

Final Meeting Minutes

May 12, 2021

OREGON UTILITY NOTIFICATION CENTER BOARD OF DIRECTORS

Conference call is available for this meeting. Please dial 1-253-215-8782. Enter conference ID: 910 0291 4674 # View screen share at: <https://zoom.us/j/91002914674?pwd=ak5JM3dJcHMwc01BenBEM3RtbDNTUT09>

Board members in attendance as follows: X = present O = absent P = phone participant

	Open OUCC	P	Micah Brown NULCA	P	Scott Crosby Regulated Telecom <50K Access Lines	P	Ryan Sandhu Special Districts
O	Nathan Rivera Municipal Electric	P	Don Moore Natural Gas Distribution	P	Melanie Lewis Regulated Electric	P	Alba Dawn Vogland Counties
P	Tim Smith Cities Population <25K	P	Scott Clement Cities Population >25K	O	Johnny Sapp ODOT	P	Mitch Burghlea Cable TV
P	Phil Boyle OPUC	P	John Eckis Telecom Cooperatives	P	Connor Toney Excavators	P	Jessica Epley Telecom >50K Access Lines
P	Paul Schmidt Contractors	P	Brewster Whitmire Electric Cooperatives		Open Interstate Natural Gas Pipeline		Open National Telecom Damage Prevention
					Open Public Utility Districts		Open Railroads

Others in attendance were: Josh Thomas - OUNC Executive Director, Kitty O’Keefe – OUNC Administrative and Outreach Coordinator, Greg Snyder – OCC, Frank Planton – OCC, Scott Gallegos- OCC, Terry Hogan- OCC, Kim Boyd- OCC, Jaimie Lemke- NW Natural, Lynsay Demko - Cascade Natural Gas,

Introductions: Micah Brown welcomed everyone to the meeting and introductions were completed.

Safety Moment – Paul Schmidt provided this month’s safety moment. He described an event where a small piece of a tree was launched over 60’ and into the siding of a house. He talked about the importance of paying attention on a job site.

Adopt Previous Board Meeting Minutes: Paul Schmidt made a motion to accept the April 14, 2021 minutes as corrected. Alba Dawn Vogland seconded the motion. **Vote record 05-12-21-01.**

Open Testimony: None

OUNC Operations Report: Scott Gallegos updated the board on the status of International Paper and 3 other member utilities, Sanbur Water Association, Symantec Corp and William Carol District. Scott will email the 3 new company names and report back next month with an update on International Paper.

All Board Members had previously been emailed copies of the April 2021 operations reports. Scott Gallegos went over the highlights for the month. The incoming ticket total for April was 35,373 tickets, which is up %14.8 from April 2020. The ITIC percentage for April was 72.79%, up from April 2020's 60.70%. The Average Speed of Answer (ASA) was 38 seconds for April 2021.

Ryan Sandhu mentioned that Pacific Power is behind 120 days. OCC will check with billing and will update the board at next meeting.

Scott reported that the three new questions, Work Order Number, Permit Number and around duration of work have been added in ITIC.

Kitty and Melanie Lewis asked if there was any training, online resources or informational sheets available for ITIC NXT. OCC responded that in person training would be available and they would check with creative to see about on-line videos and about creating a one-page information sheet.

OUNC Billing & Aging Report: All Board Members have been emailed copies of the billing reports and the aging reports for April 2021.

Discussion around requests to waive finance charges. Paul Schmidt made a motion to waive the finance charges for the 6 member utilities, The City of Mt. Angel, Medford Water Commission, City of Umatilla, Timberline Rim Water Company, Medford School District and City of Detroit, that have requested relief. Melanie Lewis seconded the motion [Vote record 05-12-21-02](#)

Treasurer Report: Alba Dawn Vogland. Dawn provided an update on the April report.

Dawn asked the board their thoughts on reinvesting the Riverview CD. She will get some more information on rates and penalties and report to the board via email.

Phil Boyle made a motion to accept the April 2021 Treasurers report as presented. John Eckis seconded the motion. [Vote record 05-12-21-03](#)

Board of Directors Officer's Reports:

Chair's Report: Micah Brown –Micah shared his concerns around the substantial increase in ticket volume. Frank Planton shared some tools being used by other states around dynamic start times and ticket extensions. Discussion followed.

Micah welcomed Ryan to introduced Josh Thomas as the boards new Executive Director, who's first day will be Monday May 17.

Josh shared a little about his background both professionally and personally. He shared his commitment and gratitude to taking on this new role.

Vice Chair Report: Melanie Lewis – Welcomed Josh and thanked Ryan for his work

Treasurer Report: Dawn Vogland – Nothing to report

Secretary Report: Scott Clement – Nothing to report

PUC Representative Report: Phil Boyle – Nothing to report

Administrative and Outreach Coordinator – Kitty O’Keefe – Kitty shared that Friday at 9 AM OCC will interview Josh for an eblast

Kitty will be out at Dozer Days this weekend partnered with NW Natural at the Clark County Fairgrounds.

Committee Reports:

Budget and Audit Committee: Dawn Hickson: Nothing to report

Contracts Committee: Nate Rivera – Nate is unavailable but Micah Brown provided an update on the call center RFP that all questions have been posted to the website and will have scoring sheets available next week.

Damage Reporting/Dirt: Don Moore –Lynsay Demko shared 2020 yearend DIRT report.

Oregon Administrative Rules (OAR’S) & Tariff: Micah Brown – Micah reported that the committee met and offered a brief update.

Policy & Procedures Committee: John Eckis – Looking to schedule a meeting to discuss how the board will deal with facility operators that are no longer operating their facilities.

Ryan suggested keeping some employee related issues on the committee agenda, possibly creating a new section around employees of the board.

Publicity Committee: Scott Clement – Had a meeting last week. Scott reported an update with NEI, with a 70/30 contractor/occupant. NEI made some other recommendations.

Hop’s baseball has begun and will have the 811 trailer and Corvette at several events.

Looking into additional partnership with channel 12 news

Pendleton Round up will be Sept 13-18, still need more volunteers.

OCC creative team is helping with some flyers.

Training and Education Committee: Mitch Burghlea – Mitch reported that the locating classes are going well with an increase in attendance. Two more in August and October.

On-line Excavator training is continuing to grow with over 550 people having taken the course.

Looking to have a committee meeting this month

Membership: Phil Boyle: Johnny Sapp and Nate Rivera have both been reappointed by the Governor's office. Still looking for an Interstate Pipeline representative and waiting for recommendations from OUCC and Special districts.

Alba Dawn Vogland will be reapplying as her partial term is expiring

Oregon Utilities Coordinating Council (OUCC) Report: Dawn Hickson: Next meeting is June 8th and they will be holding elections for Vice President as well as making a recommendation for appointment to the OUNC

Executive Director Selection Committee: Ryan Sandhu: Josh Thomas will officially start on Monday May 17, 2021.

Ryan is working with The Bookkeeping Company (TBC) to get Josh onboarded. Ryan reported that we already have workers comp through our current insurance provider.

Ryan brought up PERS eligibility and implementation process. Ryan will have a meeting on the 19th to finalize some PERS documentation.

The committee will also consider the need to continue as a committee

Exploratory Committee: Don Moore: Don reported on the committee meeting that was held at on April 27th.

Micah suggested that the committee has one more meeting to set a plan. Don will schedule this.

National Industry News: NULCA, CGA, Open Discussion: Dawn asked about the OCC users' group and if anyone is interested.

Old business: None

New Business: None

Good of the Order: The board will meet in person for the June meeting

Paul Schmidt made a motion to adjourn the meeting. Dawn Alba Vogland seconded the motion. **Vote record 05-12-21-04**

Meeting Adjourned.

Voting Record
Motion 05-12-21-01

	Open OUCC	Y	Micah Brown NULCA	Y	Scott Crosby Regulated Telecom <50K Access Lines	Y	Ryan Sandhu Special Districts
N P	Nathan Rivera Municipal Electric	Y	Don Moore Natural Gas Distribution	Y	Melanie Lewis Regulated Electric	Y	Alba Dawn Vogland Counties
Y	Tim Smith Cities Population <25K	Y	Scott Clement Cities Population >25K	N P	Johnny Sapp ODOT	Y	Mitch Burghlea Cable TV
Y	Phil Boyle OPUC	Y	John Eckis Telecom Cooperatives	Y	Connor Toney Excavators	Y	Jessica Epley Telecom >50K Access Lines
Y	Paul Schmidt Contractors	Y	Brewster Whitmire Electric Cooperatives		Open Interstate Natural Gas Pipeline		Open National Telecom Damage Prevention
					Open Public Utility Districts		Open Railroads

Summary

Yes = 15

No = 0

Not Present = 2

Voting Record
Motion 05-12-21-02

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N P	Nathan Rivera Municipal Electric	Y	Don Moore Natural Gas Distribution	Y	Melanie Lewis Regulated Electric	Y	Alba Dawn Vogland Counties
Y	Tim Smith Cities Population <25K	Y	Scott Clement Cities Population >25K	N P	Johnny Sapp ODOT	Y	Mitch Burghlea Cable TV
Y	Phil Boyle OPUC	Y	John Eckis Telecom Cooperatives	Y	Connor Toney Excavators	Y	Jessica Epley Telecom >50K Access Lines
Y	Paul Schmidt Contractors	Y	Brewster Whitmire Electric Cooperatives		Open Interstate Natural Gas Pipeline		Open National Telecom Damage Prevention
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Voting Record
Motion 05-12-21-03

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N P	Nathan Rivera Municipal Electric	Y	Don Moore Natural Gas Distribution	Y	Melanie Lewis Regulated Electric	Y	Alba Dawn Vogland Counties
Y	Tim Smith Cities Population <25K	Y	Scott Clement Cities Population >25K	N P	Johnny Sapp ODOT	Y	Mitch Burghlea Cable TV
Y	Phil Boyle OPUC	Y	John Eckis Telecom Cooperatives	Y	Connor Toney Excavators	Y	Jessica Epley Telecom >50K Access Lines
Y	Paul Schmidt Contractors	Y	Brewster Whitmire Electric Cooperatives		Open Interstate Natural Gas Pipeline		Open National Telecom Damage Prevention
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Summary

Yes = 13

No = 0

Not Present = 4