

**FINAL Meeting Minutes**  
**OREGON UTILITY NOTIFICATION CENTER**  
**BOARD OF DIRECTORS**

Meeting Minutes, Clackamas Community College – Wilsonville Training Center – Room 210  
 29353 SW Town Center Loop E Wilsonville OR, 97070, December 13, 2017

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

<b>X</b>	<b>Nathan Rivera</b> Municipal Electric	<b>X</b>	<b>Kevin Christiansen</b> Counties	<b>O</b>	<b>Micah Brown</b> NULCA	<b>X</b>	<b>Lori Koho</b> OPUC
<b>P</b>	<b>Shannon Potter</b> Telecom >50K Access Lines	<b>X</b>	<b>Nathan Taylor</b> Excavators	<b>X</b>	<b>Genece MacKay</b> Regulated Electric	<b>X</b>	<b>Ron Stenger</b> Telecom Cooperatives
<b>X</b>	<b>Joyce Nelsen</b> Regulated Telecom <50K Access Lines	<b>O</b>	<b>Matt Wales</b> Cities Population >25K	<b>P</b>	<b>Johnny Sapp</b> ODOT	<b>X</b>	<b>Mitch Burghlea</b> Cable TV
<b>X</b>	<b>Ryan Sandhu</b> Special Districts	<b>X</b>	<b>John Norrena</b> Public Utility Districts	<b>X</b>	<b>Scott Gallegos</b> OUCC	<b>X</b>	<b>Tim Smith</b> Cities Population <25K
	<b>Open</b> Contractors		<b>Open</b> Interstate Natural Gas Pipeline		<b>Open</b> Electric Cooperatives		<b>Open</b> Natural Gas Distribution
	<b>Open</b> Railroads						

Others in attendance were: Kitty Davis – OUNC, Stephen Rose – OCC, Frank Planton – OCC, Lisa Roberts – Pacific Marketing, Tobin Werner – NW Natural, Dawn Hickson – OUCC / Clackamas County, Jessica Malmstedt – Williams, Mark Fulop – Facilitation & Process, LLC, Kevin Hennessy – OPUC, David Dodd – CenturyLink, Jerry Murray – Former OUNC Board Member, Gary Hyatt – Former OUNC Board Member, Jack Dent – Former OUNC Board Member, Patti Lama – CGA, Paul Graham – Former OUNC Attorney, Kandi Young – OPUC, Kyle Sutton – Loy Clark Pipeline, Brian Yechout – Northwest Fab and Pipe, Lynsay Demko – Cascade Natural Gas, Kyle McCauley – Cascade Natural Gas, J.R. Gonzalez – NW Natural Anne Bird – USIC, Fred Corona – Williams Pipeline.

**Introductions:** Nathan Rivera welcomed everyone to the meeting and introductions were completed.

**Adopt Previous Board Meeting Minutes:** Ron Stenger moved to accept the minutes as corrected. Scott Gallegos seconded the motion. **Vote record 12-13-17-01.**

**Open Testimony:** None

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**OUNC Operations Report:** With the nice weather and less rain, the call center is still experiencing higher incoming call volumes.

All Board Members had previously been emailed copies of the November 2017 operations reports. Stephen went over the highlights for the month. The incoming ticket total for November was 23,529 which was up 3.37% from 2016. The ITIC percentage for November was 64.27%. The Average Speed of Answer (ASA) was 25 seconds for November.

**OUNC Billing & Aging Report:** All Board Members were previously emailed copies of the billing reports and the aging report for the month of November 2017. Highlights of the billing reports were reviewed.

Joyce Nelsen emailed Greg to see why Connexion Technologies still showed a past due amount of \$326.70 on this month's aged invoice report even though the Board voted to pay the amount back to OCC and write off the amount as uncollectable. The \$326.70 amount was just invoiced back to the OUNC on November's Billing Summary so it will be removed from next month's (December's) Aged Invoice Report.

Joyce also asked Greg to check on Safeway, which has a past due amount of \$66.00 since 2016. Greg is having the call center's Database Department check on Safeway. The Database Department is also checking on Elgin TV which was brought up at the October Board meeting.

In September Joyce had questioned why Tribal 1 had a past due amount of \$52.50 but they were being removed from the one call system. Greg checked with the Database Department and Douglas Services was taking over those facilities and this was during the transition. Douglas services has paid the past due amount.

Lori Koho asked who does outreach to Members who have modem fees, Joyce let her know that OCC does outreach for these types of issues. Stephen offered to talk to Greg before the next meeting.

**Treasurer Report:** Joyce Nelsen: Joyce Nelsen reviewed the OUNC Balance Sheet, Profit and Loss Detail and Profit and Loss Budget Performance for November 2017. Ron Stenger asked if the board was separating Training and Education budget from Publicity budget, Joyce said that everything is in publicity except for contractor outreach which was left as Training and Education. Scott Gallegos made a motion to accept the Treasurer's Reports for November 2017 and Geneece Mackay seconded the motion. **Vote record 12-13-17-02.**

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#### **Board of Directors Officer's Reports:**

**Chair's Report:** Acting Chairperson and Vice Chairperson Nathan Rivera stated that no one individual board member speaks for the entire board. Nathan asked that anyone who wishes to publically speak for the board present their request to the board prior to reaching out to the public.

**Treasurer Report:** Joyce Nelsen - The template with the PUC for the Transparency website links and the budget will be on the Transparency page of the OUNC website.

**Secretary Report:** Ryan Sandhu – Ryan reported that he is looking into the State’s process for public meeting announcements, Ryan said that progress has been made and by next month they should be prepared to decide if that is what they would like to do going forward as another way to get the board’s announcements out to the public.

**PUC Representative Report:** Lori Koho: Lori’s update will be the presentation given by Kevin Hennessy.

**Presentation:** Kevin Hennessy with Oregon Public Utilities Commission (OPUC) gave a presentation on Utility Safety, Reliability, and Security.

**Presentation/Panel Discussion:** J.R. Gonzalez with NW Natural gave a presentation on The Genesis of the OUNC. Panel discussion consisted of former OUNC Board Members.

Former Board Members:

- Jack Dent
- Jerry Murray
- Paul Graham
- Patti Lama
- Gary Hyatt

**Presentation:** Mark Fulop with Facilitation and Process, LLC gave a presentation update of Strategic Planning for the Board’s future. After Discussion Lori Koho moved that the Board set a contract with Mark Fulop and Facilitation & Process, LLC, Scott Gallegos seconded the motion. **Vote record 12-13-17-03.** The OUNC Officers consisting of Nathan Rivera, Scott Gallegos, Ryan Sandhu, Joyce Nelsen, and Lori Koho, will be working with Mark.

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**Executive Session: None**

**Committee Reports:**

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**Budget and Audit Committee:** Joyce Nelsen: No Report

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**Contracts Committee:** Shannon Potter: No report

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**Damage Reporting/Dirt:** Lori Koho: No report

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**Oregon Administrative Rules (OAR’S) & Tariff:** Micah Brown: No Report

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**Policy & Procedures Committee:** Johnny Sapp. No Report

**Publicity Committee:** Joyce Nelsen: Joyce reported that there are only 5,000 calendars left from the 35,000 order and Yardsticks have been given out to all OUCC councils.

**Enforcement:** Lori Koho: No Report

**Training and Education Committee:** Ron Stenger: No Report

**Membership:** Lori Koho: No Report

**Oregon Utilities Coordinating Council (OUCC) Report:** Scott Gallegos. No Report

**Executive Coordinator Committee:** Shannon Potter. No report.

**National Industry News: NULCA, CGA, Open Discussion:** No Report

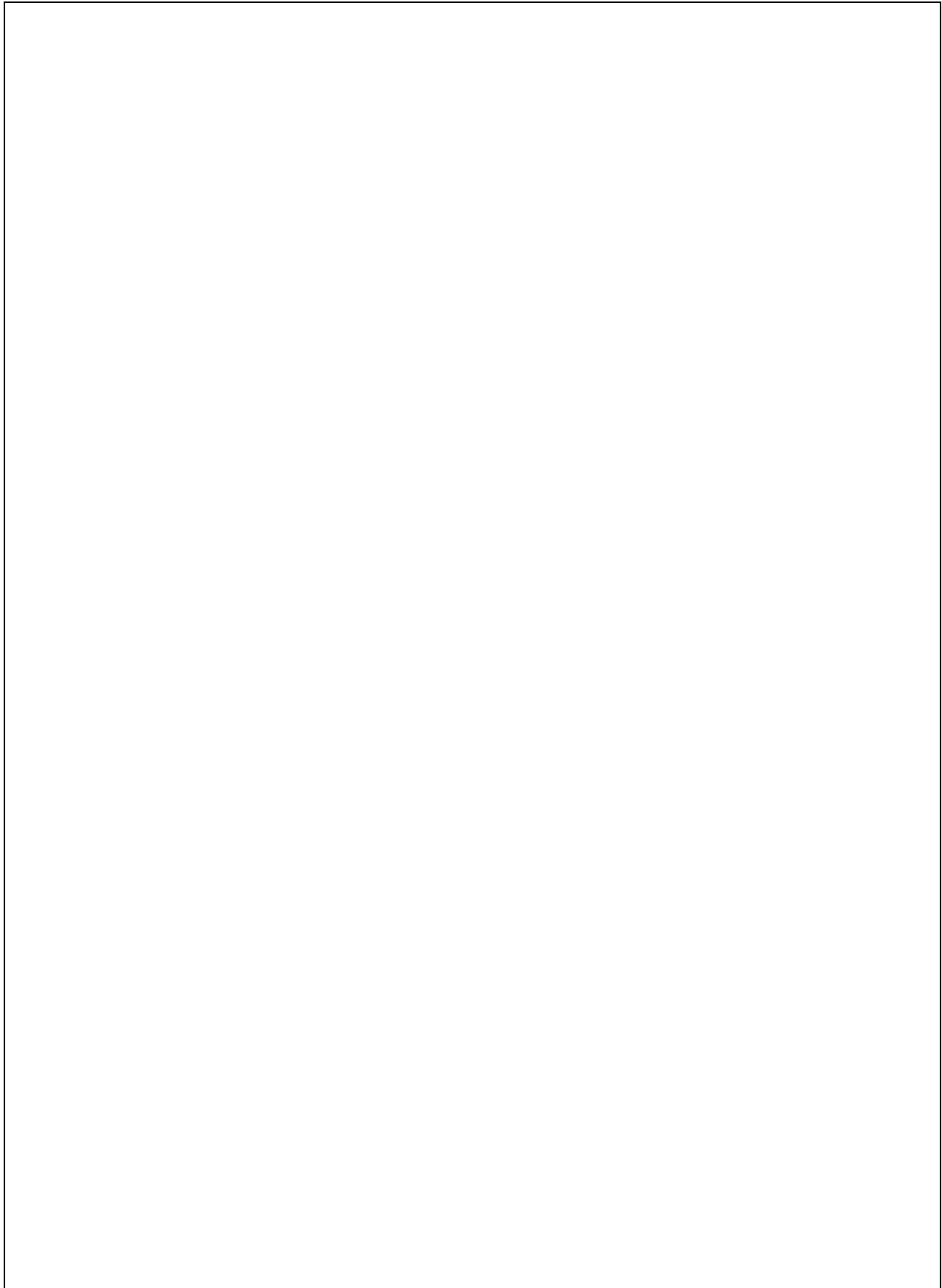
**Old business:** None

**New Business:** Joyce Nelsen asked about the April Dig Safely month and how long they had to prepare for it, Lori Koho said that planning will begin in February.

Nathan Taylor asked about the voting system and how someone can abstain. Following discussion, Nathan Rivera will ask if any board member wishes to abstain from a vote going forward.

**Good of the Order:** None

**Meeting Adjourned.**



Voting Record  
Motion 12-13-17-01

Y	<b>Nathan Rivera</b> Municipal Electric	Y	<b>Kevin Christiansen</b> Counties	N P	<b>Micah Brown</b> NULCA	Y	<b>Lori Koho</b> OPUC
Y	<b>Shannon Potter</b> Telecom >50K Access Lines	Y	<b>Nathan Taylor</b> Excavators	Y	<b>Geneece MacKay</b> Regulated Electric	Y	<b>Ron Stenger</b> Telecom Cooperatives
Y	<b>Joyce Nelsen</b> Regulated Telecom <50K Access Lines	N P	<b>Matt Wales</b> Cities Population >25K	Y	<b>Johnny Sapp</b> ODOT	Y	<b>Mitch Burghlea</b> Cable TV
Y	<b>Ryan Sandhu</b> Special Districts	Y	<b>John Norrena</b> Public Utility Districts	Y	<b>Scott Gallegos</b> OUCC	Y	<b>Tim Smith</b> Cities Population <25K
	<b>Open</b> Contractors		<b>Open</b> Interstate Natural Gas Pipeline		<b>Open</b> Electric Cooperatives		<b>Open</b> Natural Gas Distribution
	<b>Open</b> Railroads						

**Summary**

**Yes = 14**

**No = 0**

**Not Present = 2**

Voting Record  
Motion 12-13-17-02

Y	<b>Nathan Rivera</b> Municipal Electric	Y	<b>Kevin Christiansen</b> Counties	N P	<b>Micah Brown</b> NULCA	Y	<b>Lori Koho</b> OPUC
Y	<b>Shannon Potter</b> Telecom >50K Access Lines	Y	<b>Nathan Taylor</b> Excavators	Y	<b>Geneece MacKay</b> Regulated Electric	Y	<b>Ron Stenger</b> Telecom Cooperatives
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