

Minutes

Town of Belmont

2019 NOV 26 PM 2:45

Belmont Municipal Light Board

Select Board Meeting Room, Town Hall

Monday, October 21, 2019

6:00pm

I-CALL TO ORDER

A meeting of the Light Board was called to order at 6:00pm by Chair Roy Epstein. Vice Chair Adam Dash and Board Member Tom Caputo were present. Belmont Light General Manager Chris Roy and Finance Manager Maria Makar-Limanov were present.

As this was his first meeting as Chair, Epstein outlined his intended approach: start and finish meetings on time; run the meetings efficiently; allow for public comment/questions for issues not on the agenda at the end of the meeting. He proceeded to review the agenda items.

II-CUSTOMER SATISFACION SURVEY PRESENTATION

Michael Vigeant (CEO, GreatBlue Research) and Catherine Veschi (Research Assistant, GreatBlue Research) gave a presentation covering results from the most recent customer satisfaction survey. The survey covered: ratings of organizational characteristics; interactions with customer service/field representatives; how customers identify Belmont Light and how they prefer to be communicated with; likelihood and interest in participating in energy efficiency programs; awareness of Belmont Light events; standard demographic profile.

The survey showed Belmont Light receiving high ratings from customers on all nine organizational characteristics, with an average 90.1 positive rating consistent with the previous survey conducted in 2017. Majority of respondents accurately identified Belmont Light as a community-owned municipal utility, and a strong majority believe Belmont Light to be a trusted energy adviser. A slight majority reported having participated in energy efficiency programs.

Roy noted a key takeaway from the survey was the importance of outreach to the community and being proactive to influence behaviors (versus just reacting in the event of an outage, for example). Dash added it was important to promote the benefits of public power.

Dash noted the slight decrease in satisfaction with the Smart Hub platform and suggested undertaking user experience testing to improve.

Epstein requested follow-up materials from GreatBlue, including updated benchmarking metrics against other municipal light plants.

III-UPDATE ON THIRD QUARTER FINANCIALS

Makar-Limanov presented highlight from the Q3 financials. This was the first attempt at using the budget book to compare results both to the previous year and to the projected budgeted amount – Makar-Limanov cautioned that comparing nine months to the budgeted amount could be misleading in some cases, due to the timing of certain payments.

One item of note was the sizable decrease in power production expenses compared with the previous year and the budgeted amount. Roy explained a portion of this was due to the timing of REC payments which did not show up in Q3; also, a milder winter had extended the shoulder seasons, resulting in lower than projected prices and reduced transmission charges.

Makar-Limanov was projecting out the final year's revenue to be \$1.7m-\$2.2m prior to PILOT. In contrast to last year, which saw \$1m used from the Rate Stabilization Fund (RSF) to offset collections, Makar-Limanov was hoping not to use RSF this year - in fact to replenish it if possible.

The Board provided feedback on the format of the report: Epstein suggested focusing on just high-level, large changes for the Quarterly Report; Caputo requested explanation of the driving factors behind the changes in the executive summary.

IV-DISCUSSION AND VOTE ON LIGHT BOARD APPOINTMENT TO THE ENERGY COMMITTEE

Motion: To reappoint Travis Franck to the Energy Committee. (Vote passed 3-0)

V-APPROVAL OF MEETING MINUTES

Motion: To approve the Belmont Municipal Light Board minutes of August 12, 2019, regular session. (Vote passed 3-0)

VI-FUTURE MEETING DATES

VII-ADJOURNMENT

Motion: To adjourn at 6:59pm. (Vote passed 3-0)