

Policy & Procedures Committee Meeting - minutes

Date: Wednesday, Nov.3, 2021

Time: 10:00 am

Location: Zoom meeting

Members attending: John Eckis, Alba Vogland, Connor Toney, Paul Schmidt, Kitty O'Keefe and Josh Thomas.

Guest: Jeff Cox/PGE

Minutes

1. Announcements and Introductions
 - a. Announcements and Guest sign-in –
 - i) John called the meeting to order at 10:02am
 - b. Review/approve and/or amend minutes –
 - i) After review, a motion was made by Connor and 2nd by John. Kitty to post on the OUNC website.
 - c. Chair – Statement:
 - i) John welcomed members.
2. Old Business –
 - a. Policy & Procedures Manual updates:
 - i) See Attachment 1 -
 - ii) Josh shared his screen and members reviewed edits and redline changes. Discussion on the following occurred:
 - Employee policy additions
 - Mobile communications policy (board approved)
 - ED spending money (board approved)
 - Separate Bylaws? Add as an appendix?
 - Delinquent accounts, finance charges policy (OCC)
 - Unreachable, inactive, abandoned accounts policy (OCC)
 - Amend minimum in OUNC Policy & Procedures Manual, 3.2. Reserves Policy
 - iii) Josh will take to full board for final approval on 11.10.21
3. New Business –
 - a. Workday System: John asked Josh for updates
 - i) 3 required trainings – approximately 1-1/2 hours to complete
 - ii) Deadline for this year is Dec. 31, 2021
 - iii) Josh is tracking this process. He can help board members get their password and set up.
 - iv) Josh will add this to the Policy & Procedures Manual – Required Annual Training.
 - v) Members asked if Josh can track who's completed the trainings? Can he email reminders?
4. For the Good of the Order -

5. Next Meeting –

- i) December 6, 2021 at 2 pm. Kitty to schedule a Zoom meeting and email a Google Calendar invite to members

*Motion to adjourn was made by John and 2nd by Connor. Meeting adjourned at 11:25am
Minutes submitted by Kitty O'Keefe on November 4, 2021*



Josh Thomas 11/4/2021 12:36 PM

Comment [1]: DISCLAIMER: AS NOTED IN THE WATERMARK THROUGHOUT THIS DOCUMENT, THIS IS A DRAFT FOR INTERNAL REVIEW ONLY AND THE PROPOSED CHANGES HAVE NOT BEEN ADOPTED BY THE BOARD.

POLICY AND PROCEDURES MANUAL

Updated: 11/ /2021

Josh Thomas 11/4/2021 12:03 PM

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Oregon Utility Notification Center
305 NE 102nd Avenue, Suite 300
Portland, OR 97220-4170
digsafelyoregon.com

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1. **PURPOSE & FUNCTION**

1.1. **Bylaws of the Oregon Utility Notification Center Board of Directors**

1.2. **Offices (Bylaws Article I)**

1.2.1. The principal office of the Oregon Utility Notification Center (Center) shall be located in the City of Portland, County of Multnomah, and State of Oregon.

1.2.2. The Center, through its Board of Directors, may create offices at other places within the state of Oregon, as the business of the Center may require. This may include remote working arrangements for employees, as approved by the Board.

1.3. **Board of Directors (Bylaws Article II)**

1.3.1. Powers:

The Board of Directors shall have and shall exercise all of the powers allowed by law and shall have the full authority to act on behalf of the Center in its management and control, not only the Center's business, but all of its assets, subject only to these bylaws and the laws of the State of Oregon.

The Board of Directors shall have sole power, subject to the laws of the State of Oregon, to determine what portion of funds and income of the Center shall be reserved for a purpose or shall be put to other uses.

The Board of Directors oversees the performance and conduct of the agency's employees and participates in annual reviews. The Board shall have the power to make decisions regarding recruitment, hiring, salary, benefits, scope of authority, spending limits, disciplinary action, termination, and any other human resource matters.

Josh Thomas 11/3/2021 4:37 AM

Comment [2]: Past minutes reference including a new "Statement of Purpose." Who has this copy?

Josh Thomas 11/3/2021 4:29 AM

Comment [3]: Will we move the Bylaws into an appendix and refer to them in this section? This was tabled at a meeting from a couple of years ago.

Also, is there a master copy of the Bylaws? I have notes on changes from 2019 and DOJ recommendations that do not appear to be reflected in this copy.

Josh Thomas 11/3/2021 1:43 AM

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1.3.2. Meetings:

The Board of Directors may adopt rules governing regular or special meetings compliant with the latest revision of the [Oregon Attorney General's Public Records and Public Meetings Manual](#). Notice must be given to include the place, time and type of meeting, and provide reasonable notice of when such meeting is being held. This notice may be delivered by any of the usual means of communication [to the email and residence](#) or business address of each board member in addition to being posted on the OUNC website.

The Chairperson or, a majority of the members of the board, may call a special meeting at any time.

One or more members of the Board of Directors may attend a meeting by telephone [or virtually via online meeting platforms](#).

Providing there is a quorum (7 members) present, a simple majority vote of the board members present at any meeting is sufficient to elect officers, pass any resolution, or conduct any of the Center's business.

Per ORS 757.547(4), the Board of Directors shall meet at least once every 3 months. If a Board member fails to attend a scheduled meeting for 3 quarters (9 months), without good cause, the Board member will be removed by the Board.

1.3.3. Organization:

The Board of Directors shall select, from its own membership, a chairperson, vice chairperson, secretary and treasurer, all of whom shall serve for a one-year term or the remainder thereof.

Board nominations for new officers shall be held in July, [and](#) elections made in August, [with the](#) term of office beginning effective January 1.

Josh Thomas 11/3/2021 4:34 AM
Comment [4]: Old meeting minutes reference a DOJ line about "information required to be in the notification and posted to the Oregon Transparency Website."

Josh Thomas 11/3/2021 2:08 AM
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The chairperson or designee shall conduct all special and regular meetings, in accordance with Roberts Rules of Order, latest edition, unless such rules violate these bylaws, in which case these bylaws shall supersede. The Board of Directors may assign other duties and responsibilities from time to time to the Chair.

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The vice-chairperson shall have the duties and responsibilities of the chairperson in the absence of the chairperson, as well as such duties and responsibilities as the Board of Directors may assign.

Josh Thomas 11/4/2021 12:40 PM
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The secretary or designee shall take minutes of all meetings and shall be responsible for providing notice of meetings as provided above. The secretary shall have such other duties and responsibilities as the Board of Directors may assign.

Josh Thomas 11/4/2021 12:41 PM
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The treasurer shall be responsible for ensuring the books and depositories of the Center are properly maintained. The treasurer shall have such other duties and responsibilities as the Board of Directors may, from time to time, assign.

1.3.4. Committees of The Board:

The Board of Directors may, from time to time appoint or disband committees from the membership of the Board. Such committees shall have authority to review and report to the full Board of Directors with respect to matters that may be assigned to them. Committee members shall serve at the pleasure of the Board of Directors. Chairmen of standing committees shall be appointed during the first Board meeting of each New Year.

Josh Thomas 11/3/2021 5:18 AM
Comment [5]: Per DOJ

1.3.5. Conflict of Interest:

A Board member shall declare an actual conflict of interest or potential conflict of interest and abstain from participating in discussion, debate, or voting on those topics.

Josh Thomas 11/3/2021 4:23 AM
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1.3.6. Nominations:

Between 120 and 180 days before the expiration of the term of a member, the Board of Directors shall solicit a nomination as provided by law.

1.4. Funds (Bylaws Article III)

The monies of the Center shall be deposited in such depositories as the Board of Directors shall designate, except that such deposits must be with a financial institution of high credit quality, and funds are to be withdrawn only upon signatures of persons authorized by resolution of the Board of Directors

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- Josh Thomas 11/3/2021 5:18 AM
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- Josh Thomas 11/3/2021 4:25 AM
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1.5. Fiscal Year (Bylaws Article IV)

The fiscal year of the corporation shall be commensurate with the calendar year.

1.6. Amendments (Bylaws Article V)

A sixty percent (60%) majority vote of the Board of Directors may adopt new bylaws or amend or repeal existing bylaws.

- Josh Thomas 11/3/2021 2:22 AM
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1.7. Membership Reference Materials

Membership Handbook for Boards and Commissions in Oregon (link)

<https://www.oregon.gov/gov/admin/Documents/Board%20Handbook.pdf>

State of Oregon Attorney General's Public Records & Meetings Manual (link)

http://www.doj.state.or.us/pdf/public_records_and_meetings_manual.pdf

Oregon Risk Management Policy Manual (link)

<http://www.oregon.gov/DAS/Risk/pages/index.aspx>

Oregon Government Ethics Law – A Guide for Public Officials (link)

1.8. <https://www.oregon.gov/ogec/Pages/Guide-for-Public-Officials.aspx> Organization

Board of Directors and Representation

The Oregon Utility Notification Center Board of Directors consists of 22 members, each appointed by the Governor for a four-year term. Each board member represents a specific industry segment and is nominated for their position by their organization.

The stakeholders represented on the Oregon Utility Notification Center Board of Directors are:

1.8.1. [Cities with a population of 25,000 or more](#)

1.8.2. [Cities with a population under 25,000](#)

1.8.3. [Counties](#)

1.8.4. [Natural Gas Utilities regulated by the PUC](#)

1.8.5. [Electric Utilities regulated by the PUC](#)

1.8.6. [Water districts, special districts, sanitary districts or water and sanitary authorities](#)

1.8.7. [Telecommunication utilities serving fewer than 50,000 access lines and regulated by the PUC](#)

1.8.8. [Telecommunications utilities serving 50,000 access lines or more and regulated by the PUC](#)

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Josh Thomas 11/4/2021 11:34 AM
Comment [7]: NOTE: changes below are for consistency with ORS and subsequent board additions, adjustments.

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[1.8.9. Telecommunications Cooperatives](#)

[1.8.10. Electric Cooperatives](#)

1.8.11. [People's Utility Districts](#)

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1.8.12. [Contractors](#)

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1.8.13. [Excavators](#)

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1.8.14. [Railroads](#)

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1.8.15. Cable [System Operators](#)

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1.8.16. ▲

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1.8.17. ▼

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1.8.18. ▲

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1.8.19. ▲

Josh Thomas 11/4/2021 11:35 AM
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1.8.20. ▼ Municipal Electric Utilities

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Moved up [7]: Excavators .

1.8.21. [Interstate Natural Gas Transmission/Pipeline](#)

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1.8.22. ▼ National Utility Locating Association

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1.8.23. Oregon Department of Transportation

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1.8.24. [Oregon Utilities Coordinating Councils](#)

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1.8.25. Oregon Public Utility Commission

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1.8.26. ▲

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Moved up [5]: People's Utility Districts .

1.8.27. ▲

Josh Thomas 11/4/2021 11:37 AM
Moved up [4]: Water districts, special districts, sanitary districts or water and sanitary authorities .

1.8.28. [National](#) Telecommunication Damage Prevention

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Railroads . [54]

1.8.29.

Josh Thomas 11/4/2021 11:44 AM
Moved up [8]: Railroads .

1.9. [New OUNC Board Members](#)

1.9.1. [New OUNC Board Members are provided business cards upon request to staff. Name and contact information will be posted with a photo on the website alongside the other current board members.](#)

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Josh Thomas 11/3/2021 2:32 AM
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Josh Thomas 11/3/2021 4:45 AM
Comment [8]: Placards, nametags, padfolios?

1.9.2. [Login information to order Oregon 811 and Dig Safely merchandise online will be provided upon request to staff. OUNC Board Members receive a clothing allowance of \\$200 to purchase Oregon 811 logo shirts, jackets or hats that can be worn to meetings and events.](#)

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1.9.3. [New OUNC Board Members will be invited to participate in an orientation session with the Executive Director, Administrative and Outreach Coordinator and Chairperson or designee.](#)

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1.10. [Committees Appointed by the Oregon Utility Notification Center Board](#)

Per the Oregon Utility Notification Center Board of Directors Bylaws, dated February 24, 2010, Article II, Section 4, Committees of the Board:

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Comment [9]: Board resolution for annual \$175 allowance (for new members)?

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The Board of Directors may, from time to time, appoint or disband committees from the membership of the Board. Such committees shall have authority to review and report to the full Board of Directors with respect to matters that may be assigned to them. Committee members shall serve at the pleasure of the Board of Directors. Chairmen of standing committees shall be appointed during the first Board meeting of each [new year](#).

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The Committee Chairs are appointed by the Oregon Utility Notification Center Board Chair. Committee membership can be comprised of OUNC board members or non-board members; however, the only voting members of the committee are current OUNC board members. A quorum shall be present for voting matters. A quorum is defined as a simple majority of voting members, but not less than two.

The Committees will meet as needed and follow the Public Meeting Law detailed by the State of Oregon Attorney General's Public Record and Meetings Manual. OUNC committees shall have a consensus by its members before presenting their work for a vote by the OUNC board.

Preferred consensus of a committee method should be from a vote held at a meeting of that committee. However, if a committee meeting cannot be held in a timely manner and an emergency decision must be made, the committee chair can text, phone, or email the current OUNC board members serving on that committee, asking for their recommendations. This is recognized as an approved method under the Public Meeting Law when calling for an emergency meeting. Any board member that would like to bring up new information that is currently not being addressed by a committee shall do so under the New Business portion of any month's meeting agenda.

1.10.1. Executive Committee

Statement of Purpose: The Committee was established by the Board of Directors to deal with billing disputes or other complaints that would not necessarily need full Board participation. The Committee is authorized by the Board to resolve billing disputes on its own motion for sums not exceeding \$500. The Executive Committee is comprised of the Board-elected officers: Chair, Vice Chair, Treasurer, Secretary and the PUC representative.

1.10.2. Contracts

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Statement of Purpose: The purpose of the Contract Committee is to prepare, advertise and evaluate request for proposals for equipment and/or services as required by the Board to fulfill its mission. Pursuant to ORS 757.562, the committee will make recommendations to the board for contracts with any state agency or private party for the performance of such duties, functions and powers as the board considers appropriate. The committee will review the performance for One Call Center and is assigned the task of reviewing the operational statistics of the One Call Center to ensure that they are in compliance with the contract specifications and preparation of an annual report. The administration of specific contracts and contract review is a function of this committee.

https://www.oregonlegislature.gov/bills_laws/ors/ors757.html

1.10.3. Publicity

Statement of Purpose: The Publicity Committee is charged with developing a variety of educational and promotional materials to raise the awareness of excavators, facility operators and the general public of the requirements of the Oregon excavation laws. The Committee uses [traditional television, radio and print media as well as social media and digital/online audio and video content delivery](#) to get our message out. [The Committee also oversees public event sponsorships where Oregon 811 gets widespread visibility.](#)

1.10.4. Membership

Statement of Purpose: Provides liaison functions between the OUNC Board and the Governor's Office of Executive Appointments. Assist prospective board members in completing the necessary forms for appointment and tracking of appointment status. Recruit new board members, in conjunction with all board members [and the Executive Director](#), to maintain full board membership.

Josh Thomas 11/3/2021 3:10 AM

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1.10.5. Training and Education

Statement of Purpose: To provide training and education about Oregon Dig Law, Common Ground Alliance (CGA) Best Practices, and Utility Damage Prevention. [The Committee oversees in-person locator and excavator training classes as well as related online resources.](#)

<https://digsafelyoregon.com/wp-content/uploads/2019/05/Standards-Manual-1-1-19.pdf><http://commongroundalliance.com/programs/best-practices>

Josh Thomas 11/3/2021 3:19 AM
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1.10.6. OARs and Tariffs

Statement of Purpose: To review and revise as necessary the Oregon Administrative Rules (Chapter 952, Division 1) [and Oregon Revised Statutes](#) to benefit all users of the process and system. The Tariff portion of the Committee develops and maintains the current fee structure for subscribing operators. Tariffs are coordinated with assistance from the Budget Committee and the full OUNC Board. Current tariffs are on file at the OUNC Call Center.

http://arcweb.sos.state.or.us/pages/rules/oars_900/oar_952/952_001.html

Josh Thomas 11/3/2021 3:20 AM
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1.10.7. Policy and Procedures

Statement of Purpose: The Policy and Procedures Committee is designed to review, maintain and update the Policy and Procedures Manual [for the Oregon Utility Notification Center.](#)

Josh Thomas 11/3/2021 3:22 AM
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1.10.8. Budget and Audit

Statement of Purpose: The Budget and Audit Committee [directs the Executive Director to](#) prepare a budget each year for review and approval for the Board of Directors. The committee will [work with the](#)

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Executive Director to select an accounting firm to conduct periodic financial reviews, and analyze the results.

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- Josh Thomas 11/4/2021 11:14 AM
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1.10.9. Oregon Utilities Coordinating Council

Statement of Purpose: To encourage utilities, public agencies, contractors to coordinate underground installations and protect them.

<http://www.oucc.net/>

1.10.10. Damage Report/DIRT Analysis

Statement of Purpose: The Damage Reporting/Analysis Committee reviews PUC enforcement data, DIRT data, and facility operator data to determine the effectiveness of the administrative rules, public awareness and training programs in preventing damage to underground facilities. Based on that analysis, the data analysis committee makes recommendations to the board to modify rules and programs that will improve outcomes. <http://www.puc.state.or.us/Pages/Index.aspx>

- Josh Thomas 11/3/2021 3:28 AM
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DIRT (Damage Informational Reporting Tool):

<http://commongroundalliance.com/damage-prevention/toolkits/data-collection-and-reporting-toolkit-dirt>

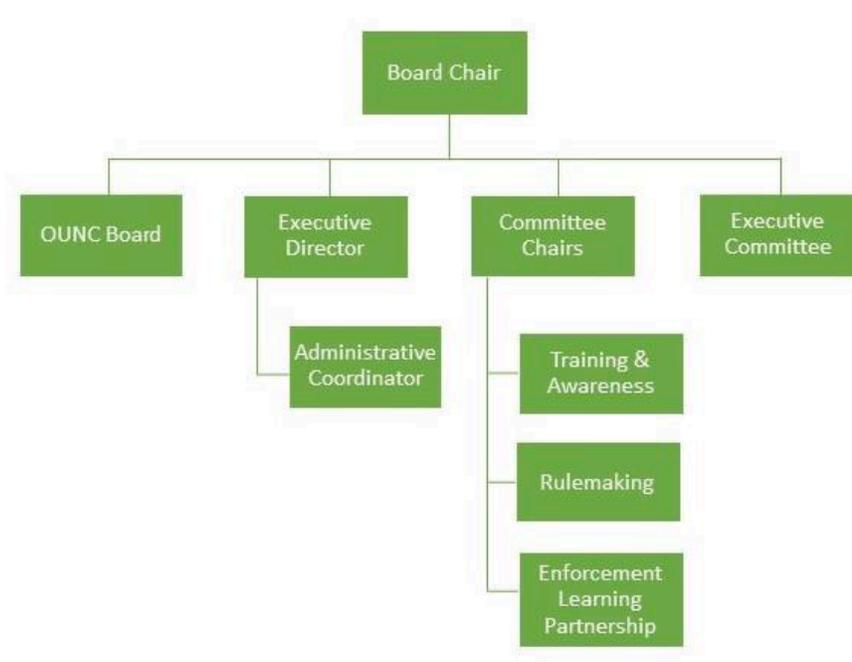
1.11. **Adding or Removing Seats on the Oregon Utility Notification Center Board of Directors**

- Josh Thomas 11/3/2021 3:56 AM
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The Board of Directors shall, from time to time, at its discretion, determine the need for representation from a new stakeholder or the removal of an existing seat. Providing there is a quorum of the board present, a simple majority vote of OUNC board members present at any meeting will be sufficient to submit a recommendation to the Governor's Office for consideration.

- Josh Thomas 11/3/2021 7:17 AM
Comment [10]: Note previous discussion about moving this section.

1.12. Organizational Chart



Josh Thomas 11/4/2021 12:03 PM
Comment [11]: Need to change graphic?

1.13. Copyright Policy

The Oregon Utility Notification Center recognizes and respects intellectual property rights and is committed to fulfilling our moral and legal obligations with respect to our use of copyright protected works.

As a matter of moral integrity and adherence to U.S. copyright law, the Oregon Utility Notification Center sets forth these policies for all [employees](#) and [Board members](#):

1.13.1. No [employee or](#) Board member may reproduce any copyrighted work in print, video or digital form in violation of the law. Works are considered protected even if they are not registered with the U.S. Copyright Office and even if they do not carry the copyright symbol (©). Copyrighted works include, but are not limited to:

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printed articles from publications, TV and radio programs, videotapes, music performances, photographs, training materials, manuals, documentation, software programs, databases and [webpages](#). In general, the laws that apply to printed materials also apply to visual and digital formats.

Josh Thomas 11/3/2021 3:31 AM
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Josh Thomas 11/3/2021 3:32 AM
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1.13.2. The Oregon Utility Notification Center designates the Chair as the copyright officer to administer our company's copyright policy. The Chair can help you determine whether a work is covered by [copyright](#) and how to handle any special copyright issues. Questions concerning copyright procedures, including fair use, should be addressed to the Chair.

Josh Thomas 11/3/2021 3:33 AM
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1.13.3. The Oregon Utility Notification Center expects [its](#) Board members to be responsible consumers of copyrighted materials.

Josh Thomas 11/3/2021 3:33 AM
Comment [12]: Should we change this role from Chair to Executive Director?

Josh Thomas 11/3/2021 3:34 AM
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1.13.4. The Oregon Utility Notification Center holds copyrights on the following:

1.13.4.1. *Dialer & Digby images*

1.13.4.2. *Dig Safely Oregon [and Oregon 811 logos](#)*

1.14. Storage Policy

The Oregon Utility Notification Center Board of Directors shall keep an off-site secure storage facility to accommodate larger equipment, files, and collateral. A key is kept with the Chair of the Publicity Committee. An additional key is kept with the Administrative Coordinator. Access for entering, storage, or use requests must be approved through [the Publicity Chair or the Oregon Utility Notification Center Board Chair](#).

Josh Thomas 11/3/2021 3:35 AM
Comment [13]: Do we want to switch out or add Executive Director here?

Electronic files will be stored on the Oregon Utility Notification Center website [and/or a secure cloud-based network location](#).

1.15. Website Policy

Any request for changes to the Oregon Utility Notification Center website requires prior approval by the OUNC Board Chair. Approved requests are then sent to the webmaster for updates.

Josh Thomas 11/3/2021 3:37 AM
Comment [14]: Executive Director?

1.16. OUNC/OUCC Standards Manual

The Oregon Utility Notification Center Board of Directors shall, in coordination with Oregon Utilities Coordinating Council (OUCC), maintain, publish and distribute Standards Manual.

<https://digsafelyoregon.com/wp-content/uploads/2019/05/Standards-Manual-1-1-19.pdf>

2. PERSONNEL POLICIES

2.1. Zero Discrimination Policy:

It is the policy of OUNC that it will operate and conduct business without discrimination or segregation because of age, sex, race, color, religion, national origin, handicap, genetic information, disability, and pregnancy, except where there is a bona fide occupational qualification for the job tasks to be performed.

Oregon Utility Notification Center will not discriminate against any applied candidate for a board position or Contractor based on age, sex, race, color, religion, national origin, handicap, genetic information, disability or pregnancy. The OUNC Board has adopted the Oregon Department of Administrative Services Discrimination and Harassment Free Workplace Policy (50.010.01).

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Moved (insertion) [1]

<https://www.oregon.gov/das/Policies/50-010-01.pdf>

Josh Thomas 11/3/2021 5:51 AM
Comment [15]: This appeared to be misplaced in another section.

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Comment [16]: Adopted 10/20

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2.2. Employees and HR Policy:

While the Oregon Utility Notification Center is exempt from Oregon Revised Statutes chapter 240 (ORS 757.552), the agency follows the

[policies established by the Human Resource Policy section of the Oregon Department of Administrative Services. Unless otherwise specified in this manual, the Oregon Utility Notification Center and its employees will follow the guidance of statewide human resource policy.](#)

<https://www.oregon.gov/das/Pages/policieshr.aspx>

2.3. Consultants and Contractors:

Contractors may enter into an agreement for a specific scope of work and/or time period and are not employees of OUNC.

2.4. Travel and Other Expense Reimbursements:

[Employees, Contractors](#) and/or an OUNC Board member may be reimbursed for travel and expenses provided the trip is approved by the OUNC Board.

[2.4.1. Itemized receipts should be kept and provided along with details of the business purpose for the expense. This applies to reimbursements and company credit card usage. Expenses should be restricted to business purposes only, using good judgement on what costs are reasonable and appropriate.](#)

[2.4.2. Employees and Contractors](#) using personal automobiles for travel will be reimbursed [for mileage](#) at the current IRS approved rate. All requests for mileage [and expense](#) reimbursements will be documented using [Oregon Utility Notification Center reimbursement forms](#).

2.5. Conflict of Interest:

No [Employee](#), Contractor or OUNC Board member will participate in activities or other employment that may cause a conflict of interest with the activities of Oregon Utility Notification Center. Activities or

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employment that create possible conflicts will be disclosed to the Board of Directors in writing for review.

2.6. Unlawful Harassment, Including Sexual Harassment:

It is the policy of OUNC that it will not tolerate verbal or physical conduct by any [Employee](#), Contractor or OUNC Board member which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment. [The OUNC Board has adopted the Oregon Department of Administrative Services Discrimination and Harassment Free Workplace Policy \(50.010.01\).](#)

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2.7. Board of Directors, Employees or Contractor's Files:

All Contractors, [Employees](#) and Oregon Utility Notification Center Board members have a right of access to the files to review agreements made with the Oregon Utility Notification Center Board. It is the responsibility of the Contractor, [Employee](#) or Board member to provide information to the Board Secretary to keep contact folders [current](#) (e.g., address, telephone numbers).

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Comment [17]: Adopted 10/20

Josh Thomas 11/3/2021 3:57 AM
Moved up [1]: Oregon Utility Notification Center will not discriminate against any applied candidate for a board position or Contractor based on age, sex, race, color, religion, national origin, handicap, genetic information, disability or pregnancy. -

Josh Thomas 11/4/2021 12:49 PM
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2.8. Confidentiality Policy:

It is the policy of the OUNC that Board members, [Employees](#) and Contractors of the organization may not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with the organization to any person, including relatives, friends, and business and professional associates, other than to persons who have a legitimate need for such information and to whom the organization has authorized disclosure.

2.8.1. Board members, [Employees](#) and Contractors shall use confidential information solely for the purpose of performing services as a Trustee, [Employee](#) or Contractor for the organization. This policy is

not intended to prevent disclosure where disclosure is required by law. Board members, [Employees](#), Contractors and volunteers must exercise good judgment and care at all times to avoid unauthorized or improper disclosures of confidential information.

[2.8.2.](#) At the end of a board member's term in office or upon the termination of an [employee's](#), volunteer's or contractor's relationship with the organization, he or she shall return, at the request of the organization, all documents, papers, and other materials, regardless of medium, which may contain or be derived from confidential information, in his or her possession.

2.9. Employee Remote Communications Program:

[OUNC recognizes the need for employees to carry a smartphone and maintain dependable internet service to conduct business from their home office. This is especially important for crisis response and times when the expectation is to be on-call and reachable. Since employees work remotely and travel, the organization offers two options for covering costs for these devices and related service plans:](#)

- [1\) OUNC Responsibility - At the board's discretion, the OUNC may purchase mobile phones, hotspots, tablets or related devices and pay 100% of the costs \(device and service plans, accessories, repair, etc.\). Employees who select this option agree that all equipment remains the property of the OUNC. Additionally, aside from emergency or incidental use, the device\(s\) and service\(s\) may not be used for personal use.](#)
- [2\) Employee Responsibility - The employee may use their own phone/equipment, bearing all responsibility for out-of-pocket costs. OUNC pays a monthly stipend of \\$60 to offset the costs of the device and services paid for by the employee. The employee retains ownership of their own device and remains responsible for](#)

any contracts, upgrades, repairs or replacements. The employee agrees to maintain a service contract that includes web, email and text capabilities.

2.9.1. The stipend is a non-taxable fringe benefit and will not be included in base compensation for future raises, salary adjustments, retirement contributions or calculations for any other employee benefits.

2.9.2. The employee must select one of the two options and cannot combine elements of the two without special approval by the OUNC Board.

2.9.3 Appropriate Use - Under both options, the employee is expected to use their devices and services in a prudent manner at all times. Employees must comply with relevant information services policies, including system security as well as compliance with all local, state and federal laws.

2.9.4 Payroll Processing -After payroll receives the approved request to pay a stipend, it will be added to the individual's monthly payroll check.

2.9.5 The OUNC Policy and Procedures Committee reserves the right to review this remote communications program on an annual basis and can elect to modify the program at their discretion. The stipend can be discontinued at any time by a decision of the OUNC Board.

2.10 Employee Leave

Employees accrue paid leave that can be used for vacation, personal business, or sick leave. The employee is expected to notify their supervisor of planned absences and ensure meetings are covered and deadlines are met whenever possible.
2.10.1. The

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[OUNC Board has adopted the state Family and Medical Leave Policy \(60.000.15\).](#)

<https://www.oregon.gov/das/Policies/60-000-15.pdf>

[2.10.2. The OUNC follows state guidance on paid holidays and observances.](#)

<https://www.oregon.gov/das/pages/calendar.aspx>

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3. ACCOUNTING, AUDIT AND FINANCIAL MANAGEMENT POLICIES

3.1. Accounting Policies:

It shall be the policy of OUNC to create and maintain accounting, billing, and cash control policies, procedures and records which are consistent with Generally Accepted Accounting Principles (GAAP) and which meet the requirements of state and federal statutes and regulations. [OUNC](#) accounting, audit, and financial management policies are designed to:

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3.1.1. Protect and secure the assets of Oregon Utility Notification Center.

3.1.2. Ensure the maintenance of accurate records of the OUNC's financial activities.

3.1.3. Ensure compliance with governmental and private funder reporting requirements.

3.1.4. In [accordance with ORS 293.226 and ORS 293.229](#), the Oregon Utility Notification Center shall provide a report of delinquent accounts to the Legislative Fiscal Office no later than October 1st.

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3.2. Reserve Policy:

It shall be the policy of the OUNC to keep a reserve in the budget of no less than [\\$475,000 plus the current CPI, and no more than \\$625,000](#). This

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Comment [18]: (proposed)

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reserve shall only be used to continue the level of service provided by a One Call vendor in case the current vendor provides written or verbal notice they are terminating their contract.

Josh Thomas 11/3/2021 4:59 AM
Comment [19]: May want to consider expanding the scope of the language in our reserve policy to give the board discretion to make these funds available for other emergency purposes.

3.3. Revenue:

3.3.1. Bank Accounts are established as required by funding requirements.

3.3.2. Individuals generally authorized to sign checks include the Chair, Treasurer of the Board, and the OUNC's accounting firm.

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3.3.3. All persons approved to sign checks will be formally approved by the OUNC Board of Directors.

3.3.4. The Executive Committee authorizes all bank accounts, determines who can hold credit/procurement cards, and approves all check signers. The approval of cardholders and signers shall be reflected in the Board of Directors meeting minutes.

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3.3.5. Banks are promptly notified of all changes of authorized check signers. All checks are to be accounted for by the Treasurer or authorized bookkeeping company (used, voided, or not used).

3.3.6. Voided checks are to be properly defaced and maintained.

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3.3.7. Bank reconciliations to the general ledger are done monthly by the bookkeeping company.

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3.4. Expenses:

3.4.1. Expenses are charged directly to programs.

3.4.2. Checks for payment are signed only when supported by approved invoices (checks will not be processed and signed in advance of

proper invoicing approval procedures). The Treasurer assigns a chart of account code before an invoice is processed.

3.5. Delinquent Debts, Charges and Account Management

3.5.1. Records from the One Call Vendor must indicate that all efforts to obtain payment have been exhausted before the decision is made by the OUNC Board of Directors to write off any debt.

3.5.2. The request for approval of a write-off must include a short narrative of actions taken to collect and the rationale for the debt being considered uncollectable. Any write-off greater than \$5 must be Board authorized.

Reference to this action will be included in the board meeting minutes for the next regularly scheduled Board of Directors meeting.

3.5.3. OUNC and its One Call Vendor will use available, legal, and cost-effective means that are appropriate to the circumstances of the collection effort. A means of collection may be considered cost-effective when it is reasonable to expect the costs of collection to be less than the debt. If the anticipated recovery would be only marginally in excess of the cost of collection, it may be reasonable to exert little or no effort to collect the debt. (OAM 35.70.10)

3.5.4. For delinquent accounts with small dollar amounts ranging from \$0.01 to \$5, if the amount cannot be combined with any other invoices that the company or organization has not paid, the One Call Vendor can make an informed decision to write it off per section 3.5.3. This information must be presented to the OUNC Board as a part of the vendor's regular monthly reporting, and the OUNC

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Comment [20]: Following 1.10.1., should we task the Executive Director with reviewing amounts less than \$500 and presenting them to the Executive Committee?

Executive Director will keep records and track these accounts on an ongoing basis.

3.5.5. Write-offs are intended for unique circumstances and are not to be used as an ongoing waiver. As such, OUNC reserves the right to exempt specific accounts from future write-offs if they appear in the reports referenced in 3.5.4. more than three times in a calendar year.

3.5.6. OUNC permits the One Call Vendor to assess interest charges and collection fees for delinquent accounts. Language should be included on invoices to indicate that a failure to make payment in full by the due date may result in additional costs from interest and fees as authorized by law.

3.5.7 Reasonable efforts by the One Call Vendor to collect delinquent accounts receivable can include emails, calls and must include at least one collection letter to the debtor using the guidance and templates in OAM 35.30.50. These efforts can reference collection fees (refer to OAM 35.40.20), interest charges of 9% per annum (refer to OAM 35.30.20 and ORS 82.010) and assignment to the Oregon Department of Revenue for collection as required by ORS 293.231.

3.5.8 After collection attempts have been deemed unsuccessful, escalation means the debt can be assigned to the Oregon Department of Revenue for collection, and could be reassigned to a private collection company. The OUNC Board will review accounts that the One Call Vendor plans to send to collections. If approved, the OUNC Executive Director will submit the account information to the Oregon Department of Revenue. This does not

Josh Thomas 11/3/2021 6:55 AM

Comment [21]: This may not apply since we are not subject to ORS 293, but the state AR contact thought we might be able to involve the Department of Revenue.

apply if the delinquent account is another state agency or governmental entity.

3.5.9. If the debt is incurred by another state agency or other governmental entity, such agencies are required to pay any undisputed accounts within 30 days of receiving the interagency invoice. After a 45-day grace period (ORS 293.462), escalation can include contacting the respective agency's CFO or Director, and as a last option, requesting intervention by the DAS Chief Financial Office.

3.5.10 In the interest of damage prevention and public safety, every effort should be made to determine who is responsible for an account if the contact on file becomes unreachable. The One Call Vendor should use whatever contact information they have for the account and make reasonable attempts to reach a responsible party for the respective facility. If unsuccessful, the One Call Vendor should try searching the names associated with the account on Google or other online searches for any publicly available contact information. If possible, involve the local Utilities Coordinating Council.

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Comment [22]: (proposed)

3.6. 3.5.11 If still unsuccessful, the vendor will forward the account information to the OUNC Executive Director with an explanation of the attempts to reach the account contact(s). The Executive Director will work with the One Call Vendor to determine if the account can ultimately be updated with new contact information, reassigned to a responsible party or closed. Removal of any inactive accounts will be reported to the board in the One Call Vendor's regular monthly reports. **Financial Reporting Procedures**

3.6.1. Working with OUNC staff, and its accounting firm, the Treasurer will be responsible for oversight and reporting on all revenue sources, expenses, and asset and liability balances.

3.6.2. Financial reports are reconciled to the general ledger and accounting records prior to submission to the Board of Directors.

3.6.3. Monthly financial reports which analyze OUNC's financial position and the effectiveness of its management and programs will be presented to the Board of Directors.

3.6.4. Periodic reports will be provided by the Treasurer of all funding sources as requested or required by the Board of Directors.

3.7. Investing Policy

The OUNC Board of Directors will approve the placement of assets not needed for immediate operations assuring compliance with all contractual requirements, using the principles identified in Sections, 3.8, 3.9 and 3.10 and that all principles in those sections have been met.

3.8. Budget Principles/Procedures

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Josh Thomas 11/3/2021 6:58 AM
Comment [24]: Quarterly instead of monthly?

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Comment [25]: Quarterly?

Structure of the budgetary process shall evolve from the mission and by-laws of OUNC with consideration given to the requirements of any of the organization's funding partners.

3.8.1. Budget Principles

- 3.8.1.1. *The budgetary process shall comply with the organization's funding partners and in accordance with applicable state and federal laws.*
- 3.8.1.2. *The budgetary process shall comply with the guidelines and principles set forth by the Board of Directors.*
- 3.8.1.3. *Annually, each program area requiring a budget shall be identified and a plan developed with concurrence from the Treasurer/Budget and Audit Committee.*

3.8.2. Procedures

- 3.8.2.1. *The organization's budget process should begin during September and, working with the Treasurer, the Executive Director will prepare and submit an operating budget to the Board of Directors 30-60 days prior to the beginning of the new calendar year and prior to submission to funding sources.*
- 3.8.2.2. *If budget submission is due to funding sources prior to 60 days before the beginning of the fiscal year, the Oregon Utility Notification Center's Board of Directors will review a preliminary budget and adopt it if necessary.*
- 3.8.2.3. *The approved preliminary or final operating budget will become the blueprint for the budget submission to all outside funders.*

3.8.3. Adjustments in Budget/Spending Plans

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Any adjustments or changes in spending policies/budget plans which vary by more than 10% from the original approved budget will be initiated by the Treasurer and submitted for approval to the Board of Directors.

3.8.4. Expenditure Caps

An expenditure cap of \$5000 is in place for the Board Chair; [an expenditure cap of \\$5,000 is in place for the Executive Director](#); and an expenditure cap of \$5000 is in place for any single [transaction approval for the Publicity and Training and Education chairs](#). [The Administrative and Outreach Coordinator has a \\$10,000 cap to account for event costs](#)

Josh Thomas 11/3/2021 4:11 AM
Comment [26]: Should we include Kitty in this section with a \$10,000 cap? I think she has had a higher threshold for events.

Josh Thomas 11/3/2021 10:53 AM
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3.9. Banking Policy

OUNC shall keep all funds available not already invested in a [federally insured financial institution](#).

Josh Thomas 11/3/2021 7:02 AM
Comment [27]: "financial institution of high credit quality?" That was the DOJ recommendation in the bylaws.

3.10. Financial Review Procedure

3.10.1. Oregon Utility Notification Center should contract for an independent review to be performed by a Certified Public Accountant (CPA) at the conclusion of every three (3) years but should not exceed five (5) years.

3.10.2. The auditor(s) will test accounting mechanisms in accordance with generally accepted auditing standards for not-for-profit organizations and as contractually required by funding sources.

3.11. Assets Inventory

[The Executive Director shall maintain an inventory of equipment purchased and owned by the Oregon Utility Notification Center. This includes, but is not limited to, computers, printers, audio/visual equipment, furniture, and other property.](#)

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Items with a value of more than \$1,000 should include serial numbers. These items will be returned to the OUNC when the person in possession of the assets is no longer employed by OUNC or serving on the board.

4. PROCUREMENT POLICIES

4.1. Awarding General Contracts:

OUNC will conduct a cost services and value analysis before awarding general contracts. If a contract is competitively bid, OUNC will enter into a contract with the winning bidder that specifies the services to be completed.

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4.2. Acquisition Policy for Goods and Services:

The Board of Directors will conduct all procurement transactions in a manner that maximizes free and open competition. Awards should be made to the vendor whose bid or offer is responsive to the solicitation and is most advantageous to the OUNC Board of Directors, considering cost service and value analysis, price and quality. OUNC reserves the right to reject any and all bids or offers.

OUNC may select from numerous methods of procurement, depending on the amount of the purchase and other considerations. A majority of the board or committee must accept the bid via formal vote before a contract is executed for the service.

A file shall be kept with a copy of the request for proposal, a list of individuals/organizations solicited for bids, and a bid sheet that lists the bids received by individual/organizations and their respective bid proposal. In all instances in which the lowest bid is not awarded the contract, justification documentation, such as a memo outlining the selection criteria, shall be placed in the file.

Recommend contract committee to recommend language to include compliance with federal, state and local laws.

5. RECORDS MANAGEMENT POLICY

5.1. Records Management Policy:

To ensure that all programs operated by OUNC are properly managed and reported on, OUNC will establish and monitor a comprehensive record management policy adhering to Oregon Administrative Rule Division 350 (166-350-0005 through 166-350-0010).

http://arcweb.sos.state.or.us/pages/rules/oars_100/oar_166/166_350.html

5.2. OUNC Mail:

OUNC will use the physical address of the One Call Center for mail. If not forwarded, the Executive Director, Administrative Coordinator or designated OUNC Board member can pick up mail once they are notified by the OCC staff. This policy will be posted at the front desk of the One Call Center.

5.3. OUNC Board of Directors Resolutions:

In accordance with bylaws article 2 section 3, the Secretary's other duties shall include updating OUNC Board resolutions to be held electronically on the secure OUNC Board of Directors website and/or a secure cloud-based network location. A log-on will be needed for access.

5.4. Public Records Request:

All public records requests will be granted in accordance with state law (specifically ORS Chapter 192). Public records may be requested through a written or emailed submission to the OUNC board. If applicable, fees

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associated with the retrieval of public records will be in accordance with Department of Administrative Services Policy 107-001-030.

Either form of Public Records Requests shall include:

the Requestor's Contact Information

- name,
- email address,
- phone number,
- mailing address

specific request information

- dates,
- specific subject matter,
- persons associated with the matter,
- and key words,

Mail written Public Records Requests to:

OUNC PRR
 305 N.E. 102nd Avenue, Suite 300
 Portland, OR 97220

Email Public Records Requests to info@digsafelyoregon.com.

Requests will be forwarded to the [Executive Director](#) or Board Chair for response.

http://www.doj.state.or.us/pdf/public_records_and_meetings_manual.pdf

https://www.oregonlegislature.gov/bills_laws/ors/ors192.html

<https://www.oregonlaws.org/ors/chapter/192> (for reference only)

<https://www.oregon.gov/das/Policies/107-001-030.pdf>

[5.4.1 While unlikely, employees may be required to turn their computer equipment and/or mobile device\(s\) over in the case of a specific public](#)

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[records request or certain legal matters. The employee agrees to make their equipment available if such a request arises.](#)

6. ACKNOWLEDGEMENT

I have read the Policy Prohibiting Unlawful Harassment, Including Sexual Harassment which is addressed in section 2.5 of this Oregon Utility Notification Center [Policy](#) and Procedures Manual, and I agree to the terms and provisions contained in such policy.

I have read the OUNC [Policy](#) and Procedures Manual, and I agree to comply with the terms and provisions contained in this manual. If Policy and Procedures are not followed, the [Executive Director and](#) OUNC board chair [and the representative of the PUC](#) will meet with the Oregon Utility Notification Center attorney for direction.

Josh Thomas 11/3/2021 1:18 AM
Deleted: Policies

Josh Thomas 11/3/2021 1:18 AM
Deleted: Policies

Josh Thomas 11/3/2021 5:53 AM
Comment [28]: Is this accurate?

Printed Name

Signature

Representing

Date

REMAINING QUESTIONS:

[Do we want to create a full Employee Manual?](#)

[Will we separate the Bylaws in section 1 and include them as an appendix?](#)

[Are the changes in this document consistent with the official Bylaws?](#)

[Social Media Policy?](#)

[Alcohol policy?](#)

[Tariff rates policy?](#)

DRAFT