

WILLMAR MUNICIPAL UTILITIES MINUTES
MUNICIPAL UTILITIES AUDITORIUM
FEBRUARY 8, 2016

The Municipal Utilities Commission met in its regular scheduled meeting on Monday, February 8, 2016 at 11:45 a.m. in the Municipal Utilities Auditorium with the following Commissioners present: Dan Holtz, Carol Laumer, Jeff Nagel, Joe Gimse, Justin Mattern, Abdirzak Mahboub, and Nathan Weber.

Others present at the meeting were: General Manager Wesley Hompe, Director of Operations John Harren, Power Supply Manager Chris Carlson, Customer Service Supervisor Stacy Stien, Power Production Supervisor Jon Folkedahl, Administrative Secretary Beth Mattheisen, Water/Heating Supervisor Joel Braegelman, Information Systems Coordinator Mike Sangren, Power Resources Analyst Michelle Marotzke, City Attorney Robert Scott (via teleconference), City Councilman Shawn Mueske, and WC Tribune Journalist Shelby Lindrud.

Commissioner Holtz opened the meeting by requesting the Commission to offer a resolution to approve the Consent Agenda. Following review and discussion, Commissioner Laumer offered a resolution to approve the Consent Agenda as presented. Commissioner Mattern seconded.

RESOLUTION NO. 7

“BE IT RESOLVED, by the Municipal Utilities Commission of the City of Willmar, Minnesota, that the Consent Agenda be approved as presented which includes:

- ❖ Minutes from the January 25, 2016 Commission meeting; and,
- ❖ Bills represented by vouchers No. 160160 to No. 160249 inclusive in the amount of \$549,925.33 with a MISO charge in the amount of \$49,075.66, and Westmoreland Resources (coal) payment in the amount of \$132,691.20.

Dated this 8th day of February, 2016.

President

ATTEST:

Secretary

The foregoing resolution was adopted by a vote of seven ayes and zero nays.

For information and review, Power Resources Analyst Marotzke presented the Commission with the December 2015 Power Supply Report.

Customer Service Supervisor Stien and Information Systems Coordinator Sangren presented an informative software update to the Commission. Stien began by explaining the rationale behind the need to upgrade the then-current Legacy system which had been in operation for over 30 years (9 major issues/challenges, organizational assessment conducted, retirements of knowledgeable staff, labor intensive procedures, etc.). Following extensive assessment of the needs of WMU, it was the recommendation of Staff to select National Information Solutions Cooperative (NISC) for the new and improved software system. NISC works with cooperatives and municipalities to ensure they're able to meet and exceed the ever-changing needs of their customers. The NISC's iVUE is made up of two major components, the Accounting & Business Solutions (ABS) and the Customer Care & Billing (CCB) systems. The ABS is designed to streamline and expedite processes, featuring a single point

of entry and integration among all applications. The CC&B is designed to create efficiencies throughout the office and extend efficiencies to its customers. WMU is passionate about the service we provide and demonstrate by being responsive to the needs of our customers and community while striving to exceed their expectations. WMU's mission throughout the conversion project was to ensure an accurate and efficient billing program, reduce operating costs, and maintain exceptional customer service and efficiency which is now accessed through the NISC software. A number of new billing and reporting examples were presented including: 1) Customer Billing Statements; 2) Customer Account Overview; 3) Billing History Revenue; 4) Navigation & Hyperlinks; 5) Monthly Funding Reports; 6) CIS to GL Balancing; 7) Service Order listings; 8) Equipment Management Reporting; and, 9) Budget Reporting Options. Another topic of discussion centered on the various options available to make the payment of utility bills more convenient for our customers. One new payment option is the SmartHub online electronic payment option which is easily accessible for all customers. NISC also provides training for staff and is available to assist in any and all problem solving issues which may arise regarding the newly enhanced system. Following the presentation, the Commissioners expressed their appreciation for the time and effort spent in presenting the Commission with the thorough overview of the new computer system.

General Manager Hompe requested the Commission to schedule a meeting of the WMU Planning Committee. The main topics to be addressed would include: 1) new facilities update and progress report; and, 2) continue discussion of the Local Generation Study findings and options. Following discussion, it was the consensus of the Commission to tentatively schedule a meeting of the WMU Planning Committee for the first week in March. Exact date and time are yet to be determined.

General Manager Hompe presented the Commission with a number of upcoming meetings/events to note. These include:

- APPA Governance Webinar Series (1 of 9): Public Power's Unique Business Model and Governance Structure - Feb. 11 (1:00-2:30 p.m. – WMU Conference Room)
- Annual Home Show (WC Builders Assn.) – April 2 & 3 (Willmar Civic Center)
- 2016 APPA Events:
 - Legislative Rally – March 7-9 (Washington, DC)
 - Lineworkers Rodeo – April 1-2 (Shakopee, MN)
 - National Conference – June 10-15 (Phoenix, AZ)
- 2016 MMUA Events:
 - Legislative Conference – Tues., April 19 (St. Paul – one day only)
 - Annual Summer Meeting – August 15-17 (Cragun's)
- Annual Open House (Public Power Week) – Tues., October 4 (Willmar Civic Center)

There being no further business to come before the Commission, Commissioner Laumer made a motion to adjourn the meeting. Commissioner Nagel seconded the motion which carried by a vote of seven ayes and zero nays, and the meeting was adjourned at 12:44 p.m.

Respectfully Submitted,

WILLMAR MUNICIPAL UTILITIES

Beth Mattheisen
Administrative Secretary

ATTEST:

Jeff Nagel, Secretary