Unit Goals | Emergency Management
Records Management | Risk & Claims*

Planned Initiatives

- Add TPU dedicated resources in support of city’s SAP Now! project

Management Services Office					
		2023-2024 (Adopted)	2025-2026 (Draft)	Difference	Difference (%)
Personnel Costs	Salaries & Wages	2,574,542	2,985,160	410,618	16%
	Employee Benefits	935,901	1,057,216	121,315	13%
	Total	3,510,442	4,042,376	531,933	15%
Other Costs	Rent, Phones, Fleet & Assessments	421,765	401,557	(20,209)	(5%)
	Supplies & Services	231,926	1,234,234	1,002,308	432%
	Total	653,691	1,635,791	982,099	150%
Grand Total		4,164,134	5,678,166	1,514,033	36%
FTEs		10.0	10.0	0.0	0%

* Excludes the General Government function of Public Disclosure

Questions or Closing Remarks?

Next Steps and Follow-up items...