



**COMPETITIVE UTILITY PROGRAM
FOR THE MEMBERS OF THE
OKLAHOMA MUNICIPAL POWER AUTHORITY**

Sixth Edition

March 2013

Revised January 2017

REVISIONS

Date	Page(s)	Nature of Revisions
3/1/14	27, 63, 68-70, 71	Added Revisions page to summarize changes to the Manual; Table of Contents expanded; changed Advanced Marketing Program criteria; added city's name to the Transfer Guide/Worksheet; added the Summary Table of Material Required as an appendix in the Manual; added the Governance of the CUP Oversight Committee rules as an appendix in the Manual
9/1/14	26	APPA transfer benchmarks were updated.
3/1/15	9, 11, 27, 28, 63-66, 68, 70	Added public works staff in Training section; added Marketing programs; revised meeting criteria in Advanced Marketing; removed requirement for meeting agenda and minutes for resolution to participate in CUP.
1/1/17	6, 9, 10, 23, 27, 40-43	Surveys may be administered electronically; safety training includes health, CPR, etc.; added a cap to the exception on training received through a certification program; allows up to three hours of digital training to qualify as type C training if the topics meet the criteria for type C training; in optional programs, compliance #2 changed from twenty-four months to twelve months; APPA transfer benchmarks were updated; may qualify for either or both awards in transfers; on residential survey, removed the question regarding reason utility office was contacted; on commercial survey, deleted questions on rates and rate options and added them as items for the question on rating the utility's performance; and made the questions on technical staff and customer service similar; on residential and commercial surveys, changed from wind to renewable.

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I. BACKGROUND

In 1992, the Energy Policy Act of 1992 was passed, signaling dramatic change in the electric utility industry. Shortly thereafter, the Federal Energy Regulatory Commission (FERC) issued rules that promoted competition in wholesale power markets and required integrated utilities to make their transmission line available to other producers. Foreseeing the potential for greatly accelerating competition, OMPA and its members moved to quickly consider the potential implications for their customers. A Blue Ribbon panel was established to formulate recommendations for improving the competitive posture of member cities.

The outgrowth of that work was OMPA's "Service Package for Competitive Readiness". The OMPA Board directed the OMPA staff to work with a selected team of OMPA member cities to design a comprehensive set of services which would be focused on three specific areas:

- **Public Outreach** — to increase the awareness of the public and other stakeholders of the full value and array of services afforded them by their municipal electric systems
- **Competitive Utility Program** — to assist, recognize, and financially reward member systems which demonstrate verifiable improvements in operations, service, and other selected performance areas
- **Membership Building** — to increase the awareness of nonmember systems of the value of their franchises and of OMPA membership

The keystone of the Service Package for Competitive Readiness is the Competitive Utility Program (CUP). It was developed as a way to assist each participating community to reach further, strive for higher levels of excellence, and to collaborate with other member systems that are similarly focused. In this way, member utilities would help each other to become more competitive and to run their utilities in a more business-like fashion. The first edition of the CUP manual was developed in 1994 and the program became available to member utilities early in 1995.

In the 1990s some states deregulated their electric utilities, allowing consumers to choose the company that generates their electricity. In 1997, a bill was passed in Oklahoma allowing electric deregulation to begin by 2002. Some believed that deregulation would bring lower rates and better service to everyone, while others argued that Oklahoma's electric utility rates were still among the lowest in the nation and therefore unlikely to go down more. However, deregulation in some of the earliest states turned out to be disastrous, and Oklahoma decided to take a wait-and-see attitude. Consequently, Oklahoma's deregulation bill has not yet been implemented.

Despite the fact that electric deregulation was put on hold in Oklahoma, the OMPA Board recognized the value of the program and has continued to make it available to member utilities. Since 1995, the CUP manual has been revised several times (ending with the Fifth Edition dated June 1999). It has been modified many times since then. This Sixth Edition brings the manual completely up to date, and incorporates all the changes that have been made through the years.

II. PROGRAM OVERVIEW

The members of OMPA are individual communities, each with their own unique mix of residents, governing boards and public officials, rich histories, and opportunities for change and growth. The CUP is designed to be an integrated approach to assist, encourage, and recognize each qualifying electric system as it strives to become more customer-oriented and more competitive.

The program is organized to recognize two types of initiatives: Best Utility Practices and Management Policies.

Best Utility Practices refers to initiatives which the municipal electric system undertakes to improve its planning, management, and operations. Utilities must meet all criteria in this section of CUP to be certified as a Competitive Utility by OMPA. In some areas of the Best Utilities Practices section of CUP, criteria for certification are a little easier for small electric systems (less than 15 MW) than for large systems (greater than 15 MW). All member cities that achieve and maintain certification in CUP will be presented annually with a check for \$20,000; this award is especially aimed at providing an incentive to the smaller member utilities to become certified and maintain certification.

Management Policies refers to defined initiatives which the municipal system undertakes to improve the underlying economics of its electric system (and OMPA) through changes in its policies. Successful completion of these initiatives is recognized through additional monetary awards, i.e. through reductions in the awardee's wholesale power bill. Only cities that are certified in CUP can qualify for these reductions or discounts. In some areas of the Management Policies section of CUP, criteria for awards are different for cities classified as small, medium or large. In this case, the classification is based on the number of electric meters served by the utility.

Certification in CUP is valid for two years, with an interim review performed by OMPA staff at least 60 days before the anniversary of certification or recertification. Applications for certification (or recertification) and eligibility for Management Policies awards are reviewed by an Evaluation Committee, which is a peer review committee consisting of three people from other OMPA cities. The Evaluation Committee forwards a recommendation to the OMPA Board regarding certification and awards. The same process applies following an interim review – the Evaluation Committee considers the status of CUP-certified cities (following the OMPA staff review) and forwards its recommendation to the OMPA Board regarding continued certification and Management Policies awards. If a recommendation for Cup certification, recertification or continued certification and/or awards is approved by the OMPA Board, it becomes effective in the month following approval.

All aspects of the Competitive Utility Program are reviewed periodically by the CUP Oversight Committee, which is a committee made up of personnel from member city staff. The Cup Oversight Committee will meet as needed, but usually meets at least once per year.

III. PROGRAM DETAILS

Eligibility

All member cities of OMPA are eligible to participate in CUP; participation is voluntary.

Resolution to Participate

Cities who wish to participate in CUP must formally adopt a resolution that expresses this desire; a sample resolution is provided in Appendix A.

Certification, Recertification and Interim Review

Cities may apply for initial certification at any time. To apply, a Request Form for Initial Certification (see Appendix B) must be completed and submitted, together with the required documentation listed on the form and detailed in Section IV (Best Utility Practices) and in relevant appendices referenced in Section IV. To apply for recertification, a Request Form for Recertification (also in Appendix B) must be completed and submitted no less than 60 days prior to the expiry date of certification together with the required documentation (see Section IV). Interim reviews will be arranged and conducted by OMPA staff 60 days (or more) before the anniversary date of the last certification.

Evaluation of Application/Interim Review Material

Application and interim review material will be reviewed by OMPA staff and a report will be provided to an Evaluation Committee of peers, which will make a recommendation to the OMPA Board of Directors. The OMPA Board of Directors will take final action on approval of certification, recertification, or continuation of certification following an interim review. At the discretion of the Evaluation Committee or the OMPA Board, additional information and/or an on-site visit may be requested to make the final determination of certification status. Each applicant will be notified in writing of their status. For applications which are determined to be deficient, the reasons for such determination will be provided. Processing of an application and/or interim review material will be completed within 60 calendar days of its receipt.

Application and Interim Review Deadlines

If a CUP-certified city wishes to maintain an unbroken record of certification, complete applications for recertification must be received no less than 60 days prior to the expiry date of their certification; in the case of interim reviews, the review and all required material must be completed no later than 60 days before the anniversary date of the last certification. If this interim review timeline is not met, the city may lose their Management Awards discounts for a corresponding time period during the months of November through April. Management Policies awards may be requested by a certified city at any time; awards or upgrades are valid until the end of the current two-year certification period, and do not extend the certification period.

If an Evaluation Committee requests additional information or material, the City must supply this within 30 calendar days of the request (unless otherwise specified by the Committee), or else the City's application/interim review material may be deemed to be invalid, and a new application may be required at the discretion of the Evaluation Committee.

If a city's application for recertification is late, and it cannot be evaluated in time for certification to be continuous, the certification and Management Policies awards will lapse until the month following recertification approval by the OMPA Board. If a city requests a delay in scheduling an annual review, and the Evaluation Committee cannot make its recommendation to the OMPA Board meeting prior to the anniversary date of certification or recertification, the city will forfeit one month's discounts in Management Policies awards for each month that the recommendation is delayed.

Evaluation of Certified Cities for Management Policies Awards

Eligibility for Management Policies awards will be evaluated each time a city's application for certification or recertification is evaluated and each time a city's certification status is evaluated following an interim review. Also, Management Policies awards may be requested by a certified city at any time. Cities not certified in CUP are not eligible for Management Policies awards. To apply for Management Policies Awards, a Request Form for Management Policies Evaluation or Re-Evaluation (see Appendix B) must be completed and submitted, together with the required documentation listed on the form and detailed in Section V (Management Policies Awards) and in relevant appendices referenced in Section V.

Rewards and Recognition

Each city achieving the Competitive Utility designation will be recognized as follows:

- Presentation of the \$20,000 certification check at a city council meeting after initial certification or recertification
- Large street signs for cities to erect at major entrances to the city
- Press releases and other promotional materials to assist awardees in making the most out of this distinction.

Program Management

Participation in CUP requires an ongoing effort by the city. If individual elements of the program are not kept current, the benefits of CUP are soon diminished. Also, recertification and the interim review process are both made easier if the city treats CUP as an ongoing city program. To this end, it is required that the city should appoint an internal program manager for CUP. This person will serve as the official CUP city contact with OMPA, and may have an official job title. It is strongly recommended that the program manager should arrange and hold regular (e.g., quarterly or semi-annual) meetings of all staff involved in CUP, to review the current status of all CUP activities.

IV. BEST UTILITY PRACTICES

In order to be certified as a Competitive Utility by OMPA, member cities must meet the criteria set out in eleven different areas, which are

1. Customer Surveys
2. Key Accounts Program
3. Training
4. Energy Services Programs
5. System Maintenance Plan*
6. Compliance with Codes and Standards*
7. Emergency Action Plan*
8. System Reliability*
9. Basic Marketing Program
10. Transfers
11. Optional Programs.

In this section of the manual, the criteria are specified in each of these areas, together with the material to be submitted in applications by the city and material that must be available when OMPA staff conducts interim reviews.

* Current certification in APPA's RP3 Program may be used in lieu of application material in the areas of System Maintenance Plan, Compliance with Codes and Standards, Emergency Action Plan and Service Reliability Program.

1. CUSTOMER SURVEYS

Every two years, an OMPA member city must undertake customer satisfaction surveys of its residential and/or its commercial/industrial customers, report on the results of the surveys and describe actions that will be taken to address any customer-related issues that have been identified by the survey process.

If the OMPA survey instruments are used, OMPA will analyze the responses and provide (a) report(s) back to the member city with comparisons to previous survey results (where possible) and average results for all OMPA member cities. If the survey instruments used are significantly different from the OMPA survey instruments, OMPA may not be able to provide analysis and comparisons to other survey results.

Customer Survey Criteria/Guidelines

1. For initial certification, the OMPA survey instruments (see Appendix C) must be used, and both residential and commercial customers must be surveyed.
2. Member cities may modify the OMPA survey instruments if they wish; however, modification is not encouraged and must be explained and justified.
3. For recertification, the member city must survey either residential or commercial/industrial customers, and the city may develop its own survey or use the OMPA survey instruments.
4. In the interim year, new surveys are not required. At the interim review, cities must explain how they are addressing and improving customer-related issues identified by the previous year's surveys, and describe plans for the next customer surveys.
5. Surveys must be performed using random samples of each customer segment, or all customers in each segment.
6. Valid responses should be obtained from at least 150 residential and 30 commercial/industrial customers, or 30% of the total customer base in each segment, (whichever is the lesser).
7. The survey can be administered by mail, by telephone, or electronically, whichever the city prefers, so long as the city can show the survey was done randomly and how many received the survey.
8. To qualify for certification or recertification, surveys must be two years old or less.

Special Conditions, Exceptions and Recommendations

1. For recertification, large OMPA member cities may use the results of the OMPA Residential Customer Survey, which is generally performed every other year (provided that individual results have been broken out for the member city).
2. For surveys done by mail, OMPA staff will help with the preparation and mailing, if requested.
3. For surveys done by mail, responses are generally better if an incentive is provided to encourage customers to participate and a stamped pre-addressed envelope is included to facilitate the survey's return.

Material Required in Application or at Interim Review

Compliance with the criteria for customer surveys must be verified through the submission/availability of the material summarized in the table below.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Copies of Survey Instrument(s)	S(R&C/I)		S(RorC/I)
Description of Survey Methodology	S(R&C/I)		S(RorC/I)
Report on Results of Survey(s)	S(R&C/I)		S(RorC/I)
Discussion of Results of Survey(s)	S(R&C/I)		S(RorC/I)
Plan for Addressing Issues	S(R&C/I)	I (updated)	S(RorC/I)
Plans for Future Surveys		I	
Notes. S(R&C/I) – submit paper or electronic material for residential and commercial/ industrial customers. S(RorC/I) – submit paper or electronic material for either residential or commercial/ industrial customers. I – have available for inspection C – provide copies (paper or electronic)			

2. KEY ACCOUNTS PROGRAM

In this program, the utility gives specific directed attention to the customer accounts which have been determined to be of strategic importance to the utility or to the city, and whose loss or reduction in size would significantly impact the utility or the city. Accounts which fall into this group will usually include the utility's largest accounts, but there may be other accounts which are included for other reasons – for example, they may be especially vulnerable to competition or especially sensitive for some other reason.

Key Accounts Program Criteria/Guidelines

1. The utility must set up a key accounts program.
2. The utility must select customers who will be treated as key accounts; the number of such accounts will vary for each city and there are no minimum requirements for certification.
3. The utility must collect and submit summary data for each key account. This data should include information about the size of the account, the nature of their business, their prospects for growth and contact information for key personnel.
4. The utility must assign a responsible individual or group of individuals to each key account. These key account representatives must ensure that the account is visited or consulted with on a regular basis.
5. The utility must keep records of visits and/or consultations with key accounts, including date, time, people involved and summaries of topics discussed.

Special Conditions, Exceptions and Recommendations

1. Training on how to set up and run a key accounts program is available from OMPA at no cost to member cities.
2. Information on key accounts (including records of visits) can be easily kept and updated on a computerized spreadsheet or database.

Material Required in Application or at Interim Review

Compliance with the criteria for a key accounts program must be verified through the submission/availability of the material summarized in the table below.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
List of key accounts and utility reps	S	I	S
Summary data for each key account	S	I (if new)	S (if new)
Records of visits (one per account)	S	I*	S*
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic) * Utilities with <u>more than five key accounts</u> must provide sample records of visits with at least five different key account customers within the last twelve months.			

3. TRAINING

All city employees involved in the day-to-day operation and/or administration of the electric utility must participate in an ongoing training program and meet certain minimum annual training requirements, as detailed below.

Training Criteria/Guidelines

1. Classification of City Staff for Training. For training purposes, city staff must be classified in one of four categories, as detailed in the table below.

Staff Classification	Description and Examples
Key Customer Service	have frequent contact with utility customers (e.g., customer service personnel, key account representatives,)
Non-Key	have occasional contact with utility customers (e.g., meter readers, some administrative and technical staff,)
Key Lineworker/ Public Works	lineworkers or public works staff who also have frequent contact with electric utility customers
Lineworker	primarily work on maintaining electric distribution

2. Classification of Training Types. Qualifying training must fall into one of four categories, as detailed in the table below.

Type	Classification	Description and Examples of Qualifying Training
C	Customer Service (face-to-face)	face-to-face customer service, personal conduct/personal management, Gatekeeper, energy use/conservation, etc.
E	Elective	supervision, organization and management, energy/utility basics, energy auditing, non-face-to-face customer service, other Energy Services Programs, etc.
T	Technical	electric technical, computer skills, etc.
S	Safety	safety training regarding the electric utility system and equipment as covered under the NESC. (MESO lineworker training qualifies as type S) Other training would include health, cpr, etc.

3. Minimum Training Requirements. City staff training will be evaluated for a one-year period prior to the date of receipt of the application for certification or recertification, or the date of the Interim Review. Minimum training requirements are set out in the table below.

Staff Classification	Minimum Total Training Hours	Minimum Hours in Each Type of Training			
		C	E	T	S
*Key Customer Service	14	9			
Non-Key	3	3			
Key Lineworker/Public Works	14	6			6
Lineworker	14	3			6
*Note. For Key Customer Service personnel, no more than 3 hours may be Technical (type T) and/or Safety (type S)					

Special Conditions, Exceptions and Recommendations

1. For Key Customer Service personnel, no more than 3 hours may be Technical (type T) and/or Safety (type S).
2. For Key Customer Service personnel, the required 14 hours of annual training for key personnel will be reduced to 3 hours of annual type C training for utility employees after they attend, complete and are certified in MESO’s Customer Service Specialist Training or MESO’s Supervisor Course. This training series focuses specifically on developing supervisory skills in working with internal and external customers. Other training certifications that are judged to be equivalent or superior to MESO’s Customer Service Specialist course may be accepted at the discretion of each CUP Evaluation Committee. There is a cap on how long key staff can use this exception. The following table shows the cap.

Length of certification program	Cap in years
30 hours	4 years
60 hours	7 years
90 hours	10 years

In reference to the training log, add a footnote next to the employee’s name that is using the exception for each year it is utilized. In the footnote, be sure to show the type, the date, and the length of the certification program attended.

3. For Lineworkers, enrollment in any state-licensed apprenticeship program will qualify for up to 13 hours of non type C training for lineworkers.
4. Training using videos, CDs, or other non-live media qualifies as face-to-face training only if at least 50% of the training time is spent in face-to-face discussion. Training that involves remote broadcasting must include two-way communication with audio and visual components to qualify as type C training. Up to three of the nine hours required of type C training for key staff may be obtained from electronic training as long as the topic meets the description of Type C training. Electronic training cannot be used for those requiring only three hours of Type C training unless it is part of face-to-face training.
5. Customer Service Training that does not meet face-to-face criteria may be classified as Type E (Elective).
6. It is strongly recommended that training be held in a location other than city hall.
7. If attendance at meetings or conferences is submitted as training, each session must qualify as type C, E, T or S, with backup material.
8. Training requirements for part time employees, new hires and staff who are away from work for extended time periods may be prorated in accordance with the number of hours worked on an annual basis.

Material Required in Application or at Interim Review

Compliance with the criteria for training must be verified through the submission/availability of the material summarized in the table below.

Material Required	Description	Type of Application or Interim Review		
		Certification	Interim Review	Recertification
Training Spreadsheets	Completed See Appendix D	S	C	S
Sign-In Sheets	Copies	S	C	S
Miscellaneous Backup	Conference schedules, session descriptions, ...	S	C	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)				

Note: This page corrected 12/17/2013 to require 14 hours of annual training for key personnel, as shown in the **Minimum Training Requirements** table on page 9.

4. ENERGY SERVICES PROGRAMS

OMPA’s Energy Services Programs are designed to help member city utilities in the areas of customer service, communication, marketing, energy efficiency and load factor improvement. These programs are more fully described in the OMPA Energy Services Program WISE Guide.

Energy Services Programs Criteria/Guidelines

1. To qualify for certification, an OMPA member utility must provide documentation that shows active participation in a minimum of six programs from the table below. At least two programs must come from the Marketing section.

	Energy Services Programs	Compliance (see below)
Customer Service/Communication		
	Current Events Newsletter (or equivalent newsletter)	3
	Grade School Safety	2
	Residential Energy Audits	1
	Commercial Energy Audits	1
	Peak Alerts	4
	Average Monthly Payments	1
	Bank Draft	1
	Pick-a-Date	1
	Credit Card Acceptance	1
	Electronic Bill Presentation	1
	Electronic Bill Payment	1
	Mass Communication System	3
Marketing (choose at least two programs from this section)		
	Matching Advertising	2
	WISE Heat Pump Rebates	1
	WISE Loans	1
	Surge Protection	1
	Wind Energy	1
	Demand and Energy Efficiency Program (DEEP)	1
	Geo Loop Program	1
	WISE Ceiling Insulation Rebates	1
	Commercial Load Profiling Program	1
<p>Compliance column above. To show active participation, show evidence of</p> <ol style="list-style-type: none"> 1. New customer participation or utility promotion during the past twelve months 2. Utility event or request during the past twelve months 3. Four events during the past twelve months 4. Written plan, and alert or utility promotion during the past twelve months 		

Special Conditions, Exceptions and Recommendations

1. In order to participate in any of OMPA’s Energy Services Programs, the member city must adopt a resolution to participate in the OMPA Energy Services Program and designate a representative to the OMPA Energy Services Committee.
2. Other customer newsletters that are judged to be equivalent or superior to the Current Events newsletter may be accepted at the discretion of each CUP Evaluation Committee.

Material Required in Application or at Interim Review

Compliance with the criteria in Energy Services Programs must be verified through the submission/availability of the material summarized in the table below.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Copy of Resolution to Participate in OMPA’s Energy Services programs	S		
Name and title of city’s Energy Services Representative	S	I(if changed)	S(if changed)
Documentation to show compliance in six Energy Services programs – see table above	S	I	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

5. SYSTEM MAINTENANCE PLAN

System maintenance is an essential part of the operation of an electric utility. A written system maintenance plan and schedule show that the utility is following good practices in keeping the electric system functioning in a safe and efficient manner, and anticipating future expansions and major maintenance activities. The maintenance plan is a “living” document. It should be consulted frequently to acknowledge completed projects and modified to reflect the changing needs and priorities of the city’s utility system.

System Maintenance Plan Criteria/Guidelines

1. The utility must have a current written system maintenance plan and schedule.
2. The plan and schedule must be updated annually, and may use the city’s fiscal year or the calendar year.
3. The plan and schedule must address routine maintenance activities, short-term (one-year) and long-term (multiple-year) activities.
4. As a minimum, routine maintenance activities must include tree trimming, voltage checks, operability of capacitor banks, visual inspections of feeders and substations, and safety-related items (including gloves, hot sticks and line cover dielectric testing at least twice per year and truck dielectric testing at least once per year).
5. Where possible, the utility must provide backup to show that the plan and schedule are being followed, and that system maintenance activities shown in the plan and schedule for the past year have been performed.

Special Conditions, Exceptions and Recommendations

1. Suggested outlines for the system maintenance plan and schedule are provided in Appendix E; however, the utility may use different formats, as long as they meet the guidelines above.
2. Short-term and long-term projects should include those items that will improve system reliability, such as replacing a bad style of connectors or arrestors, as well as projects that will increase the capacity of the system (such as a reconductoring).
3. Current certification in APPA’s RP3 Program will be accepted in lieu of application material in the area of System Maintenance Plan.

Material Required in Application or at Interim Review

Compliance with the criteria for a system maintenance plan must be verified through the submission/availability of the material summarized in the table below, or provide evidence of current RP3 certification.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Copy of current plan	S	C	S
Copy of current schedule	S	C	S
Copies of backup showing maintenance activities during the past year, including evidence of testing on all safety-related items and OCR breaker logs (if kept by city)	S	C	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

6. COMPLIANCE WITH CODES AND STANDARDS

This practice refers to the processes for ensuring that all electrical design and construction meets legal requirements for compliance with safety codes. Electrical design and construction are governed by the National Electrical Safety Code (NESC) and the National Electric Code (NEC).

Codes and Standards Criteria/Guidelines

1. The city must formally adopt and enforce the latest editions of the National Electrical Safety Code (NESC) and the National Electric Code (NEC).
2. The electric utility must possess and use written construction guidelines that ensure that the electric distribution system is constructed and maintained to NESC standards.

Special Conditions, Exceptions and Recommendations

1. The NESC applies to all electrical facilities built and/or used by the municipal utility in its function as a utility.
2. The NEC applies to electrical facilities built and/or used by customers to connect utility lines to devices which use electric energy.
3. The city must identify the person(s) responsible for enforcing the requirements of the NEC, describe how the enforcement is applied, and provide samples of documents used during the enforcement process (including applications for permits, tags used to show compliance or to document shortcomings, etc.).
4. If the utility has not developed its own construction guidelines that meet the NESC criteria, OMPA can provide electronic copies of appropriate documents developed and used by the Rural Utility Services (RUS).
5. Some smaller cities and towns may use the state-appointed inspectors to verify customers' compliance with the NEC.
6. Current certification in APPA's RP3 Program will be accepted in lieu of application material in the area of Codes and Standards.

Material Required in Application or at Interim Review

Compliance with the criteria for codes and standards must be verified through the submission/availability of the material summarized in the table below, or provide evidence of current RP3 certification.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Copy of ordinance(s) adopting NESC and NEC	S	I (if changed)	S (if changed)
Copies of title pages of current NESC and NEC	S	I (if changed)	S (if changed)
Identification of person(s) responsible for NEC inspections	S	I (if changed)	S (if changed)
Samples of NEC enforcement documents	S	I (if changed)	S (if changed)
Copies of title pages of construction guidelines	S	I (if changed)	S (if changed)

Plans for upgrading constructions to meet current codes, where necessary	S	I (if changed)	S (if changed)
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

7. EMERGENCY ACTION PLAN

This practice refers to the development by the electric utility of a plan for responding to emergencies. This plan must be kept current and reviewed with utility staff (and other relevant city staff) at least once per year.

Emergency Action Plan Criteria/Guidelines

1. The utility must develop a written emergency action plan that details how the utility will respond to emergencies.
2. This plan must include
 - Designation of an Emergency Director
 - Location of a command post, with a current electric system map
 - Methods for initial damage assessment, if necessary
 - A service restoration list for priority customers (e.g., customers on oxygen, hospitals, gas stations, grocery stores, etc. – lists and order of restoration will vary from city to city)
 - Contractor and Mutual Aid lists (with electric superintendents' names and numbers, cities' voltages, etc.)
 - Contact information for all city personnel who would be called on to help in an emergency.
3. The plan must be updated whenever necessary. Material that changes frequently (e.g., contact lists, etc.) must be reviewed and updated at least once per year.
4. Utility staff (and other relevant city staff) must be briefed on the plan at least once per year. It is recommended that customer service staff be included in the briefings.
5. It is recommended that utilities hold an emergency exercise at least once every two years (unless an actual emergency has occurred). This may be part of a city- or county-wide emergency exercise.

Special Conditions, Exceptions and Recommendations

1. A suggested plan outline can be found in Appendix F.
2. Many cities and counties have emergency plans that are more general in nature. The electric utility's emergency plan should recognize and complement these plans, and provide information that is more specific to utility emergencies.
3. Some of the costs associated in responding to electrical emergencies, restoring electric service to customers and restoring the electric distribution after an emergency can often be recovered from the Federal Emergency Management System (FEMA). To recover costs from FEMA, detailed records must be kept during the restoration process. The utility's emergency plan should include details of how these records should be kept.
4. It is recommended that the utility build a file containing digital photographs of the existing utility system, as well as a current map. These can be very beneficial in showing the system's status before the emergency.
5. Current certification in APPA's RP3 Program will be accepted in lieu of application material in the area of Emergency Action Plan.

Material Required in Application or at Interim Review

Compliance with the criteria for an emergency action plan must be verified through the submission/availability of the material summarized in the table below, or provide evidence of current RP3 certification.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Copy of current plan	S	C	S
Copy of sign-in sheet for staff briefing	S	C	S
Details about the last emergency exercise (or actual emergency)	S	C	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

8. SYSTEM RELIABILITY PROGRAM

To be certified, a utility must demonstrate that it has a good service reliability program in place and that it is using industry standard approaches to reliability measurement. Outage data is important as utilities seek to help their customers understand the value of the services they provide. It is also important to assist utility management make the best decisions about the root causes of failure and where to direct incremental system investment.

System Reliability Program Criteria/Guidelines

1. The utility must keep records of all outages on the electric system (scheduled or unscheduled) and use these records to calculate industry-recognized reliability indexes (ASAI, CAIDI, SAIDI, SAIFI-long and SAIFI-short). Major events (see below) must be excluded from these calculations; they must be reported separately, including a discussion with regard to the utility's Emergency Action Plan.
2. The utility must explain how this reliability information is reviewed and used for planning and system improvement.

Special Conditions, Exceptions and Recommendations

1. OMPA can provide a reliability software package that can be used to track outages and generate the reliability indexes. This software package was developed by OMPA and the City of Edmond; it was subsequently made available to APPA's DEED program through MESO. APPA has issued updated versions (called eReliability), and has developed a web-based package called eReliability Tracker. Any of these software packages can be used by the utility; the original package from OMPA is free to member cities.
2. For initial certification in CUP, past records of outage data is not required. The utility must demonstrate that outages are being tracked and entered in software that will generate the recognized indexes.
3. More detailed information on system reliability, the industry-recognized indexes, the software packages available and other material that may be helpful can be found in Appendix G.
4. To make reliability data consistent with data reported to the OCC by the investor-owned utilities serving customers in Oklahoma, major events and customer equipment faults should be excluded from the records used to calculate the reliability indexes. A major event is an event that causes 10% of customers to be off for more than 24 hours. Any major events must be reported separately, and discussed with regard to the utility's Emergency Action Plan.
5. Current certification in APPA's RP3 Program will be accepted in lieu of application material in the area of System Reliability Program.

Material Required in Application or at Interim Review

Compliance with the criteria for a system reliability program must be verified through the submission/availability of the material summarized in the table below, or provide evidence of current RP3 certification.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Reliability report for the most recent complete month	S	C	S
Corresponding graphs for ASAI, CAIDI, SAIDI and SAIFI	S	C	S
Corresponding column chart for outage reasons	S	C	S
Report on major outage events during the past year (as detailed above)	S	C	S
Descriptions of ways the reliability information is used	S	C	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

9. BASIC MARKETING PROGRAM

It is important that OMPA’s member cities engage in organized efforts to market their electric utilities and to provide additional “value-added” services that help to foster customer loyalty. To help with this effort, a Basic Marketing Program is required for CUP certification.

Basic Marketing Program Criteria/Guidelines

1. The utility must have a current annual written electric utility marketing plan that includes a detailed budget and schedule (a timetable for implementation).
2. The utility must provide backup material to show that the plan has been followed in the past year.

Special Conditions, Exceptions and Recommendations

1. The electric utility marketing plan should
 - address the needs of different customer segments,
 - promote the benefits of public power in the community,
 - promote utility customer service programs,
 - promote value-added energy services programs,
 - provide timely information to customers on current issues affecting the electric industry, e.g., how to notify the utility about outages, green power, tree-related issues, reliability, etc. Contact OMPA for more examples.
 - contain an advertising plan for billboard, newspaper, radio/TV, or other advertising, with a detailed advertising budget, and
 - be updated annually.

Material Required in Application or at Interim Review

Compliance with the criteria for a key accounts program must be verified through the submission/availability of the material summarized in the table below.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Current electric utility marketing plan	S	C	S
Current schedule	S	C	S
Current budget	S	C	S
Backup for marketing activities during the past year	S	C	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

10. TRANSFERS

A transfer refers to the use of revenues generated by one fund (in this case, the electric utility) to help pay the expenses of other funds (other services offered by the city or the city’s general fund). The terms and forms which cities use to accomplish transfers from the electric system are highly variable (including fees, partial allocation for manpower, free service, etc.), but the effect is the same – to assign non-electric costs to the electric system, with the outcome being higher than cost-based electric rates.

Transfers Criteria/Guidelines

1. For CUP certification, member cities must formally adopt a transfer policy that specifies an upper limit to the transfers from the electric funds to the general fund. There are no specific restrictions on the upper limit specified in the transfer policy.
2. Every year, the city must calculate the transfers from the electric fund, using the Transfer Guidelines/Worksheets in Appendix H.

Special Conditions, Exceptions and Recommendations

1. Guidelines for transfer policies are provided in Appendix H.
2. In the transfer policy, the maximum level may be specified as a fixed total, a percentage of gross, a return on investment, or as mills per kilowatt hour of funds the City will transfer from the electric utility fund to the general fund.
3. The transfer calculations must be based on the most recent approved financial report for the city.
4. If the cash transfers are shown in the financial report as a single total from the Public Works Authority or Enterprise Fund, the net revenues of each participating fund should be calculated and the transfers from each should be estimated in proportion to these net revenues. This is explained in more detail in Appendix H.

Material Required in Application or at Interim Review

Compliance with the criteria for transfers must be verified through the submission/availability of the material summarized in the table below.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Copy of adopted transfer policy	S	I (if changed)	S (if changed)
Completed Transfer Guidelines/Worksheets	S	C	S
Copies of relevant pages from city’s financial report	S	C	S
Backup for any other calculations	S	C	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

11. OPTIONAL PROGRAMS

The optional programs area provides each city with the opportunity to go beyond the core requirements and to achieve recognition for special efforts the electric utility is making in striving for excellence. Requirements for utilities in this area depend on the size of the utility (in peak demand) and on the number of years the utility has been certified in the Competitive Utility Program.

Optional Programs Criteria/Guidelines

1. Provide documentation that shows that a required number of optional programs are current and active. The number of programs required is detailed in the table below.

Certification or Interim Review Event	Number of Optional Programs	
	Large Utilities	Small Utilities
Initial certification and first interim review	5	3
First recertification and next interim review	7	4
Each subsequent recertification and interim review	9	5
Note: Large utilities have peak demand > 15 MW Small utilities have peak demand < 15 MW		

2. Programs may be selected from the following list; alternatively, utilities may choose to submit other programs of their own, which will qualify if they meet overall CUP objectives. Programs must be current and active.

Programs	Compliance (see below)
<i>Any Energy Services program not yet used</i>	(see Energy Services section)
Mutual Aid	1
Customer-Oriented Deposit Policy	1
Gatekeeper Program	2
Dedicated Information Line	3
Share-the-Warmth Program	3
Materials Management Program	1
Line Extension Policy	1
Underground Policy	1
Underground Locating Service	1
Customer Appreciation Event/ Open House	4
Public-Involved Facility Practices	1
Flexible Hours Program	1
Limited Time-in-Line Service	1
Employee Survey	(as for Customer Surveys)
Questline	1
Kiosk Payment Service	1

Prepaid Metering Program	3
Manned Exhibit at Local Event	4
<i>Your Optional Program</i>	
Compliance column above. To show active program, show evidence of <ol style="list-style-type: none"> 1. Current policy/agreement/invoice/program description 2. Training within the past twelve months 3. New customer participation or utility promotion within the past year 4. Utility event within the past twelve months 	

Special Conditions, Exceptions and Recommendations

1. Programs **submitted/used** in other sections of a utility’s application for certification or recertification **may not** be used again in this section.
2. Energy Services programs **not submitted/used** in the Energy Services section of a utility’s application for certification or recertification **may** be used in this section.
3. Note that Accounting Control is no longer accepted as a qualifying optional program, since the practices that were previously described in this category are now regarded as standard.

Material Required in Application or at Interim Review

Compliance with the criteria in Optional Programs must be verified through the submission/availability of the material summarized in the table below.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Documentation to show that the required number of optional programs are active – see criteria above	S	I	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

V. MANAGEMENT POLICIES

Management Policies awards are available only to member utilities that have met the criteria for certification as a Competitive Utility, as set out in the Best Utility Practices section of this manual. In the Management Policies section of CUP, member utilities can qualify for seven financial awards. These awards are available in four different areas, as follows:

1. Competitive Rates (two awards)
2. Transfers (two awards)
3. Advanced Marketing Program (one award)
4. Load Factor Improvement (two awards)

Eligibility for the awards is evaluated and the awards allocated at the times of initial certification, recertification and interim review. In addition, a CUP-certified city may apply for any of the Management Policies awards at any time. If approved, the award(s) will become effective in the month following Board approval of the award(s).

These awards are not necessarily equal in value. Each award is allocated a point multiplier (up to 1.00) and the value of the award is calculated for each qualifying city by multiplying that city's peak demand during the months of November through April by the point value of the award and by a dollar value per kW which is set by the OMPA Board. In this way, a credit is calculated and applied to the qualifying city's wholesale power bill from OMPA. Awards are thus directly related to each city's load. The current dollar value per kW and points allocated to each award are set out in the table below.

<i>Dollar Value of Management Policies Awards</i>	\$0.105 per kW
<i>Points Allocated to Management Policies Awards</i>	
Competitive Rates (two awards)	0.75 points per award
Transfers (two awards)	0.75 points per award
Advanced Marketing Program (one award)	1.00 points per award
Load Factor Improvement (two awards)	1.00 points per award

In this section of the manual, the criteria for the Management Policies awards are specified, together with the material to be submitted in applications by the city and material that must be available when OMPA staff conducts interim reviews.

1. COMPETITIVE RATES AWARDS

A very important feature of electric service is its price. Nationally, past surveys of electric rates have indicated that municipal electric systems have lower rates than investor-owned utilities, but that the gap is narrowing. One of the features that sets municipal electric utilities apart from the larger Investor Owned Utilities (IOU)s is the ability that each community has to set its own rates. This local control is a very important benefit for public power communities; however, if the electric utility is regarded as an easy source of additional revenue for the city, unreasonably high electric rates can be a result.

Four times per year, OMPA calculates and distributes rate comparisons for each member city. These are done for residential and commercial customer classes; the residential comparisons are performed for customers with above-average, average, and below-average electric usage. The city’s rates are compared (using a rolling twelve-month average) to the large IOUs in Oklahoma (PSO and OG&E) and to the closest Rural Electric Cooperative (REC). Also included is a comparison to an average of the PSO and OG&E rates (called the IOU Rate Measure), and an REC Rate Measure is calculated if more than one REC’s service territory is close to the city.

Competitive Rates Awards Criteria/Guidelines

1. Using the most recent rate comparisons described above, the city’s rates for an average residential customer are compared to the IOU Rate Measure and to the closest REC (or the REC Rate Measure).
2. If the city’s rates are no more than 5% higher than **either** the IOU Rate Measure or the local REC (or the REC Rate Measure), the city qualifies for **one award** in Competitive Rates.
3. If the city’s rates are no more than 5% higher than **both** the IOU Rate Measure and the local REC (or the REC Rate Measure), the city qualifies for **two awards** in Competitive Rates.

Special Conditions, Exceptions and Recommendations

Material Required in Application or at Interim Review

Eligibility for the Competitive Rates awards will be assessed through the submission/availability of the material summarized in the table below.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Latest OMPA rate comparisons for average residential customers	S	C	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

2. TRANSFER AWARDS

Two awards based on the city's transfers are available to CUP-certified cities. Calculation of the city's transfers is required annually, and has been covered in the Transfers section of the Best Utility Practices portion of this manual.

Transfer Awards Criteria/Guidelines

1. The city's Percentage Transfer, as calculated on the fifth page of the Transfer Guidelines/Worksheets, will be compared to transfer benchmarks related to the latest transfer benchmarks published by the APPA for the West South Central region.
2. The city may qualify for up to two awards, as detailed in the table below.

Transfer Awards	Large City (>15 MW)	Medium City 1,000 meters or more (but not large)	Small City (fewer than 1,000 meters)
One award	A	A+3%	A+5%
One award	B	B+3%	B+5%

Notes: A - Third Quartile WSC benchmark published by APPA every 2 years
 B - Median WSC benchmark published by APPA every 2 years
Current values: A = 10.7%; B = 11.9% (published by APPA in April 2016)
 To qualify for awards, city Percentage Transfers must be at or below the percentages stipulated in this table.

Special Conditions, Exceptions and Recommendations

1. Criteria for the two awards in the Transfer Awards area are set up so that they are easier for small cities to achieve; this should help to encourage small cities to participate in CUP.

Material Required in Application or at Interim Review

Eligibility for the Transfer awards will be verified through the submission/availability of the material summarized in the table below.

Material Required (may already have been provided)	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Completed Transfer Guidelines/Worksheets	S	C	S
Copies of relevant pages from city's financial report	S	C	S
Backup for any other calculations	S	C	S

Notes. S – submit paper or electronic material
 I – have available for inspection
 C – provide copies (paper or electronic)

3. ADVANCED MARKETING PROGRAM AWARD

As detailed in the Best Utility Practices section, to be certified in CUP, cities must meet certain criteria in the Basic Marketing Program area. For cities that go above and beyond those basic requirements, one award is available for meeting the criteria set out in this Advanced Marketing Program Award section. These criteria are aimed at improving the utility’s communication with customers, and helping to improve the utility’s (and OMPA’s) load factor.

Advanced Marketing Program Award Criteria/Guidelines

1. All criteria/guidelines for the Basic Marketing Program must be met.
2. The utility must distribute informational mailings to all residential customers at least six times per year. These mailings must include information that is based on the marketing plan for the electric utility. They may also contain general city news, and inform customers on issues relating to energy usage and conservation, electric safety, and the benefits of public power. Three mass media communication events may be substituted for three mailings.
3. At least 50% of the city’s matched advertising budget from OMPA must be spent on promotion of measures to improve load factor.
4. At least one OMPA-sponsored builder and HVAC contractor and/or key customer meeting must be held once during each certification period (i.e., two years). Regional meetings qualify, but at least one staff member must be present from each city seeking this award. Instead of the meeting, a city may substitute one mailing to builders and HVAC contractors or to key customers in their area, promoting the city’s rebate program(s).
5. Brochures explaining the city’s rebate program must be available to customers.

Special Conditions, Exceptions and Recommendations

1. Utility bills and information printed on them generally do not qualify as direct mailings for this award, but cities are free to submit them for consideration by the Evaluation Committee. Inserts sent with the bills do qualify if they meet all other criteria.
2. The utility’s Marketing Plan must cover criteria for both the Basic and Advanced Marketing Programs.

Material Required in Application or at Interim Review

Eligibility for the Advanced Marketing Program award will be verified through the submission/availability of the material summarized in the table below.

Material Required (some may have been provided already)	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Current electric utility marketing plan	S	C	S
Current schedule	S	C	S
Current budget	S	C	S
Copies of six qualifying mailings and/or proof of qualifying mass media events	S	C	S

Details and backup for utility's advertising expenditures for past year	S	C	S
Copy of sign-up sheet for qualifying builder and HVAC contractor and/or key customer meeting or details of a qualifying mailing	S	C	S
Copy of rebate brochure	S	C	S
Backup for other marketing activities during the past year	S	C	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

4. LOAD FACTOR IMPROVEMENT AWARDS

If a member city’s load factor increases, it benefits both the city and OMPA, since the average costs per kWh decrease for both organizations. This can be accomplished by reducing peak demand or increasing off-peak energy usage (or both).

Competitive Rates Awards Criteria/Guidelines

1. One award level will be given to OMPA member utilities whose most recent three-year rolling average annual load factor is higher than that for OMPA.
2. One award level will be given to OMPA member utilities whose most recent three-year rolling average annual load factor has improved compared to that for the previous year. Alternatively, cities will qualify for this award if their most recent annual load factor is five percentage points (or more) above the most recent OMPA load factor.

Special Conditions, Exceptions and Recommendations

1. OMPA calculates the member utility and OMPA load factors (and their three-year rolling averages) shortly after the end of each year. These calculations will be used for qualifying CUP-certified utilities for the two load factor awards.
2. For this award in CUP, OMPA load factors are calculated excluding cities and towns outside Oklahoma.
3. No application material is required from member utilities.

Material Required in Application or at Interim Review

Eligibility for the Load Factor Improvement awards will be assessed through the submission/availability of the material summarized in the table below.

Material Required	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
No material required	S	I	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

VI. APPENDICES

**Appendix A
Sample Resolution to Participate in CUP**

**RESOLUTION TO PARTICIPATE IN THE COMPETITIVE UTILITY PROGRAM
OF THE OKLAHOMA MUNICIPAL POWER AUTHORITY**

WHEREAS, the Municipal Authority (Trust) is a participating member in the Oklahoma Municipal Power Authority (OMPA) Power Supply Program; and

WHEREAS, the Trust continually strives to provide good customer service to the citizen/owners of the _____ Municipal Electric System; and

WHEREAS, the Trust has participated in and supported the development of the Competitive Utility Program (CUP) which assists, recognizes, and financially rewards OMPA Member systems that demonstrate verifiable improvement in operations, service and other selected performance areas; and

WHEREAS, the Trust is seeking recognition of the good quality service provided by the Electric Utility.

NOW THEREFORE, be it resolved by the Trustees of the _____ Municipal Authority:

Section 1. The Trust hereby declares its participation in the OMPA CUP program and desires to begin preparation of an application for such recognition.

Section 2. The City staff will begin implementing the procedures for the review of the CUP Manual and identifying best Utility Practices programs that will be submitted for recognition.

Section 3. This resolution shall have full force and effect after its passage and approval by the Trust.

PASSED AND ADOPTED by the Trustees of the _____ Municipal Authority on the _____ day of _____, 20__.

THE _____ MUNICIPAL AUTHORITY

By: _____
Chairman

ATTEST:

Secretary
(SEAL)

Appendix B
Evaluation Request Forms

- Request Form for Initial Certification
- Request form for Management Policies Evaluation
- Request Form for Recertification
- Request form for Management Policies Re-evaluation

COMPETITIVE UTILITY PROGRAM
REQUEST FORM for INITIAL CERTIFICATION

To: Member Services Department
Oklahoma Municipal Power Authority
P.O. Box 1960
Edmond, OK 73083-1960

The following material is submitted in support of our application for certification as a Competitive Utility in the CUP program.

PROGRAM MANAGER/CONTACT PERSON
Name: _____

RESOLUTION TO PARTICIPATE

- ___ Copy of resolution
- ___ Proof of official adoption by city

BEST UTILITY PRACTICES PROGRAMS

Customer Satisfaction Surveys

- ___ Copies of survey instruments
- ___ Description of survey methodology
- ___ Report on results of Residential Customer Survey
- ___ Report on results of Commercial/Industrial Customer Survey
- ___ Discussion of results of surveys
- ___ Plans for addressing issues

Key Accounts Program

- ___ List of key accounts and utility representatives
- ___ Summary data for each key account
- ___ Records of visits (one per account, at least five total)

Customer Service Training Program

- ___ Completed training spreadsheets, with
 - ___ Listings of key staff, non-key staff, key linemen and non-key linemen
 - ___ Details of training during past twelve months
- ___ Copies of sign-in sheets
- ___ Copies of backup material

Energy Services Programs

- ___ Copy of resolution to participate in OMPA's Energy Services programs
- ___ Name and title of city's Energy Services representative
- ___ Evidence of active participation in six qualifying Energy Services programs

***System Maintenance Plan**

- ___ Copies of current System Maintenance Plan and Schedule
- ___ Copies of backup showing maintenance activities during the past year

***Compliance with Codes and Standards**

- ___ Copies of ordinances adopting NESC and NEC
- ___ Copies of title pages of current NESC and NEC
- ___ Name and title of person responsible for NEC inspections
- ___ Samples of forms and tags used for review and deficiency notification
- ___ Copy of title pages of Construction Procedures Manual or Guidelines
- ___ Plans for upgrading construction (where appropriate)

***Emergency Action Plan**

- ___ Copy of current Emergency Action Plan
- ___ Copy of sign-in sheet for staff briefing
- ___ Details of last emergency exercise (or actual emergency)

***System Reliability Program**

- ___ Reliability report for the most recent complete month
- ___ Corresponding graphs for ASAI, CAIDI, SAIDI and SAIFI
- ___ Corresponding column chart for outage reasons
- ___ Report on major outage events during the past year
- ___ Description of ways this information is used

***Optional** - proof of current RP3 certification can be supplied in lieu of application material in these four areas.

Basic Marketing Program

- ___ Copies of current Marketing Plan, Schedule and Budget
- ___ Backup for marketing activities during the past year

Transfers

- ___ Copy of adopted Transfer Policy
- ___ Completed Transfer Guide/Worksheet
- ___ Copies of relevant pages from city's financial report
- ___ Backup for any other calculations

Optional Programs

1. _____
2. _____
3. _____
4. _____
5. _____

(Please identify programs submitted for evaluation. Supply support documentation as described in the CUP Manual. Small cities need three optional programs; large cities need five for initial certification.)

Applicant details:

Name of city/town _____
Address _____

Telephone _____

Program Manager/Contact Person:

Name _____ Position _____

(Signed) _____ Date _____

COMPETITIVE UTILITY PROGRAM

REQUEST FORM for MANAGEMENT POLICIES EVALUATION

To: Member Services Department
Oklahoma Municipal Power Authority
P.O. Box 1960
Edmond, OK 73083-1960

The following material is submitted in support of our application for the Management Policies Awards in the CUP program:

Competitive Rate Awards

Latest rate comparison spreadsheets for average residential customers
Award(s) requested (check one)
One Award Two Awards

Transfer Policy

Completed Transfer Guide/Worksheet (if not already submitted)
Copies of relevant pages from city's financial report (if not already submitted)
Backup for any other calculations (if not already submitted)
Award(s) requested (check one)
One Award Two Awards

Advanced Marketing Program

Copies of current Marketing Plan, Schedule and Budget (if not already submitted)
Backup for marketing activities during the past year (if not already submitted)
Copies of six qualifying customer mailings
Details and backup for utility's advertising expenditures for the past year
Copy of sign-up sheet for qualifying builder/contractor/customer meeting
Copy of rebate brochure
Backup for other marketing activities during the past year
Award requested
One Award

Load Factor Improvement

Award(s) requested (check one or both)
One Award for load factor higher than OMPA
One Award for load factor improved over previous year, or at least 5% higher than OMPA

Applicant details:

Name of city/town

Address

Telephone

Program Manager/Contact Person:

Name Position

(Signed) Date

COMPETITIVE UTILITY PROGRAM
REQUEST FORM for RECERTIFICATION

To: Member Services Department
Oklahoma Municipal Power Authority
P.O. Box 1960
Edmond, OK 73083-1960

The following material is submitted in support of our application for recertification as a Competitive Utility in the CUP program.

PROGRAM MANAGER/CONTACT PERSON

Name: _____

BEST UTILITY PRACTICES PROGRAMS

Customer Satisfaction Surveys

- ___ Copies of survey instruments
- ___ Description of survey methodology
- ___ Report on results of Residential or Commercial/Industrial Customer Survey
- ___ Discussion of results of surveys
- ___ Plans for addressing issues

Key Accounts Program

- ___ List of key accounts and utility representatives
- ___ Summary data for each key account
- ___ Records of visits (one per account, at least five total)

Customer Service Training Program

- ___ Completed training spreadsheets, with
 - ___ Listings of key staff, non-key staff, key linemen and non-key linemen
 - ___ Details of training during past twelve months
- ___ Copies of sign-in sheets
- ___ Copies of backup material

Energy Services Programs

- ___ Name and title of city's Energy Services representative (if changed)
- ___ Evidence of active participation in six qualifying Energy Services programs

***System Maintenance Plan**

- ___ Copies of current System Maintenance Plan and Schedule
- ___ Copies of backup showing maintenance activities during the past year

***Compliance with Codes and Standards**

- ___ Copies of ordinances adopting NESC and NEC (if changed)
- ___ Copies of title pages of current NESC and NEC (if changed)
- ___ Name and title of person responsible for NEC inspections (if changed)
- ___ Samples of forms and tags used for review and deficiency notification (if changed)
- ___ Copy of title pages of Construction Procedures Manual or Guidelines (if changed)
- ___ Plans for upgrading construction (where appropriate) (if changed)

***Emergency Action Plan**

- ___ Copy of current Emergency Action Plan
- ___ Copy of sign-in sheet for staff briefing
- ___ Details of last emergency exercise (or actual emergency)

***System Reliability Program**

- ___ Reliability report for the most recent complete month
- ___ Corresponding graphs for ASAI, CAIDI, SAIDI and SAIFI
- ___ Corresponding column chart for outage reasons
- ___ Report on major outage events during the past year
- ___ Description of ways this information is used

***Optional** - proof of current RP3 certification can be supplied in lieu of application material in these four areas.

Basic Marketing Program

- ___ Copies of current Marketing Plan, Schedule and Budget
- ___ Backup for marketing activities during the past year

Transfers

- ___ Copy of adopted Transfer Policy (if changed)
- ___ Completed Transfer Guide/Worksheet
- ___ Copies of relevant pages from city's financial report
- ___ Backup for any other calculations

Optional Programs

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

(For recertification, **two** additional programs are required from large cities, and **one** additional program from small cities, until the maximum number is reached (nine for large cities and five for small cities)).

Applicant details:

Name of city/town _____

Address _____

Telephone _____

Program Manager/Contact Person:

Name _____ Position _____

(Signed) _____ Date _____

COMPETITIVE UTILITY PROGRAM

REQUEST FORM for MANAGEMENT POLICIES RE-EVALUATION

To: Member Services Department
Oklahoma Municipal Power Authority
P.O. Box 1960
Edmond, OK 73083-1960

The following material is submitted in support of our request for re-evaluation for the Management Policies Awards in the CUP program:

Competitive Rate Awards

- Latest rate comparison spreadsheets for average residential customers
- Award(s) requested (check one)
 - One Award
 - Two Awards

Transfer Policy

- Completed Transfer Guide/Worksheet (if not already submitted)
- Copies of relevant pages from city's financial report (if not already submitted)
- Backup for any other calculations (if not already submitted)
- Award(s) requested (check one)
 - One Award
 - Two Awards

Advanced Marketing Program

- Copies of current Marketing Plan, Schedule and Budget (if not already submitted)
- Backup for marketing activities during the past year (if not already submitted)
- Copies of six qualifying customer mailings
- Details and backup for utility's advertising expenditures for the past year
- Copy of sign-up sheet for qualifying builder/contractor/customer meeting
- Copy of rebate brochure
- Backup for other marketing activities during the past year
- Award requested
 - One Award

Load Factor Improvement

- Award(s) requested (check one or both)
 - One Award for load factor higher than OMPA
 - One Award for load factor improved over previous year, or at least 5% higher than OMPA

Applicant details:

Name of city/town _____

Address _____

Telephone _____

Program Manager/Contact Person:

Name _____ Position _____

(Signed) _____ Date _____

Appendix C
Customer Satisfaction Survey Instruments

- Residential Customer Survey
- Commercial/Industrial Customer Survey

Electric Utility Residential Customer Survey

We would like to improve the Electric Utility's responsiveness to our customers' needs. We request your input to help set our future directions and enhance our service to customers like you. Please assist us by answering each question in the survey below, and returning it to us in the enclosed prepaid return envelope. All surveys will be kept confidential, and your opinions (good and bad) are appreciated. Thank you for your help.

General

1) Who supplies the electricity to your home?

Your City Investor-Owned Utility (IOU) Rural Electric Cooperative (REC)

If the answer is an IOU or REC, please name which one:

2) How satisfied are you with your electric utility service?

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied

Dissatisfied Not sure

3) If other electric suppliers were available to you, how likely would you be to switch from your utility?

Would not switch Would switch Not sure

4) If you were able to switch from your current electric utility, which of the following reasons would make you do so?

Check all that apply.

Price/better price

More reliable service

Better technical advice

Fewer billing problems

Better customer service

Other: _____

Customer Service

5) During the past year, how often did you contact the utility office in regards to your electric service?

Never Once 2-5 times 6 or more times

6) Are the utility office personnel courteous and helpful?

Always Almost always Sometimes Never Not sure

7) Are you familiar with the Energy Services Programs (heat pump rebates, energy audits, energy efficiency programs, etc.) offered by the City?

Yes No Not sure

8) If your electric utility offered renewable energy, how much extra would you be willing to pay per month?

\$0 \$5/month \$10/month \$10-20/month Not sure

Electric Bills/Bill Payment

9) Overall, for the amount of electricity used, do your electric bills seem:

Low About right High Not sure

10) How would you prefer to pay your electric bill? Check all that apply.

Mail Drive-up windows Night drop box In person at utility office Bank draft
 Credit card Internet Other (please specify) _____

11) Do you use the Average Monthly Payment (AMP) plan the electric utility offers?

Yes No Not familiar with this program

Reliability

12) How often is the electric service to your home interrupted?

Never Seldom Sometimes Often Not sure

13) How satisfied are you with the reliability of your electricity, in other words, the number and length of outages?

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied
 Dissatisfied Not sure

14) After an outage, would you say the electricity was restored:

Very quickly Somewhat quickly In a reasonable time Very slowly Not sure

Suggestions/Comments

15) What can we do to improve our electric service?

Thank you for your input!

CUP\ResSurvey.mb

(OPTIONAL)

Name: _____

Address: _____

**ELECTRIC UTILITY
COMMERCIAL CUSTOMER SURVEY**

We would like to improve the Electric Utility's responsiveness to our customers' needs. We request your input to help set our future directions and enhance our service to customers like you. Please assist us by answering each question in the survey below, and returning it to us in the enclosed prepaid return envelope. All surveys will be kept confidential, and your opinions (good and bad) are appreciated. Thank you for your help.

Electric Operations

- 1) Please rate the utility's overall performance as your electric supplier.
 excellent good fair poor not sure

- 2) Please rate the job the electric utility is doing now, compared to five years ago.
 much better now somewhat better about the same worse not sure

- 3) Please rate the utility's performance in each of the following areas:
 - a. preventive maintenance of electric equipment excellent good fair poor not sure
 - b. responding quickly to power interruptions excellent good fair poor not sure
 - c. supplying voltage at a consistent level excellent good fair poor not sure
 - d. informing of planned power outages in advance excellent good fair poor not sure
 - e. offering reasonable rates excellent good fair poor not sure
 - f. sufficient rate options excellent good fair poor not sure

- 4) How satisfied is your business with the reliability of the electricity, in other words, the number and length of power outages?
 very satisfied somewhat satisfied neither satisfied nor dissatisfied dissatisfied not sure

- 5) Are the costs that the utility charges for its electricity:
 better than one year ago about the same worse than one year ago not sure

- 6) Would your company be interested in buying renewable energy if the cost was 5 to 10% more?
 Yes No Not sure

Technical/Customer Service Staff

- 7) Please rate the quality of the electric utility's technical staff in the following areas.
 - a. ability to answer technical questions excellent good fair poor not sure
 - b. availability excellent good fair poor not sure
 - c. courtesy excellent good fair poor not sure
 - d. responsiveness excellent good fair poor not sure

- 8) Please rate the quality of the electric utility's customer service staff in the following areas.
- a. ability to answer billing questions excellent good fair poor not sure
 - b. availability excellent good fair poor not sure
 - c. courtesy excellent good fair poor not sure
 - d. responsiveness excellent good fair poor not sure

General

- 9) How satisfied is your company with the utility as an electric supplier?
 very satisfied somewhat satisfied neither satisfied nor dissatisfied dissatisfied not sure
- 10) If other electric power suppliers were available, how likely would your business be to switch suppliers?
 extremely unlikely moderately unlikely maybe likely not sure
- 11) If you were able to switch from your current electric utility, which of the following reasons would make you do so?
 Check all that apply.
- Price/better price
 - More reliable electricity
 - Better technical services
 - Fewer billing problems
 - Marketing support
 - Better customer service
 - Other:
-

- 12) Did you know that if you replace your older inefficient electric equipment with qualifying higher efficiency equipment such as lighting, motors, HVAC units, etc. that there are funds available to help you with the replacement costs besides the money that will be saved on the utility bill?
 Yes No Not sure

- 13) Do you have any other comments about the electric utility and its performance as your electric supplier?

- 14) What is the title of your position? _____

Thank you for your time and information.

CUPCommSurvey2012 / mb

(OPTIONAL)
Business: _____
Address: _____

Appendix D

Training Program Spreadsheets

These Excel spreadsheets are available electronically from OMPA. They must be completed and submitted in applications and at interim reviews, to show that utility staff meets CUP training requirements.

Key Staff	STAFF TRAINING LOG	CITY OF											YEAR:																	
		Session Type			C			E			S/T			Totals		Grand														
	1	2	3	4	5	6	7	8	9	1	2	3	1	2	C	E	S/T	Total												
Requires 14 hours																														
Min of 9 hrs of C, max of 3 hrs of S/T (S/T optional)																														
# Name	Position	Hours of Training																												
1																										0	0	0	0	
2																														0
3																														0
4																														0
5																														0
6																														0
7																														0
8																														0
9																														0
10																														0
11																														0
12																														0
13																														0
14																														0
15																														0
Non-key Staff - requires 3 hours of C																														
# Name	Position																													
1																														0
2																														0
3																														0
4																														0
5																														0
6																														0
7																														0
8																														0
9																														0
10																														0
11																														0
12																														0
13																														0
14																														0

		DETAILS OF TRAINING SESSIONS		
Session #	Title of Training & Presenters	Date(s)	Hours	Brief Description
C1				
C2				
C3				
C4				
C5				
C6				
C7				
C8				
C9				
E1				
E2				
E3				
S/T1				
S/T2				

STAFF TRAINING LOG													CITY OF		YEAR:			
Key Lineworkers/Public Works Requires 14 hours Min of 6 hrs of C, min of 6 hrs of S	Session Type		C		E		S		Hours of Training		T		Totals		Grand			
	# Name	Position	1	2	3	4	5	1	2	1	2	1	2	C	E	S	T	
1														0	0	0	0	
2														0	0	0	0	
3														0	0	0	0	
4														0	0	0	0	
5														0	0	0	0	
6														0	0	0	0	
7														0	0	0	0	
8														0	0	0	0	
9														0	0	0	0	
10														0	0	0	0	
11														0	0	0	0	
12														0	0	0	0	
13														0	0	0	0	
Lineworkers - Requires 14 hours: min of 3 hrs of C, min of 6 hrs of S																		
# Name	Position	1	2	3	4	5	1	2	1	2	1	2	1	2	C	E	S	T
1															0	0	0	0
2															0	0	0	0
3															0	0	0	0
4															0	0	0	0
5															0	0	0	0
6															0	0	0	0
7															0	0	0	0
8															0	0	0	0
9															0	0	0	0
10															0	0	0	0
11															0	0	0	0
12															0	0	0	0
13															0	0	0	0
14															0	0	0	0
15															0	0	0	0
16															0	0	0	0

DETAILS OF TRAINING SESSIONS				
Session #	Title of Training & Presenters	Date(s)	Hours	Brief Description
C1				
C2				
C3				
C4				
C5				
E1				
E2				
S1				
S2				
S3				
S4				
S5				
S6				
S7				
T1				
2				

Appendix E

Sample Outline for System Maintenance Plan

Title Page

- Name of document
- Dates for which the plan is effective
- Names of people responsible for plan
- Date of preparation of plan
- Date of last update and/or review

Description of System

- Brief description of system, including
 - Numbers of customers served (residential, commercial and other)
 - Most recent annual peak demand and energy supplied
 - Identification of substations and main feeders
- Brief description of system map(s)
 - Types and numbers of maps (electronic, hard copies, etc.)
 - Date(s) of last map updates
 - Main location(s) where maps are kept

General Overview of System Maintenance Planning

- Utility's overall approach to assessing and fulfilling system maintenance needs

Routine Maintenance for the Electric System

- Describes the utility's approach to routine system inspection, including
 - Visual inspection of all primary (backbone) feeders
 - Visual inspection of substation facilities (if city-owned)
 - Ongoing tree trimming program
 - Dielectric tests for gloves, hotsticks, trucks and covers
 - Updates to OCR/breaker count log(s), if city has any
 - Calibration of actual voltage at random customer locations
 - Verification of operability of capacitor banks
 - Ongoing education for employees and customers

Inventory plan

- Describe how supplies and equipment used by the electric utility are tracked and ordered

Short-Term Goals for Improving the Electric System

- Describes the utility's special projects to be completed within one year
 - May include parts of work that is listed in long-term goals, where those parts will be completed in the current year
 - Examples of typical short-term projects are pole replacements, line extensions for new businesses, and small projects suggested by the utility's reliability/outage reports

Long-Term Goals for Improving the Electric System

- Describes the utility's long-term (multiple-year) special projects
 - Examples of typical long-term projects are reconductoring, voltage conversion, adding feeder(s), adding or replacing substation transformers, adding new substations, etc.
 - Where projects will be worked over several years, list parts of this work in short-term goals, if appropriate.
 - Larger cities may provide for the annual inspections cycle of all overhead facilities including feeders, laterals, secondary, and service drops, spot-checking of major equipment and underground terminators using infrared photography
 - public and customer involvement processes that will be used to support project scoping, design, and construction

Schedule (timetable of implementation)

- A sample schedule is shown on the next page. Note that this is just an example, and shows the type of items that might be on a typical schedule. Each city's schedule will be different, depending on the city's maintenance activities and plans for the future.

Appendix F

Sample Outline for Emergency Action Plan

Title Page

- Name of document
- Dates for which the plan is effective
- Names of people responsible for plan
- Date of preparation of plan
- Date of last update and/or review

Administration

- Emergency Director
 - Identify the person who will be in charge when an emergency is declared. If this person is identified by position/title rather than by name, some unnecessary updates to the plan might be avoided.
- Preliminary Damage Assessment and Emergency Declaration
 - Identify who is responsible for a preliminary damage assessment to evaluate whether an emergency should be declared.
 - Identify who will decide if/when an emergency is declared, and decide whether outside help should be requested.
 - Describe how an emergency declaration will be announced and publicized.
 - Describe how city personnel will be notified and know where and when they should report.
- Designate someone to track cost-related details of the restoration activities. This would include hours worked by out-of-town crews as well as their meal and hotel expenses. Track material used and ordered to repair the electric system. Examples of forms for tracking these items are included.

Command Post

- Identify a command post, from which all emergency activities will be coordinated and conducted.
- Describe arrangements for the command post, including
 - Back-up generation
 - Adequate lighting
 - Two or more telephones (including an unlisted number for communication when other lines are busy)
 - Two-way radios for communication with field workers
 - A wall map of the electric system
 - Sectionalized maps for mapping out restoration activities
 - Smaller maps for use by crews in the field
 - A status board to show where crews are located and what they are doing
 - Sign-in sheets for personnel reporting to the command post
 - Storm restoration sheets to help track the use of material in the field

Information to Keep Current

- Each utility should have available on file a current copy of a mutual aid agreement that your utility has with utilities in the area. A list of sister systems in your area and phone numbers for 24-hour contact and a list of contractors containing both during business hours and after business hours phone numbers should be maintained.
- Your utility should have an inventory of equipment and materials that can be used to restore service. This should include a listing of area utilities that have compatible type equipment that could be utilized on your system should there be a major problem, and several hand-held radios for use of personnel who work with non-system crews.
- The central location should contain a list of customers that require or should receive priority service restoration. This might include customers with medical conditions, gas stations, water wells or hospitals.
- It is recommended that pictures of the electric system be taken. This allows the city to illustrate how the system looked before the storm.

Lodging, Food and Drink

- Describe how arrangements will be made for accommodations for out-of-town crews. A listing of local and nearby hotels/motels may be useful.
- Describe how arrangements will be made for hot food and drink for emergency workers at the command post and in the field. A listing of local and nearby restaurants may be useful, together with contact information for local community groups and organizations that will help.

Dealing with Trouble and/or Emergency Calls

- Designate person(s) to take calls on emergencies and outages at the command post. They should be sure to get the following:
 - Description of the emergency
 - Address and/or location of the event/outage
 - Name and phone number of caller, for follow-up if necessary
- Arrange for adequate break and rest times for people taking the calls.

Media Relations

- Designate one person to act as spokesperson for the utility during the emergency.
- Contact the media as soon as possible
- Things to remember:
 - Do not speculate; if you don't know, say so, find out and get back to them.
 - Remember the five Ws – who was involved, what happened, when did it happen, where did it happen and why did it happen.
 - Do not try to cover up facts or mislead the media.
 - Other things the media may want to know – how many people are affected, how many calls are being received, approximate number of customers without service, how long the emergency is likely to last.
 - Keep the media updated as the event progresses.

Equipment Preparation

- Each utility should be prepared at anytime to respond to emergency or trouble calls on its system. Equipment should be available and serviced and ready to respond to any situation.
- Each evening when service equipment is garaged for the evening, stores on the vehicle should be checked and restocked.
- Rubber goods should be checked and properly stored. Note any defects and take steps to replace any damaged rubber goods.
- Operation equipment should be checked for such things as lights so that all marker lamps, head lights, spot lights are operational along with emergency service lighting.
- For night operation, safety vests should be available along with safety cones to ensure employees are seen and equipment is noticed during dark hours.
- Make sure that the levels of fuel, oil, and hydraulic fluids are checked. Equipment should have a full tank of gas so that the problem of power being off the gas pump will not hinder response.
- Preferably, keep vehicles under cover to eliminate frost or ice scraping, and for quicker warm-up for smooth running. If a vehicle must be stored outside, you may want to take precautions to cover the windshield to help reduce time needed to scrape ice or frost during cold periods.

Employee Response

- Utilities usually have the designated responder whose name and phone number is with police or proper dispatch personnel to be an initial responder to emergency. However, a list of other employees and phone numbers who may be called in if needed should be available.
- Be sure you have a designated assembly point for all call-in employees.
- In addition to electric system personnel, it is good to have other departmental personnel who are familiar with the city available to assist outside help in responding to locations in your community. A local person will be more familiar with addresses and streets than those from the outside; this will expedite the restoration of service to a given area. That person should remain with the crew to communicate with the command post.

Coordination with Other Emergency Plans

- It is very likely that an overall City/County Major Emergency Action Plan already exists. Any plan developed by the Electric Utility should be coordinated with this plan and should preferably be included as part of the overall plan.

STORM RESTORATION

SIGN-IN SHEET

NAME	CITY	POSITION	DATE ARRIVED	TIME ARRIVED	DATE DEPARTED	TIME DEPARTED
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
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16.						
17.						
18.						
19.						
20.						
21.						
22.						
23.						
24.						
25.						

STORM RESTORATION

Material Sheet

MATERIAL	QTY	SUPPLIER	DATE ORDERED	DATE RECEIVED
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
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Appendix G

System Reliability Program Information

An important best management practice for modern electric distribution systems is the implementation of a system reliability improvement program. The aim of such a program is threefold:

- to give the utility more information about the status and operation of the electric system
- to use this information for planning, prioritizing, and budgeting long-term improvements in the utility's maintenance and operating practices, as well as capital additions
- to monitor the effectiveness of improvement initiatives, by providing a benchmark which may be compared across time and across utility systems.

If appropriate records are kept about electric service outages, nationally-recognized indices can be calculated to help track the reliability record of the utility and compare these against other local, regional and national data. Most recently, these indices are explained in IEEE 1366-2012 – IEEE Guide for Electric Power Distribution Reliability Indices. This defines the distribution reliability nomenclature and indices that utilities and regulators can use to characterize the reliability of distribution systems, substations, circuits and grid sections. It also defines the factors affecting the calculation of the indices.

Tracking Outages and System Reliability

The best way of keeping outage records, tracking system reliability and calculating the reliability indices is to use one of the computer-based methods that are available. These include

Reliability 5.3.1

This software package was developed by OMPA and the City of Edmond; it was subsequently made available to APPA's DEED program through MESO. The original Reliability 5.3.1 is available from OMPA at no cost to member cities.

eReliability Tracker

This is a web-based updated version of eReliability, developed by APPA's DEED program. It is available from APPA on an annual subscription basis.

Reliability Indices

Some of the more useful reliability indices are explained below.

1. ASAI (average service availability index)

The ratio of total customer minutes that service was available divided by the total customer minutes demanded in a time period. It is expressed as a percent.

2. CAIDI (customer average interruption duration index)

The average length of an interruption, weighted by the number of customers affected, for customers interrupted during a specific time period. It is calculated by summing the customer minutes off during each interruption in the time period and dividing the sum by the number of customers experiencing one or more sustained interruptions during the time period. The resulting unit is minutes. The index enables utilities to report the average duration of a customer outage.

3. SAIDI (system average interruption duration index)

The average interruption duration for customers served during a specified time period. This is determined by summing the customer-minutes off for each interruption during a specified time period and dividing the sum by the average number of customers served during that period. The unit is minutes. The index enables the utility to report how many minutes customers would have been out of service if all customers were out at one time.

4. SAIFI (system average interruption frequency index)

This is the average number of times that a customer is interrupted during a specified time period. It is determined by dividing the total number of customers interrupted in a time period by the average number of customers served. The resulting unit is "interruptions per customer".

5. SAIFI-Long (interruptions longer than one minute)

6. SAIFI-Short (interruptions of less than one minute)

Appendix H Transfer Guidelines

What Are Transfers?

In Oklahoma, contributions to local government often constitute a significant portion of the public power system's electric operating revenue and have important financial and operational consequences for the electric utility. This section provides a guideline to help municipal officials identify and recognize the amount of direct and indirect transfers the electric utility provides in the support of general government. Unless identified, many times a direct or indirect general government contribution value is not recognized as such. To provide benefits, there is a cost. The cost may impact the ability of the electric utility to provide a more reliable, low cost electric service to consumers. This appendix is designed to assist in determining the dollar value of transfers.

How do you account for all direct and indirect contributions to local government? Each municipal electric system and governing board has the responsibility of accounting for these contributions. To begin, how do we define a transfer? The term transfer means to carry or send or to convey from one place to another. A general definition of a transfer, when looking at the local government method of operation, is that of taking money from one account and transferring or conveying it to another. However, we must look deeper than that, in that a transfer from the electric system refers to any conveyance (transfer) of value (in any form including fees, services, cash payments, transfer of non-cash assets, etc.) which originates from the electric system and whose destination is another municipal fund.

For a municipal electric system, not only do you see the conveyance of the cash payment from the electric system revenues to other utility or non-utility functions of the local government, but also the cross-use of employees, vehicles, materials, and electrical service. When these items are not used in the direct operation of the electric utility, they are considered a transfer. As an example, every city that has a city manager probably pays a portion of his/her salary from the electric system. That is a transfer to general government. If you didn't have the electric system, would you still have a city manager? Most cities would still have a city manager, since many counterparts that don't operate an electric system have a city manager. Therefore, if the electric fund is charged for a portion of the salary of employees like the city manager, city clerk, utility office employees, etc., these are transfers to general government.

Another area that must be recognized is that of street lighting, park lighting and municipal building lighting. These items are again transfers from the electric utility to general government functions. All cities have street lights and their purchase, installation, operation, and maintenance is paid for by street departments if they do not have electric systems. Putting up and taking down of Christmas lights is a non-electrical function that is a general government function and should be charged accordingly for manpower, electricity consumed and equipment time used for installation. Many cities use fire department personnel, or hire contractors, or even pay investor-owned utilities to do this type of activity if they do not own an electric system.

Good Business Practice Concerning Transfers

An important objective of municipal electric service is to supply reliable electric service to municipal consumers at the lowest reasonable cost consistent with sound business principles. To ensure that this objective is achieved, the City should implement several business practices including:

- an accounting system which tracks the segregated revenues and expenses of the electric system
- method of tracking employee time and expenses for the electric system
- a metering/billing system which charges appropriate departments within the City for all municipal uses of electric-related services
- a capital improvement, renewals & replacements policy and a budgeting process which ensures that the electric system remains both fiscally sound and physically and operationally up-to-date.

Determining Transfers to Local Government

A little later in this appendix is a transfer guide/worksheet that will help identify and place value on reduced-price electricity, actual dollar transfers, manpower and equipment support, etc., that is provided by the ownership of the municipal electric system. This transfer guide/worksheet must be completed and submitted whenever a CUP application is submitted and must also be completed for the interim review. This information should be calculated on an annual twelve-month fiscal-year basis, based on the city's most recent approved financial report. Backup for any other calculations must also be provided.

Guidelines for Transfer Policy Limits on Electric System Transfers:

Listed below are three example methods that can be considered in providing electric system transfers to the general fund.

Percentage Cap - Example 1

For the purposes of maintaining efficient and effective city services, the transfer from the electric system to all other municipal funds will be limited to a total amount not to exceed a set percent each year of total electric system gross revenues for any given year. (Listed on the following page is the chart showing the national and southwest averages).

Millage Cap - Example 2

For the purposes of maintaining efficient and effective city services, the transfers from the electric system to all other municipal funds will be limited to _____ mills per kilowatt-hour per month. However, the total amount of the transfer shall not exceed _____% of total electric system gross revenues for any given year.

Rate of Return Cap - Example 3

For the purposes of maintaining efficient and effective city services, the transfer from the electric system to all other municipal funds will be limited to a rate of return of _____%.

Establishing a limit on electric system transfers, the utility must include not only the actual cash dollars but also include the total dollar amount value for providing manpower, vehicles, electric power, etc. to the general fund type operations. This is essential in determining the actual cost to the electric system's support of general government.

TRANSFER GUIDE/WORKSHEET FOR CITY OF _____

(Must be submitted annually, even if city does not apply or qualify for any level of award in the Transfer Policy Section)

1. TRANSFERS FROM ELECTRIC SYSTEM TO MUNICIPALITY

1A. Free electric service:

Include kWh and dollar cost of all services that the utility is not paid for in any way. If the utility receives compensation through direct billing, accounting procedures or transfer of funds, then the service is not free, and should not be included below.

If the dollar amount of the free service is not known, estimate the amount from the kilowatt-hours supplied and an **average rate per kWh for commercial service** (see the latest rate comparisons from OMPA). For example, if the utility provided 40,000 kWh of free service for recreational facilities, and the average commercial rate for the utility is 4.5 cents per kWh, the estimate of free service provided would be 40,000 kWh x \$.045/kWh, or \$1800.

Street lighting	_____ kWh	\$ _____
Municipal buildings (municipal offices, public works garages, etc.)	_____ kWh	\$ _____
Water pumping	_____ kWh	\$ _____
Water or sewer treatment facilities	_____ kWh	\$ _____
Recreational facilities (e.g., parks, baseball fields, etc.)	_____ kWh	\$ _____
Traffic signals	_____ kWh	\$ _____
Other (specify) _____	_____ kWh	\$ _____

1B. Reduced-price electric service:

Include kWh and dollar cost for all services that the utility provides for less than the market price. The dollar amount should reflect the difference between what the utility receives for the service and what the utility would typically charge a customer for the same service.

For example, if the utility charges the city \$2000 for 40,000 kWh of electric service for recreational facilities, the utility is receiving 5 cents per kWh for its service. If the average rate that would normally be charged for service (e.g., street lighting rate, commercial rate) is 8 cents per kWh, the utility is providing reduced-price service to the city of 3 cents per kWh x 40,000 kWh, or \$1200.

Street lighting	_____ kWh	\$ _____
-----------------	-----------	----------

Municipal buildings (municipal offices, public works garages, etc.)	_____ kWh	\$ _____
Water pumping	_____ kWh	\$ _____
Water or sewer treatment facilities	_____ kWh	\$ _____
Recreational facilities (e.g., parks, baseball fields, etc.)	_____ kWh	\$ _____
Traffic signals	_____ kWh	\$ _____
Other (specify) _____	_____ kWh	\$ _____

1C. Estimated cost of the use of electric department maintenance and production employees for non-electric services:

Include dollar cost of services for which the utility is not reimbursed by direct billing, accounting procedures, or transfer of funds. If the dollar amount is not known, estimate an amount using the number of employee-hours provided and an average hourly wage rate.

Installation of temporary lighting for special events	\$ _____
Maintenance of traffic signals	\$ _____
Electrical repair and/or maintenance for other departments	\$ _____
Rewiring municipal buildings	\$ _____
Tree trimming for other departments	\$ _____
Reading of water meters	\$ _____
Putting up city signs, banners	\$ _____
Technical expertise for engineering, economic or environmental studies	\$ _____
Non-utility locates for stakes, wires, pipes, etc.	\$ _____
Other use of electric department employees (specify) _____	\$ _____

- 1D. Estimated value of the use of electric department vehicles and equipment by other municipal departments (e.g., bucket trucks, ditching equipment, etc.) \$_____
- 1E. Estimated value of the use of electric department materials and supplies by other municipal departments (e.g., wood poles, wiring, herbicides, etc.) \$_____
- 1F. Value of utility administrative services funded by electric department revenues and shared by other utility operations.
- Management (e.g., city manager, city clerk, asst. manager, etc.) \$_____
- Clerical and support (e.g., billing clerks, customer service representatives, meter readers, etc.) \$_____
- Operations and maintenance (e.g., supplies, postage, vehicle operating costs, etc.) \$_____
- Capital equipment (e.g., computers, software, furniture, meter vehicles, etc.) \$_____
- 1G. Total transfers from electric utility to municipality (total all dollar amounts in Sect. 1A through 1F above) \$_____

2. TRANSFERS FROM THE MUNICIPALITY TO THE ELECTRIC UTILITY

Include goods and services provided by the city to the electric system for which the city is not reimbursed by the utility. For example, do not include services for which the city has been reimbursed through direct billing or transfer of funds.

2A. Estimated value of free or reduced-price service for:

Water	\$ _____
Office space	\$ _____
Other (specify)	\$ _____

2B. Estimated value of the use of municipal department employees by the electric department for:

Management	\$ _____
Clerical and support	\$ _____
Operations and maintenance	\$ _____
Engineering services	\$ _____
Financial services	\$ _____
Legal services	\$ _____
Information Technology services	\$ _____
Human Resources services	\$ _____
Other (specify) _____	\$ _____

2C. Estimated value of the use of municipal department vehicles and equipment by the electric department \$ _____

2D. Estimated value of the use of municipal department materials and supplies by the electric department \$ _____

2E. Total transfers from municipality to electric utility (total all dollar amounts in Sections 2A through 2D above) \$ _____

3. TRANSFER CALCULATION

Backup documentation must be provided for all line items in the transfer calculation, which must be based on the city's most recent audited report. As a minimum, copies of all pages used from this audited report and individual departmental income statements (reflecting revenues and expenses for each public works fund) must be provided.

3A.	Gross electric revenues	\$ _____
3B.	Other electric revenues	\$ _____
3C.	Total revenues (3A plus 3B)	\$ _____
3D.	Net value of services (line 1G minus line 2E)	\$ _____
3E.	Total cash transfers during last fiscal year (e.g., to general fund, other utility funds, etc.)	\$ _____
3F.	Total transfers (line 3D plus line 3E)	\$ _____
3G.	Percentage transfer (100 x line 3F/line 3C)	_____ %

If detailed accounting records are not maintained for each utility department (which would also reflect the individual departments general fund transfer), the general fund transfer should be allocated on the basis of net income after debt service and any capital expenditures. For example, see the tables below which demonstrate a utility authority with a \$1 million net profit, all of which is transferred to the General Fund. In the first table, all utilities make a profit:

(Example for demonstration purpose only)

	NET PROFIT ALLOCATED	GENERAL FUND TR ALLOCATED
Electric	\$500,000	50%
Water	400,000	40%
Sewer	50,000	5%
Sanitation	50,000	5%
TOTALS	\$1,000,000	100%

However, if a department has a net loss, the transfer must be adjusted accordingly. Note the total profit is the same, but after allowing for the loss in the sewer department, the answer is different:

	NET PROFIT (LOSS)	GENERAL FUND TR ALLOCATED
Electric	\$1,000,000	100%
Water	0	0%
Sewer	-50,000	-5%
Sanitation	50,000	5%
TOTALS	\$1,000,000	100%

In the event the only profit made is from the electric, the entire transfer would be from the electric department, plus the electric profit required to support other utilities would be part of the transfer.

Appendix I
Summary Table of Material Required in a CUP Application or at Interim Review

Compliance with the criteria for various sections in the Resolution to Participate, Best Utility Practices and Management Policies sections of CUP will be verified through the submission/availability of the material summarized in the table below.

RESOLUTION TO PARTICIPATE	Type of Application or Interim Review		
Material Required	Certification	Interim Review	Recertification
Copy of Resolution to Participate	S		
BEST UTILITY PRACTICES			
	Type of Application or Interim Review		
Material Required	Certification	Interim Review	Recertification
Surveys			
Copies of Survey Instrument(s)	S(R&C/I)		S(RorC/I)
Description of Survey Methodology	S(R&C/I)		S(RorC/I)
Report on Results of Survey(s)	S(R&C/I)		S(RorC/I)
Discussion of Results of Survey(s)	S(R&C/I)		S(RorC/I)
Plan for Addressing Issues	S(R&C/I)	I (updated)	S(RorC/I)
Plans for Future Surveys		I	
Note: R – residential customers; C/I – commercial/industrial customers			
Key Accounts			
List of key accounts and utility reps	S	I	S
Summary data for each key account	S	I (if new)	S (if new)
Records of visits (one per customer; if utility has more than five key accounts, provide records for at least five different customers)	S	I	S
Training			
Training Spreadsheets	S	C	S
Sign-In Sheets	S	C	S
Miscellaneous Backup	S	C	S
Energy Services Programs			
Copy of Resolution to Participate in OMPA’s Energy Services programs	S		
Name and title of city’s Energy Services Representative	S	I(if changed)	S(if changed)
Documentation to show compliance in six Energy Services programs	S	I	S
System Maintenance Plan			
Copy of current plan	S	C	S
Copy of current schedule	S	C	S
Copies of backup showing maintenance activities during the past year, including evidence of testing on all safety-related items and OCR breaker logs (if kept by city)	S	C	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

BEST UTILITY PRACTICES (continued)	Type of Application or Interim Review		
	Certification	Interim Review	Recertification
Material Required			
Compliance with Codes and Standards			
Copy of ordinance(s) adopting NESC and NEC	S	I (if changed)	S (if changed)
Copies of title pages of current NESC and NEC	S	I (if changed)	S (if changed)
Identification of person(s) responsible for NEC inspections	S	I (if changed)	S (if changed)
Samples of NEC enforcement documents	S	I (if changed)	S (if changed)
Copies of title pages of construction guidelines	S	I (if changed)	S (if changed)
Plans for upgrading constructions to meet current codes, where necessary	S	I (if changed)	S (if changed)
Emergency Action Plan			
Copy of current plan	S	C	S
Copy of sign-in sheet for staff briefing	S	C	S
Details about the last emergency exercise (or actual emergency)	S	C	S
System Reliability Program			
Reliability report for the most recent complete month	S	C	S
Corresponding graphs for ASAI, CAIDI, SAIDI and SAIFI	S	C	S
Corresponding column chart for outage reasons	S	C	S
Report on major outage events during the past year (as detailed above)	S	C	S
Descriptions of ways the reliability information is used	S	C	S
Basic Marketing Program			
Current electric utility marketing plan	S	C	S
Current schedule	S	C	S
Current budget	S	C	S
Backup for marketing activities during the past year	S	C	S
Transfers			
Copy of adopted transfer policy	S	I (if changed)	S (if changed)
Completed Transfer Guidelines/Worksheets	S	C	S
Copies of relevant pages from city's financial report	S	C	S
Backup for any other calculations	S	C	S
Optional Programs			
Documentation to show that the required number of optional programs are active	S	I	S
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

MANAGEMENT POLICIES	Type of Application or Interim Review		
Material Required	Certification	Interim Review	Recertification
Competitive Rates			
Latest OMPA rate comparisons for average residential customers	S	C	S
Transfers			
(No further material required – see above – page 2)			
Advanced Marketing Program			
Current electric utility marketing plan	S	C	S
Current schedule	S	C	S
Current budget	S	C	S
Copies of six qualifying mailings and/or proof of qualifying mass media events	S	C	S
Details and backup for utility’s advertising expenditures for past year	S	C	S
Copy of sign-up sheet for qualifying builder and HVAC contractor and/or key customer meeting or details of a qualifying mailing	S	C	S
Copy of rebate brochure	S	C	S
Backup for other marketing activities during the past year	S	C	S
Load Factor Improvement			
No material required			
Notes. S – submit paper or electronic material I – have available for inspection C – provide copies (paper or electronic)			

Appendix J
CUP Oversight Committee Governance

As agreed at the CUP Oversight Committee Meeting, November 18, 2009, and approved at the December 2009 meeting of the OMPA Board of Directors.

The CUP Oversight Committee shall comprise 11 members and the OMPA Board Chair shall serve as a non-voting ex-officio member of the committee.

The committee must have a quorum of 6 members to conduct business.

The committee make-up shall be a member from each of the big-five (5) cities and the remaining six (6) from six (6) of the other member cities. Up to three (3) members can be from non-CUP-certified cities.

Appointments will be made by the Chairman of the OMPA Board and the nominations will come from the members. OMPA staff will post a notice in the monthly newsletter "Outlet" of a vacancy and the nomination will be forwarded to either the Chairman of the Board or the Chairman of the CUP Committee.

The CUP Oversight Committee Chair will notify the OMPA Board Chair if a committee member misses three (3) consecutive meetings, at which time, the OMPA Board Chair may determine the seat to be vacant and nominations may be sought.

The Committee will meet a minimum of once per year.