

FINAL

THIRD TAXING DISTRICT
of the City of Norwalk
March 2, 2015

ATTENDANCE: Commissioners: Charles Yost, Chair; David Brown; Debora Goldstein, Dr. Michael Intrieri, Treasurer

STAFF: James Smith, General Manager; Ron Scofield, Assistant General Manager

OTHERS: Timothy Oman, Norwalk Exchange Club; Dan Inkley, SDS Research; Judi Virgulak and Marie Jablonski, Jumar Marketing

CALL TO ORDER

Commissioner Yost called the meeting to order at 7:00 p.m. A quorum was present.

PUBLIC COMMENT

There was no one from the public present to comment at this time.

MINUTES OF MEETINGS

**** COMMISSIONER BROWN MOVED TO APPROVE THE MINUTES OF FEBRUARY 12, 2015 SPECIAL MEETING.**
**** COMMISSIONER YOST SECONDED.**
**** THE MOTION TO APPROVE THE MINUTES PASSED UNANIMOUSLY.**

**** COMMISSIONER BROWN MOVED TO APPROVE THE MINUTES OF FEBRUARY 5, 2015 SPECIAL MEETING.**
**** COMMISSIONER GOLDSTEIN SECONDED.**
**** THE MOTION TO APPROVE THE MINUTES PASSED UNANIMOUSLY.**

NORWALK EXCHANGE CLUB

Timothy Oman, President of the Norwalk Exchange Club talked briefly about the various ways that the Norwalk Exchange Club serves the community. His reason for his presentation was to ask the Commission for permission to put blue lights on the tree in the Roger Ludlow Triangle during the month of April 2015 for Child Abuse Awareness month. The Exchange Club will be responsible for installing and taking down the lights at the appropriate times.

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**** COMMISSIONER BROWN MOVED TO GRANT PERMISSION FOR THE NORWALK EXCHANGE CLUB TO HANG BLUE LIGHTS ON THE TREE IN ROGER LUDLOW TRIANGLE FOR THE MONTH OF APRIL 2015.**

**** COMMISSIONER GOLDSTEIN SECONDED.**

**** THE MOTION PASSED UNANIMOUSLY.**

CUSTOMER SATISFACTION SURVEY/RESULTS

Dan Inkley was present to review the results of the Customer Satisfaction Survey they recently conducted for the Third Taxing District.

SDS Research placed approximately 300 phone calls to TTD's customers during the week of February 16th, including both residential (261) and commercial (39). Typical calls took approximately five minutes.

Industry benchmark comparisons were used for the utility survey and included Overall Satisfaction, Reliability, Customer Service, Employees, Value, Communication and Loyalty. Overall, TTD's ratings were above the benchmark in 6 out of 7 areas. The most positive areas were Reliability, Employees and Loyalty. The one area that was just below benchmark was Value.

Overall the customers are very pleased with the service they are receiving from TTD – “good service” or “keep doing what you're doing.” There were a few with concerns about “cost/rates/prices being high” or “going up”. A few also mentioned “improve the website” or “better communication.”

Customers were also asked about their awareness to non-utility related services that TTD provides, i.e., Summer Concerts and Christmas Tree Lighting. More than half responded positively.

Out of the 300 surveys conducted, only two alerts came back and were handled within 48 hours of receiving them. One was a question about solar conversion and the other was a request for a sponsorship.

CYBER SECURITY UPDATE

Mr. Smith presented the Event Reporting Operating Plan to the Commission, which is required by a Transmission Owner as part of the Bulk Electric System (BES). TTD is now considered a Transmission Owner since the Fitch Street Substation is fully functional and is greater than 100 kV. This plan must be filed each year with NERC. Should an event occur, i.e., physical intrusion, threats, etc., a response to the event is needed within 24 hours.

GENERAL MANAGER'S REPORT

2nd Quarter Results

Mr. Smith reviewed the 2nd Quarter (July-December 2014) results with respect to the Annual Operating Budget with the Commission. Overall, TTD is on target. Cervalis revenues are a little weak, but should improve with a new client coming on board in the near future. A few accounts were under-budgeted and will be corrected as future budgets are prepared.

JUMAR PRESENTATION

Judi Virgulak and Marie Jablonski from Jumar Marketing presented to the Commission their accomplishments for the past year and their immediate priorities for the upcoming year.

Judi began by recapping all the key items over the last year, including Customer Service Programs, Communications Campaign, Public Relations, Special Events, Website Management and General Business Support. One particular item of note was the recommended improvements to the existing Power Outage Plan. They researched and identified a third party vendor (answering service vendor), secured the contracts, created all answering service scripts, liaised with the answering service vendor and existing phone service vendor, and managed the relationship with the vendor.

Other major projects included their work on Chowdafest, the Customer Satisfaction Survey, Rate Structure Plan, Communication on Budget Billing, Summer Concert Series, Fitch Street Dedication, EV Charging Station, Christmas Tree Lighting and creating the bi-monthly newsletter.

Jumar maintains and monitors the website on a daily basis, which includes any and all updates for meetings, news, special events, emergency updates, calendar management and general maintenance. One of the major site enhancements include some of the pages being translated to Spanish.

Their immediate priorities for the future include Phase II Initiatives for the website (improved navigation/usability), Strategic PR Plan, Customer Service Programs and Newsletter Redesign.

Commissioner Yost asked that a meeting be set up between TTD, the Commission and Jumar for a brainstorming session on future plans.

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**DISCUSSION/ANALYSIS OF FINANCIAL STATEMENTS/KEY
PERFORMANCE INDICATORS**

Mr. Smith reviewed the January 2015 financials with the Commission and informed them that TTD is in reasonably good shape and that February should prove to be a better month in terms of finances.

Overall, expenses through January are in check.

Commissioner Brown asked about the Dividends (418-00) listed under Other Income and why the number had gone up so dramatically. Mr. Smith informed him that was due to the money accrued on investments.

Commissioner Yost said there is an investment committee, but the members of the committee should be changed.

- ** COMMISSIONER GOLDSTEIN MOVED TO SUSPEND THE RULES AND ADD AN AGENDA ITEM TITLED INVESTMENT COMMITTEE.**
- ** COMMISSIONER BROWN SECONDED.**
- ** THE MOTION PASSED UNANIMOUSLY.**

INVESTMENT COMMITTEE

Discussion took place about the Investment Committee and who should be on the Committee.

- ** COMMISSIONER YOST MOVED TO RECONFIGURE THE INVESTMENT COMMITTEE TO INCLUDE CHAIRMAN YOST, COMMISSIONER GOLDSTEIN AND DR. MICHAEL INTRIERI, TREASURER.**
- ** COMMISSIONER GOLDSTEIN SECONDED.**
- ** THE MOTION PASSED UNANIMOUSLY.**

ADJOURNMENT

- ** COMMISSIONER YOST MOVED TO ADJOURN.**
- ** COMMISSIONER BROWN SECONDED.**
- ** THE MOTION PASSED UNANIMOUSLY.**

The meeting adjourned at 9:01 p.m.

Respectfully submitted,

Third Taxing District
Regular Meeting
March 2, 2015

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Cynthia Tenney
Executive Assistant
Third Taxing District