

TAUNTON MUNICIPAL LIGHTING PLANT

MINUTES OF MEETING

TIME: Tuesday, May 14, 2024 4:00 PM – 5:05 PM

PLACE: Office of the Commission

PRESENT: Chairman Strojny, Commissioner Corr, Commissioner DeMelo, Manager Holmes, Ms. Karla Doukas (KP Law), Mr. Worthington, Ms. Ready, Mr. Grilo, Mr. Frank, Mr. DaSilva, Mr. Medeiros, Mr. Henriques, Ms. Grant, Mr. Seamus McNamee (GreatBlue)

Chairman Strojny called the meeting to order.

Chairman Strojny called for a roll call.

Present

Commissioner DeMelo
Commissioner Corr
Chairman Strojny

Absent

MINUTES OF APRIL 25, 2024

Motion by Commissioner Corr, seconded by Commissioner DeMelo to approve. Unanimous.

24-069

REGULAR WARRANT OF MAY 2, 2024

REGULAR WARRANT OF MAY 9, 2024

Motion by Commissioner DeMelo, seconded by Commissioner Corr to approve. Unanimous.

24-070

AUTHORIZATION TO ADVERTISE FOR SEALED BIDS AND/OR PROPOSALS

Interoffice Communication from Thomas Worthington and Matthew Henriques dated May 9, 2024:

Subject: Request for Invitation of Bid for Multi-Function Printing Services

Manager Holmes read the following memo into the record:

Request permission to send out Request for Proposal (RFP) for Multi-Function Printing (MFP) Services. The services will include, but are not limited to:

- 1. Facilitating removal of existing MFP devices*
- 2. Delivery, installation and lease of new MFP devices*
- 3. Licensing, installation and configuration of Secure Printing SW*

Estimate 5 year cost \$170,000.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to authorize the request for proposals for Multi-Function Printing Services. Unanimous.

24-071

AWARD OF SEALED BIDS AND/OR PROPOSALS

Award of Sealed Bid for (10) 150kVA, 13.8KV Primary, 120Y/208 Volt Secondary, Dead Front Loop Feed Transformers

Manager Holmes read the following bid evaluation into the record:

Transmission and Distribution Bid Evaluation								
(10) 150 kVA, 13.8KV Primary, 120Y/208 Volt Secondary, Dead Front Loop Feed								
IFB 24-15								May 7, 2024
Company	Meets Specs	Unit Price	Load Loss in Watts	No Load Loss in Watts	Evaluated Unit Price	Delivery Weeks	Total Purchase Price	Comments
Power Sales Group Danvers, MA	YES	\$24,624.00	1,341	304	\$26,976.10	52	\$246,240	Quoting Howard - No Escalation
WESCO Hookset, NH	YES	\$37,333.00	1,421	304	\$39,767.82	96-98	\$373,330	Quoting Hitachi w/Escalation
MVA Power Montreal, Canada	NO	\$21,746.50	2,290	355	\$25,241.84	28	\$217,465	No Escalation - Manufactured outside of North America
Irby Utilities Liverpool, NY	NO	\$31,521.00	1,138	364	\$33,853.76	92-94	\$315,210	Quoting WEG w/Escalation
WESCO Hookset, NH	NO	\$32,792.00	1,138	364	\$35,124.76	92-94	\$327,920	Quoting WEG w/Escalation
WESCO Hookset, NH	NO	\$37,237.00	1,083	152	\$38,839.57	115	\$372,370	Quoting EATON w/Escalation - Incomplete Quote

The TMLP Engineering Department recommends Power Sales quoting Howard for \$246,240.00 meeting specification, unit price and delivery time.

Commissioner DeMelo stated the MVA Power out of Canada came in less and the lead time was less; is there a reason we did not go with them.

Manager Holmes responded they did not meet the original specifications that we put out in the IFB and it is also manufactured outside of North America and they have different testing standards before coming over here. Overall, in general, they did not meet our specifications.

Motion by Commissioner DeMelo, seconded by Commissioner Corr to award the bid for (10) 150 kVA, 13.8KV Primary, 120Y/208 Volt Secondary, Dead Front Loop Feed Transformers to Power Sales for a total purchase price of \$246,240.00 per the recommendation of the T&D Engineering Department. 24-072
Unanimous.

Award of Sealed Bid for (10) 300kVA, 13.8KV Primary, 120Y/208 Volt Secondary, Dead Front Loop Feed Transformers

Manager Holmes read the following bid evaluation into the record:

Transmission and Distribution Bid Evaluation								
(10) 300 kVA, 13.8KV Primary, 120Y/208 Volt Secondary, Dead Front Loop Feed								
IFB 24-15								May 7, 2024
Company	Meets Specs	Unit Price	Load Loss in Watts	No Load Loss in Watts	Evaluated Unit Price	Delivery Weeks	Total Purchase Price	Comments
Power Sales Group Danvers, MA	YES	\$34,936.00	2,262	439	\$38,669.17	52	\$349,360	Quoting Howard - No Escalation
WESCO Hookset, NH	YES	\$45,473.00	1,814	664	\$49,457.54	96-98	\$454,730	Quoting Hitachi w/Escalation
MVA Power Montreal, Canada	NO	\$24,252.00	3,000	450	\$28,783.20	28	\$242,520	No Escalation - Manufactured outside of North America
Irby Utilities Liverpool, NY	NO	\$38,654.00	2,341	553	\$42,830.92	92-94	\$386,540	Quoting WEG w/Escalation
WESCO Hookset, NH	NO	\$40,213.00	2,341	553	\$44,389.92	92-94	\$402,130	Quoting WEG w/Escalation
WESCO Hookset, NH	NO	\$44,290.00	2,047	219	\$47,102.14	115	\$442,900	Quoting EATON w/Escalation - Incomplete Quote

The TMLP Engineering Department recommends Power Sales quoting Howard for \$349,360.00 meeting specification, unit price and delivery time.

MINUTES OF MAY 14, 2024

Motion by Commissioner Corr, seconded by Commissioner DeMelo to award the bid for (10) 300kVA, 13.8KV Primary, 120Y/208 Volt Secondary, Dead Front Loop Feed Transformers to Power Sales for a total purchase price of \$349,360.00 per the recommendation of the T&D Engineering Department. 24-073
 Unanimous.

Award of Sealed Bid for (5) 500 kVA, 13.8KV Primary, 120Y/208 Volt Secondary, Dead Front Loop Feed Transformers

Manager Holmes read the following bid evaluation into the record:

Transmission and Distribution Bid Evaluation								
(5) 500 kVA, 13.8KV Primary, 120Y/208 Volt Secondary, Dead Front Loop Feed								
IFB 24-15								May 7, 2024
Company	Meets Specs	Unit Price	Load Loss in Watts	No Load Loss in Watts	Evaluated Unit Price	Delivery Weeks	Total Purchase Price	Comments
Power Sales Group Danvers, MA	YES	\$45,409.00	3,390	779	\$51,388.36	52	\$227,045	Quoting Howard - No Escalation
WESCO Hookset, NH	YES	\$55,215.00	3,831	750	\$61,558.25	96-98	\$276,075	Quoting Hitachi w/Escalation
MVA Power Montreal, Canada	NO	\$31,692.00	4,500	700	\$38,568.20	28	\$158,460	No Escalation - Manufactured outside of North America
Irby Utilities Liverpool, NY	NO	\$54,266.00	4,198	652	\$60,677.48	92-94	\$271,330	Quoting WEG w/Escalation
WESCO Hookset, NH	NO	\$55,904.00	3,743	274	\$60,644.49	115	\$279,520	Quoting EATON w/Escalation - Incomplete Quote
WESCO Hookset, NH	NO	\$56,454.00	4,198	652	\$62,865.48	92-94	\$282,270	Quoting WEG w/Escalation

The TMLP Engineering Department recommends Power Sales quoting Howard for \$227,045.00 meeting specification, unit price and delivery time.

Motion by Commissioner DeMelo, seconded by Commissioner Corr to award the sealed bid for (5) 500 kVA, 13.8KV Primary, 120Y/208 Volt Secondary, Dead Front Loop Feed Transformers to Power Sales for a total purchase price of \$227,045.00 per the recommendation of the T&D Engineering Department. 24-074
 Unanimous.

COMMUNICATIONS:

2024 Customer Satisfaction Study

Mr. Seamus McNamee from Great Blue Research presented the following slides:

SLIDE #1: 2024 Customer Satisfaction Study – Report of Findings

SLIDE #2: Harnessing the Power of Data...to help clients achieve organizational goals

Data supporting strategic decisions to improve products and services. Since 1979, our experience with study and instrument design, data collection, analysis and formal presentation assists our clients in identifying the “why” and “what’s next.”

Talent with a knowledge base in a wide range of industries and methodologies ensures a 360° view of the challenges faced and the expertise to address them.

Solutions that are customized to provide a personalized approach to understanding organizational, employee and customer needs, allowing for more informed decisions.

Methodologies:

- Digital Surveys
- Focus Groups
- In-Depth Interviews
- Creative and New Concept Testing

Studies:

- Awareness and Perception Studies
- Customer and Employee Satisfaction Studies
- Journey Mapping

SLIDE #3: Project Overview

Research Objectives

- GreatBlue Research was commissioned by Taunton Municipal Lighting Plant (hereinafter "TMLP") to conduct comprehensive research among its residential customers to gain a deeper understanding into their perceptions of the utility and satisfaction with the services provided.
- The primary goals of this research study were to assess the effectiveness of TMLP's ability to service its customers, identify areas of improvement and isolate areas that may increase engagement.
- The outcome of this research will enable TMLP to a) more clearly understand, and ultimately set, customer expectations, b) act on near term opportunities for improvement, and c) create a strategic roadmap to increase customer satisfaction.

Areas of Investigation in 2024

The TMLP Customer Satisfaction Study leveraged a digital research methodology to address the following areas of investigation:

- Rating TMLP's organizational characteristics
- Satisfaction with customer service personnel
- Awareness of TMLP's ownership model
- Interest in services and products offered by TMLP
- Assessment of the value of TMLP's communication platforms
- Gauging support for potential upcoming initiatives
- Likelihood to purchase an electric vehicle
- Willingness to pay extra for all electricity to come from renewable resources
- Demographic profiles of respondents

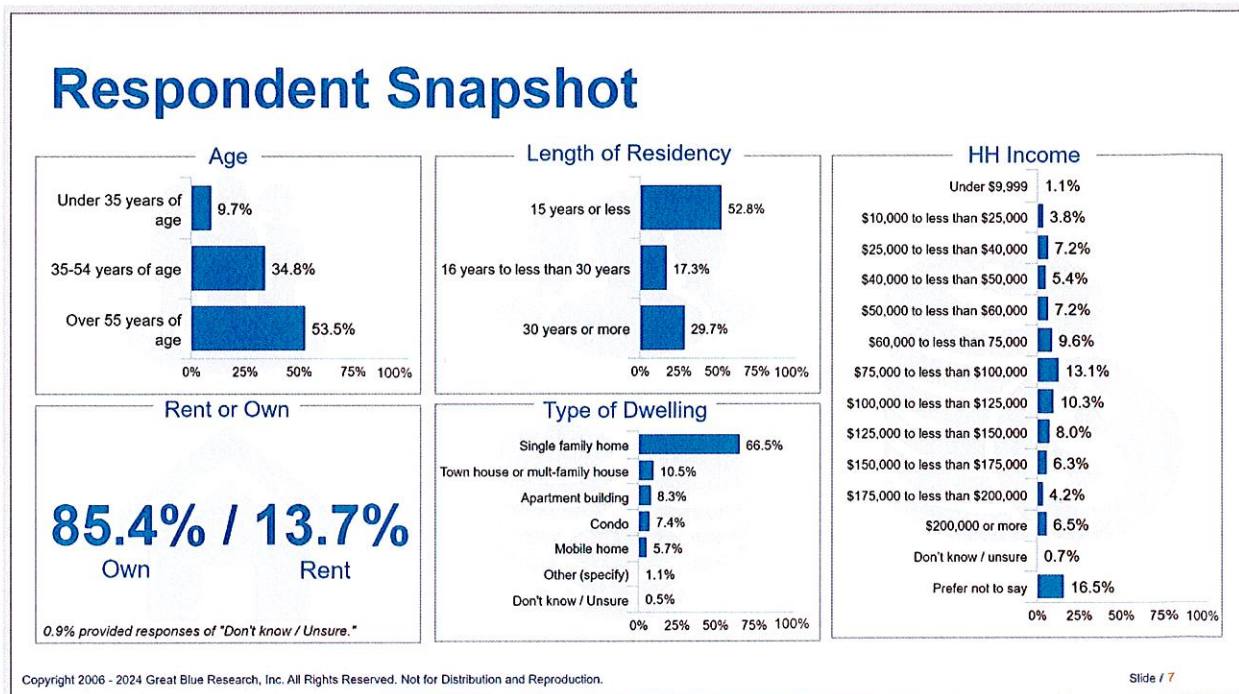
SLIDE #4: Research Methodology / Snapshot

Methodology	No. of Completes	No. of Questions	Incentive	Sample
Digital	1012	45*	None	Customer Sample
Target	Quality Assurance	Margin of Error	Confidence Level	Research Dates
Residential Customers	Dual-level**	+/- 2.9%	95%	March 14 - April 14, 2024

*This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

**Data quality personnel, in addition to a computer-aided interviewing platform, ensure the integrity of the data is accurate.

SLIDE #5: Respondent Snapshot



SLIDE #6: Key Study Findings

Ratings

- TMLP saw an overall satisfaction rating of 93% in 2024. While this marks a decrease from the exceptional ratings of 95.5% recorded for TMLP in 2022, it continues to outpace the national average by +25 percentage points (68.0%).
- All other organizational characteristics also received positive ratings of over 80% from customers; resulting in an average rating of 89.7% in 2024

- A strong majority of customers (84.6%) who had a recent interaction with TMLP were satisfied with the contact experience, 77.6% of customers who recently interacted with TMLP had their issue resolved on the first contact.
- In 2024, TMLP received a NP+S of 95.1%. Among those, 31.1% of customers identified as “advocates of TMLP.”
- 85.7% of customers were aware TMLP is a “City-Owned Municipal Utility,” while over nine-out-of-ten felt this ownership model was “important” to them (93.6%).

Renewables/Green Energy

- Over one-half of customers (55.1%) agree that TMLP effectively balances environmental stewardship with fiscal responsibility, which was a notable increase from 2022 (+11.4 percentage points).
- One-quarter of customers (25.2%) currently participate in TMLP’s energy audit/rebate programs and will continue in the future. Further, over one-third (35.6%) that do not currently participate in these programs, intend to in the future.
- Customers expressed a great deal of trust in the reliability (63.2%) and resiliency (50.3%) of TMLP’s energy portfolio.
- More than a third of customers (37.3%) are aware of the “Net Zero” emissions goal. However, only 18.6% are willing to pay an extra cost to have their electricity come from renewable resources. Interestingly, 38.1% of customers are unsure if they would be willing to pay these extra costs.

Communication

- In 2024, communication methods that provided customers with the most value were the “TMLP website” (86.2%) and “e-mail” (86.2%), which saw notable increases in value from 2022.
- 89.4% of customers rated TMLP’s “customer interactions and communications” positively.

Electric Vehicles

- Seven-out-of-ten customers (70.3%) reported being unlikely to purchase an electric vehicle in the next three years, which was an increase from 2022 findings.
- While two-fifths of customers (40.4%) stated they do not currently or plan to participate in TMLP electric vehicle programs, 17.6% plan to in the future.

SLIDE #7: Guide to Footnotes


Guide to Footnotes

General

n=362 *The lowercase "n" is used to indicate the base size, or the amount of respondents who answered a particular question.*

NP+S *The NP+S (net positive score) is a score based on a question asking respondents to describe their relationship with their utility. The score is an aggregation of the following responses: "an advocate of my utility," "a loyal customer," and "a satisfied customer."*

Statistical Significance

 *Arrows indicate statistical significance at a 95% confidence level, with the color and direction of the arrow denoting whether it is higher or lower than the compared subgroup. They are used in charts.*

36.2%/
36.2% *Font color indicates statistical significance at a 95% confidence level compared to the previous year. This is used in tables.*

Scale Questions

"Aggregate of ratings 1-2 shown" *This phrase indicates positive ratings from questions that use a 5-point scale. The positive ratings are defined as a rating of 1 or 2.*

"Aggregate of ratings 7-10 shown" *This phrase indicates positive ratings from questions that use a 10-point scale. The positive ratings are defined as a rating of 7 through 10.*

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SLIDE #8: Satisfaction | Organizational Characteristics

Satisfaction | Organizational Characteristics

Overall, TMLP maintained high levels of customer satisfaction, despite a decrease in the average positive rating from 91.4% in 2022 to 89.7% in 2024. This shift was driven by fewer customers providing positive ratings for overall satisfaction with TMLP's services and rates.

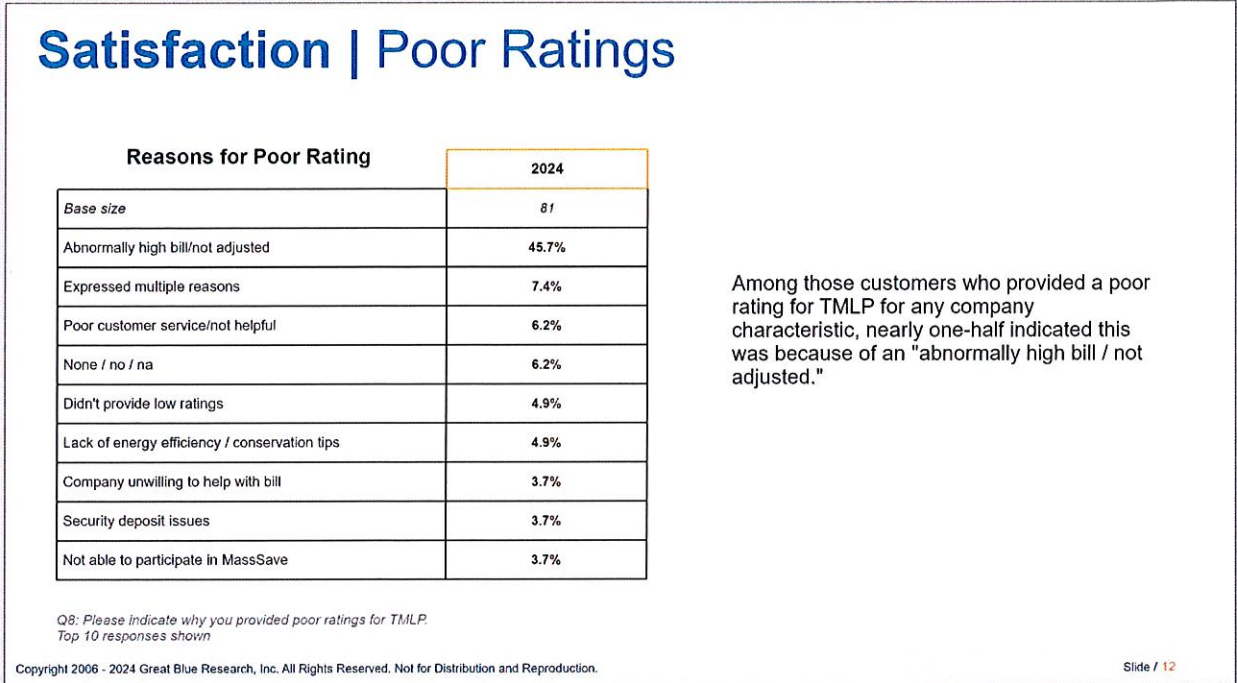
Of note, customers consistently rated TMLP's "reliable service" and "honesty/integrity" with the highest levels of positive ratings.

N=1,012
Q1-7: Now, please read the following list of different organizational characteristics. For each characteristic, please rate Taunton Municipal Lighting Plant using a scale of one (1) to ten (10) where one is very poor and ten is very good. (Aggregate of ratings 7-10 shown)
- Indicates question was not asked in previous studies
Font color indicates statistical significance at a 95% confidence level compared to the previous year.

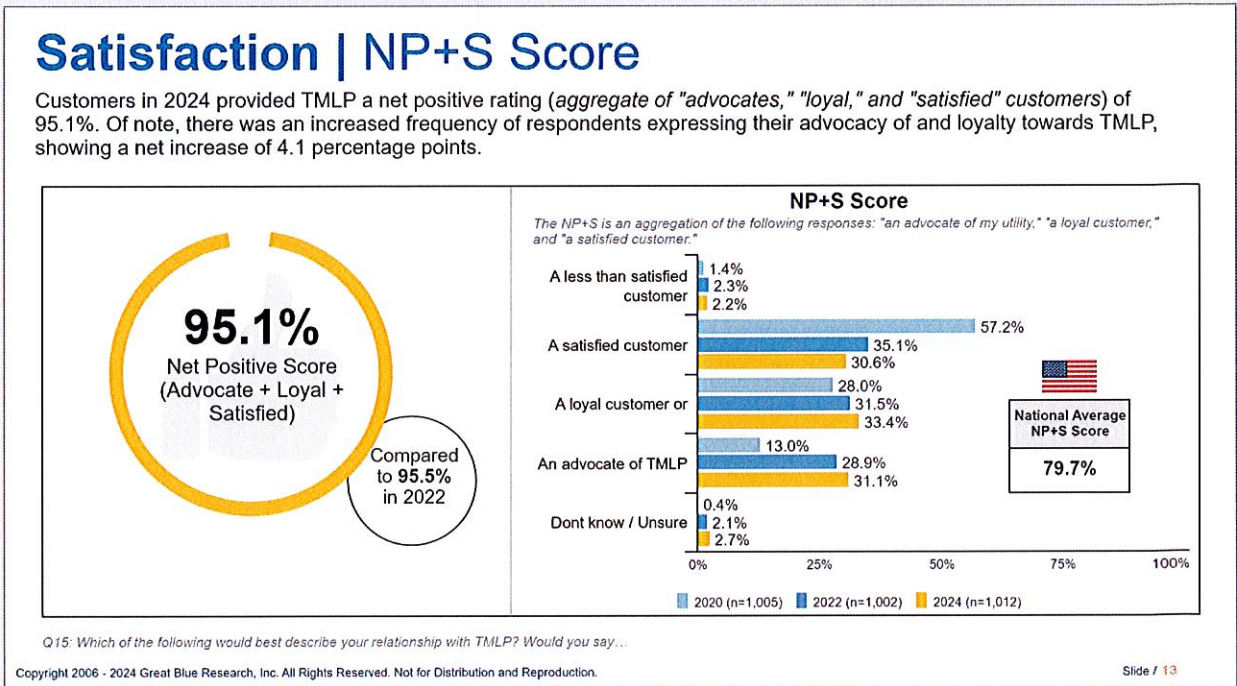
	2020	2022	2024	
Reliable service	95.1%	96.5%	96.5%	72.7%
Honesty / Integrity	-	94.7%	93.3%	59.7%
Overall satisfaction with TMLP	-	95.5%	83.0%	68.0%
Community Service	-	90.4%	90.2%	59.3%
Customer Interactions and communication	-	92.1%	89.4%	65.3%
Rates	89.2%	89.7%	83.2%	60.9%
Helping customers use energy more efficiently	86.5%	81.0%	81.9%	54.0%
Average	90.3%	91.4%	89.7%	62.8%

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SLIDE #9: Satisfaction | Poor Ratings



SLIDE #10: Satisfaction | NP + S Score

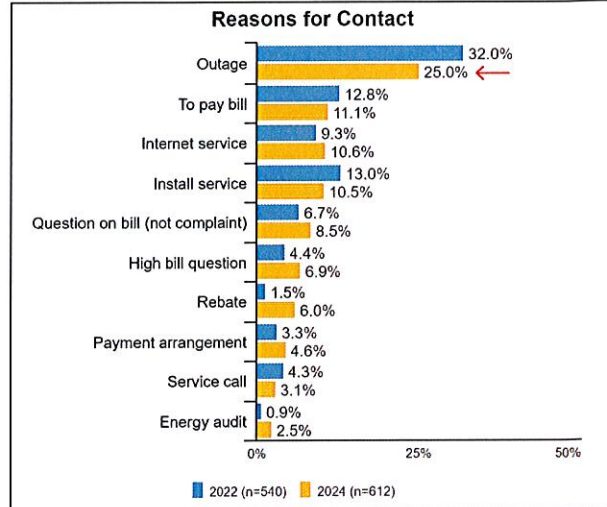


SLIDE #11: Experience | Reasons for Contact

Experience | Reasons for Contact

Among the 612 customers who reported contacting TMLP in the last 12 months, one-quarter called or visited due to an "outage." However, fewer customers reported contacting TMLP for an outage in 2024 compared to 2022.

Other reasons for contacting TMLP included "pay bill," "internet service," or "install service."



Q9: If you have contacted TMLP in the last 12 months, please indicate the purpose of the call or visit?
Arrows indicate statistical significance at a 95% confidence level, with the color and direction of the arrow denoting whether it is higher or lower than the compared subgroup.

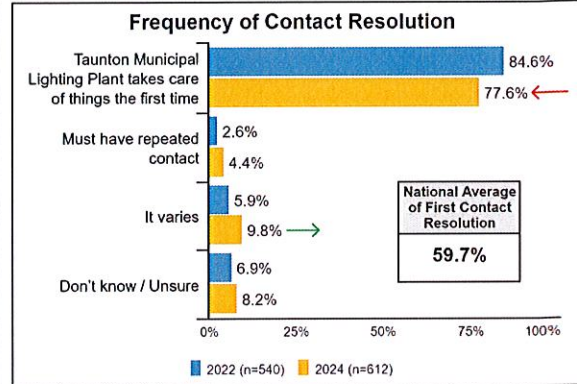
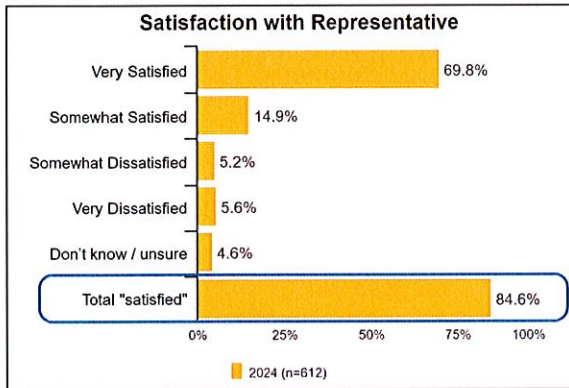
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SLIDE #12: Experience | Satisfaction with Contact

Experience | Satisfaction with Contact

Most customers expressed satisfaction with the customer service representative they interacted with, whether by phone or in-person. While more than three-quarters of customers reported TMLP resolves issues to their satisfaction on the initial attempt, this marks a decrease of 7.0 percentage points from 2022.

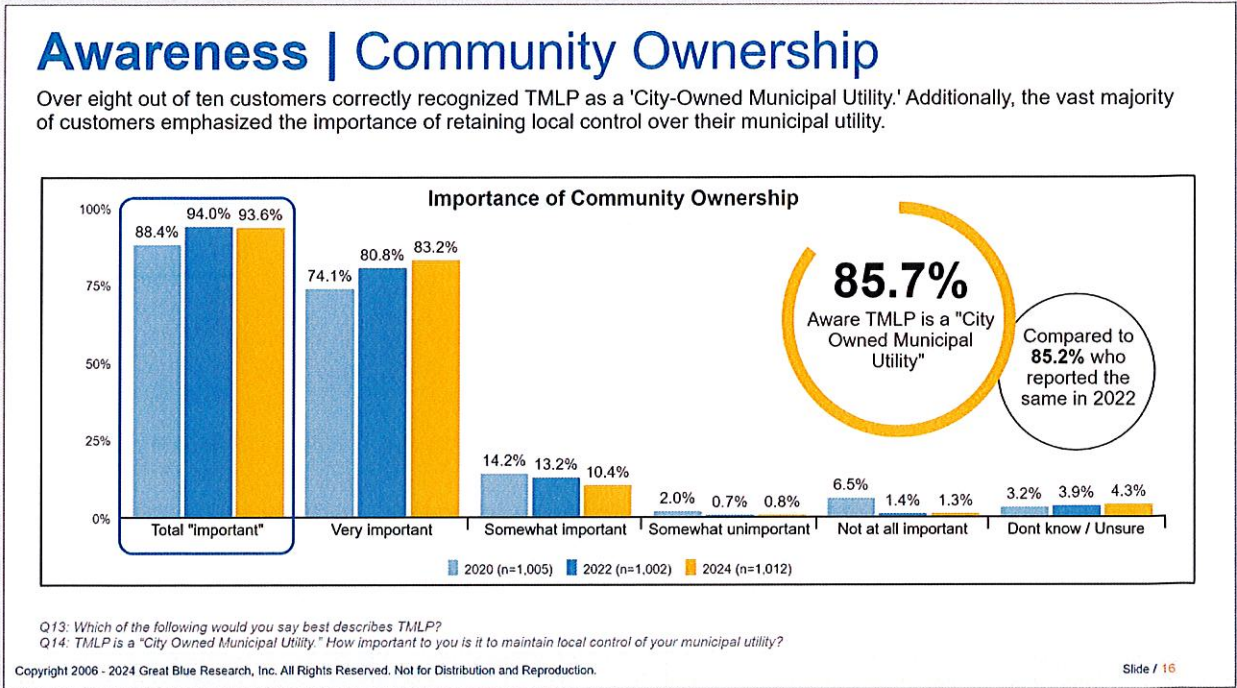


Q10: Overall, how satisfied were you with the way the TMLP customer service employee handled the call or visit? Would you say you were...
Q11: Generally, when you contact TMLP, are things taken care of to your satisfaction the first time, or must you have repeated contact with them?
Arrows indicate statistical significance at a 95% confidence level, with the color and direction of the arrow denoting whether it is higher or lower than the compared subgroup.

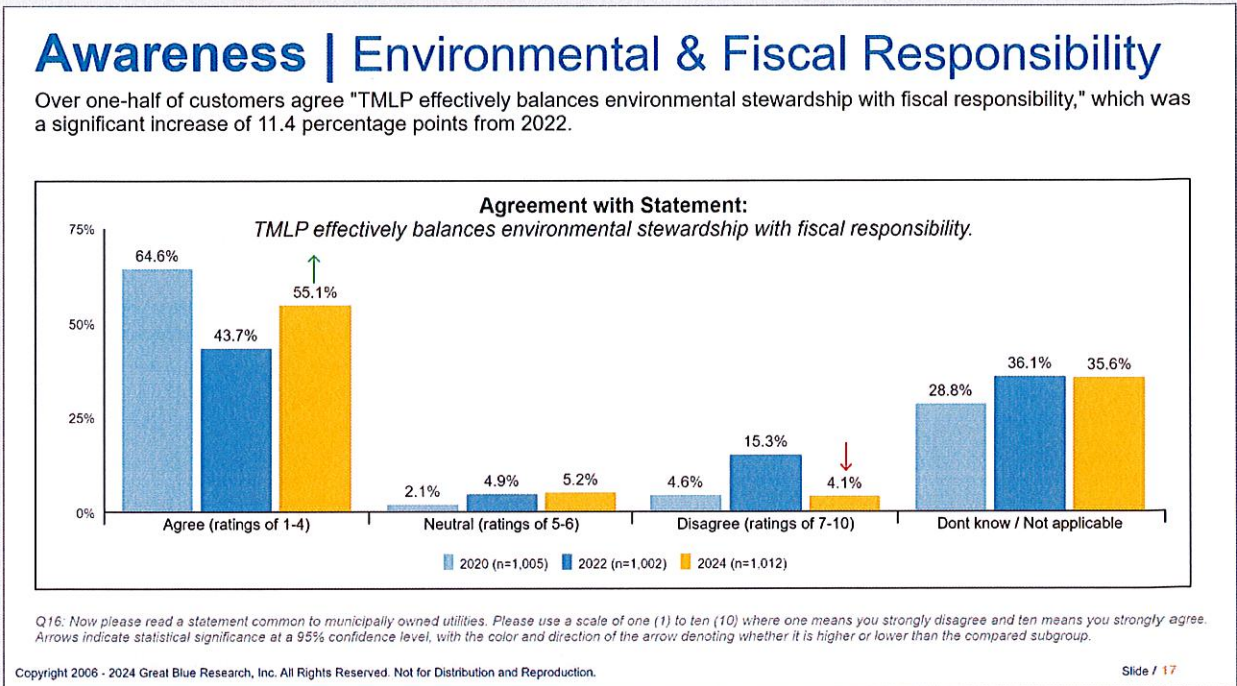
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SLIDE #13: Awareness | Community Ownership



SLIDE #14: Awareness | Environmental & Fiscal Responsibility



SLIDE #15: Programs | Participation & Interest

Programs | Participation & Interest

One-quarter of customers reported past participation in TMLP's "Energy Audit / Efficiency Rebate Programs" and will continue to participate, while over one-third have yet to do so but intend to in the future. Interestingly, a similar proportion of customers expressed intentions to enroll in the "Weatherization Rebate Program ('House n' Home)" despite not having done so previously.

	Yes, have & will in future	Yes, have & won't in future	No, but will in the future	No, and won't in the future	Don't know
Energy Audit / Efficiency Rebate Programs	25.2	3.0	35.6	7.3	29.0
Weatherization Rebate Program (House n' Home)	11.1	1.4	35.8	11.8	40.0
Solar Rebate Program	7.5	1.1	19.7	33.4	38.3
Electric Vehicle Program	5.2	0.6	17.6	40.4	36.2
TMLP Saves (Residential Heat Pump and Zero-Interest Loan Program)	6.1	0.9	24.6	19.1	49.3
Go Green 100% (Program to pay more to have all your electric come from renewable fuel sources)	8.0	1.0	20.4	23.5	47.1

N=1,012

Q17-22: Now, please read you a short list of programs or services from TMLP; for each program or service, please indicate if you have participated in the past or would be willing to in the future.

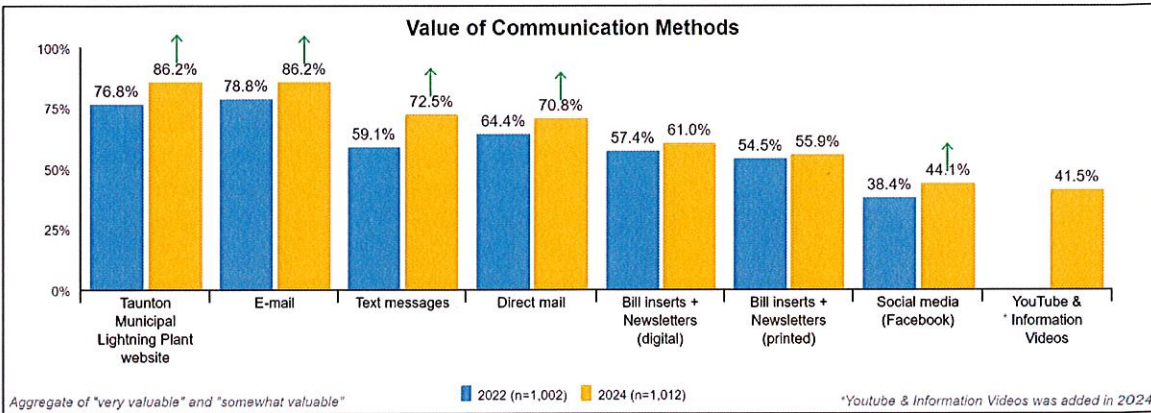
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SLIDE #16: Communication | Value

Communication | Value

Most customers indicated TMLP's website and emails are "valuable" communication channels. Moreover, in 2024, customers also showed a significant increase in the perceived value of text messages, direct mail, and social media (Facebook) as effective means of communication.

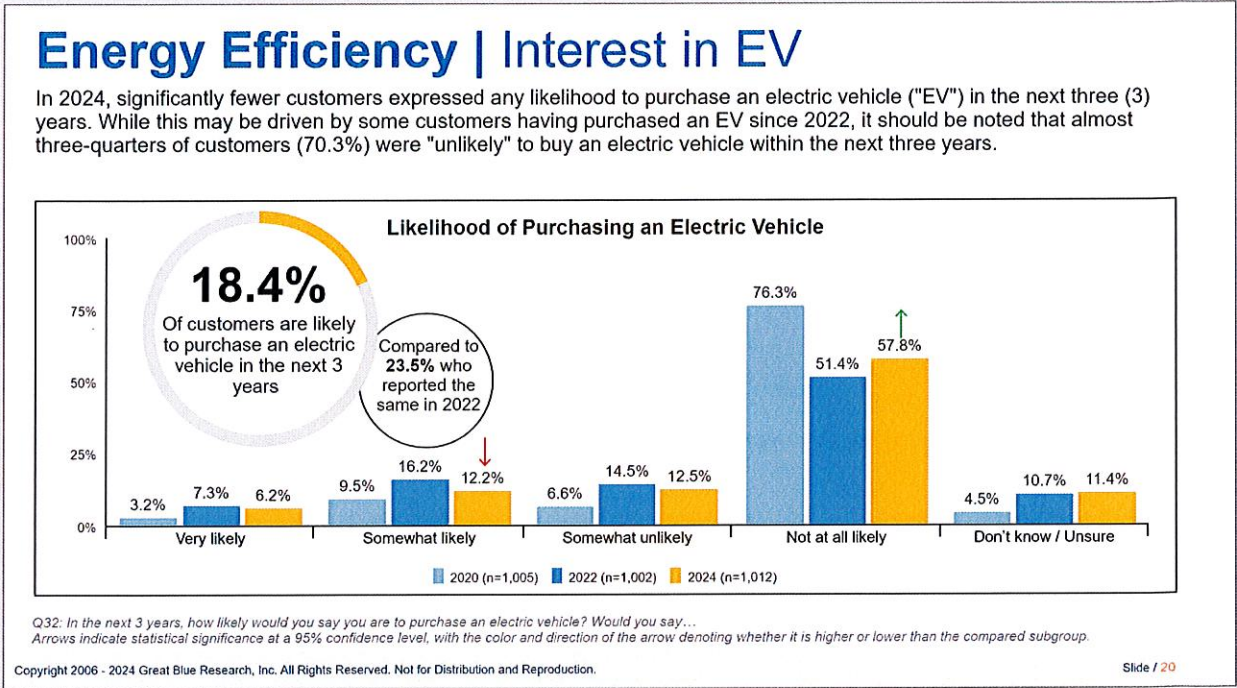


Q24-31: Now, please rate the value of the following communication methods provided by TMLP; for each following please indicate if you believe this method is very valuable, somewhat valuable, not very valuable, or not at all valuable. Arrows indicate statistical significance at a 95% confidence level, with the color and direction of the arrow denoting whether it is higher or lower than the compared subgroup.

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SLIDE #17: Energy Efficiency | Interest in EV



SLIDE #18: Energy Efficiently | Trust in Energy Portfolio

Energy Efficiency | Trust in Energy Portfolio

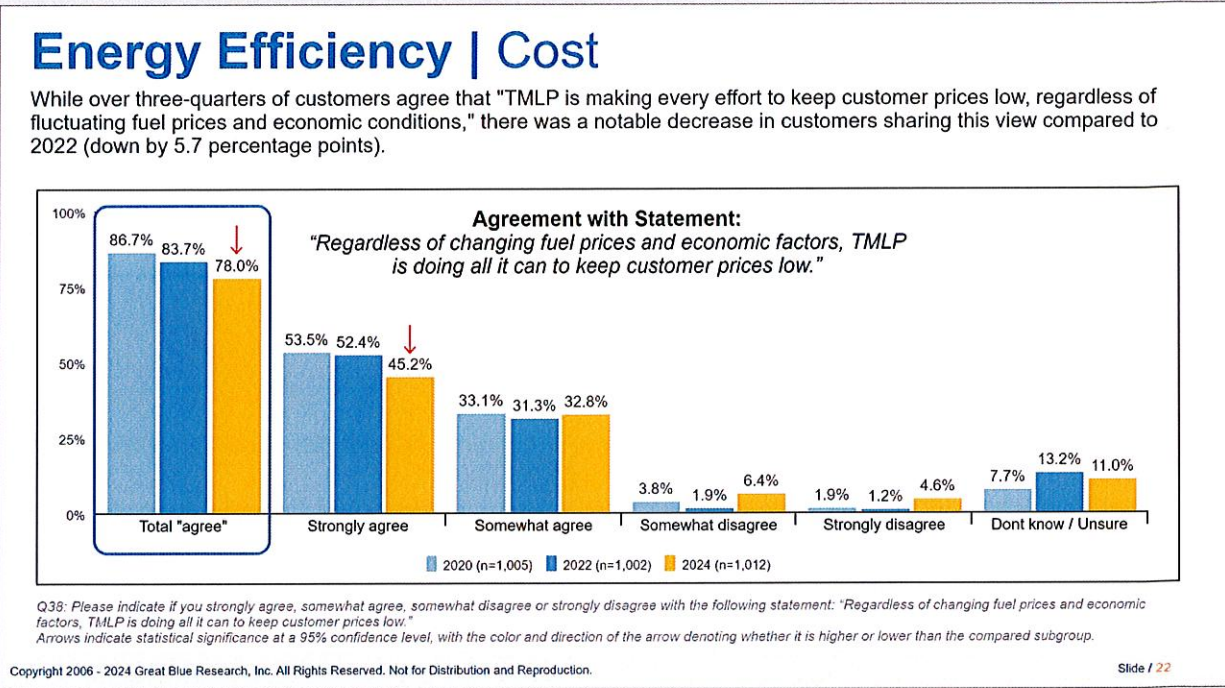
More than half of customers expressed a high level of trust in TMLP when it comes to decisions concerning the "reliability" and "resiliency" of their energy portfolio. However, a fifth of customers expressed uncertainty about the "types of energy" TMLP utilizes in their energy portfolio.

	A great deal of trust	Some trust	Limited trust	I do not trust my utility to make these decisions	Don't know / unsure
Reliability	63.2	18.8	4.4	2.5	11.1
Resiliency	50.3	22.5	5.4	1.9	19.9
Infrastructure needs/investments	48.5	24.0	5.4	2.6	19.5
Cost of energy	47.4	27.4	9.0	3.4	12.8
Types of energy (i.e. solar, wind, hydro, nuclear, oil/gas, landfill gas)	43.1	27.4	6.8	2.7	20.1

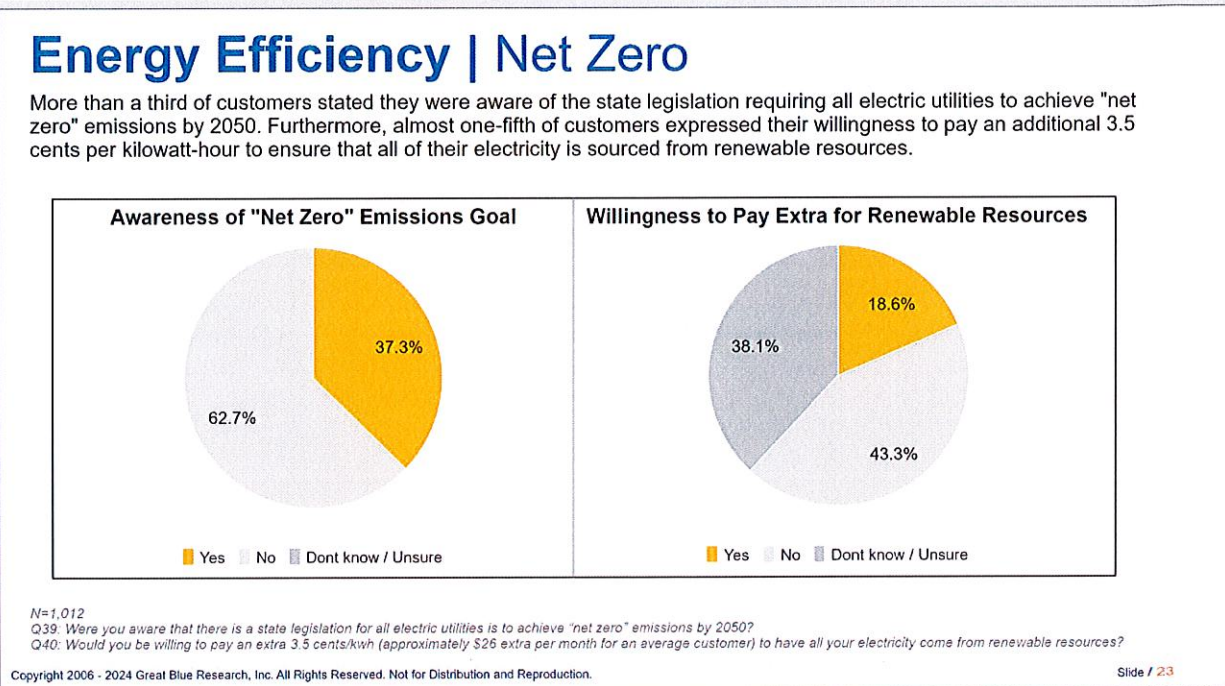
N=1,012
Q33-37: How much do you trust TMLP to make decisions related to the following aspects of how their energy portfolio is created and maintained?

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SLIDE #19: Energy Efficiency | Cost



SLIDE #20: Energy Efficiency | Net Zero



SLIDE #21: Considerations

Enhance Billing Transparency and Customer Education

Although over three-quarters of customer provided positive ratings from TMLP's rates in 2024, this was a notable decrease from 2022 findings. Of the customer who were dissatisfied, nearly half stated it was due to discrepancies in billing, notably citing "abnormally high bill/not adjusted" as a primary concern. To tackle this issue, we recommend enhancing transparency by providing detailed billing "FAQs" and proactive communication regarding any changes or issues in billing; particularly around the "Power Cost Adjustment" clause. Offering educational resources that explain the breakdown of the billing statement and the rationale behind certain fees or rates can help alleviate confusion surrounding rate increases. Buy prioritizing these enhancements in billing accuracy and transparency, TMLP can alleviate potential negative perceptions and show how these rates go back to improving services to customers; like them.

Use Education to Drive Renewable Adoption

To encourage greater energy efficiency among customers in the future, TMLP should focus on raising awareness about the state legislation aimed at achieving "net zero" emissions by 2050. Given that more than a third of customers are already aware of this legislation, leveraging educational campaigns and outreach efforts can further inform customers about the importance of transitioning to renewable energy sources. Considering there is already a portion of customers willing to pay an extra 3.5 cents per kilowatt-hour for renewable energy, TMLP could use this survey as a springboard to promote the "Go Green 100%" program. Addressing the uncertainty among a notable portion of customers regarding willingness to pay can involve targeted communication campaigns emphasizing the long-term environmental and economic benefits of renewable energy investments.

QUESTIONS &/OR COMMENTS:

Commissioner DeMelo stated that I think people at home need to understand, especially the comment about those customers that indicated that their bill was abnormally high and the remote work that is taking place now, running computers and air conditioners, will cause your electric bill to go a lot higher. So it is good to point that out and make people aware. The other think I took a particular interest in was electric vehicles that 7 out of 10 are unlikely to purchase and that has actually increased. So that says a lot for the future I guess. The last comment I'll make is the first opening statement where the overall satisfaction was only 93% compared to 95.5% in 2022, I want to attribute the 3% margin of error and we actually came in at 96%.

The Commission thanked Mr. McNamee for the presentation.

ITEMS NOT REASONABLY ANTICIPATED 48 HOURS IN ADVANCE:

None.

ANNOUNCEMENTS:

Chairman Strojny announced that the next Commission meeting is scheduled to be held on Tuesday, June 18, 2024 at 4:00 PM.

Chairman Strojny stated that the next order of business is Executive Session for Competitive Advantage and Contract Negotiations.

Manager Holmes stated that no votes are expected and we will be adjourning in Executive Session.

MINUTES OF MAY 14, 2024

Motion by Commissioner DeMelo, seconded by Commissioner Corr to go into Executive Session for Competitive Advantage and Contract Negotiations. Unanimous. (4:31 PM)

24.075

The Commission was recorded in a roll call vote to go into executive session as follows:

In Favor

Absent

Commissioner DeMelo
Commissioner Corr
Chairman Strojny

Executive Session discussion.



SECRETARY

dmt

APPROVED: BY VOTE OF
TAUNTON MUNICIPAL
LIGHTING PLANT COMMISSION
Samuel Strojny 6/18/24
GENERAL MANAGER

EXECUTIVE SESSION

Competitive Advantage

Manager Holmes and the Commission discussed numerous topics on this subject.

Contract Negotiations

Manager Holmes and the Commission discussed numerous topics on this subject.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to adjourn. Unanimous. (5:05 PM)

27-076