# COMPETITIVE UTILITY PROGRAM

# FOR THE MEMBERS OF THE

# OKLAHOMA MUNICIPAL POWER AUTHORITY

**Seventh Edition**

**March 2020**

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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 Sixth Edition dated March 2013). It has been modified many times since then. This Seventh 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. 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 either $5,000, $10,000 or $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. 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. 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 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 for one of three levels: Bronze, Silver or Gold.

For the Bronze Level, member cities must meet the criteria set out in eight different areas, which are

- Customer Surveys – Residential (Section 1)
- Key Accounts Program (Section 2)
- Training (Section 3)
- System Maintenance Plan and schedule* (Section 4)
- Emergency Action Plan* (Section 5)
- System Reliability* (Section 6)
- Rate Comparisons (Section 7)
- Our Local Power Campaign (Section 8)

For the Silver Level, member cities must meet the criteria set out in the Bronze Level plus additional training, along with three additional areas, which are

- Energy Services Programs (Section 9)
- Basic Marketing Plan (Section 10)
- Transfer policy (Section 11)

For the Gold Level, member cities must meet the criteria set out in the Silver Level plus additional training along with three additional areas, which are

- Customer Surveys – Commercial (Section 1)
- Transfer worksheets (Section 11)
- Optional Programs (Section 12)

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, Emergency Action Plan and Service Reliability Program.

**Comparison Table on Tiered Requirements**

| | Bronze | Silver | Gold |
|---|---|---|---|
| **Certification award** | **$5,000** | **$10,000** | **$20,000** |
| **Surveys-Residential (OMPA)** | ✓ | ✓ | ✓ |
| **Surveys-Commercial** | | | ✓ |
| **Key Accounts** | ✓ | ✓ | ✓ |
| **Training (tiered)** | ✓ | ✓ | ✓ |
| **System Maintenance Plan** | ✓ | ✓ | ✓ |
| **Emergency Action Plan** | ✓ | ✓ | ✓ |
| **System Reliability Program** | ✓ | ✓ | ✓ |
| **Rate Comparisons** | ✓ | ✓ | ✓ |
| **Our Local Power Campaign** | ✓ | ✓ | ✓ |
| **Energy Services Programs** | | ✓ | ✓ |
| **Basic Marketing Program** | | ✓ | ✓ |
| **Transfer Policy** | | ✓ | ✓ |
| **Transfer Worksheets** | | | ✓ |
| **Optional Programs** | | | ✓ |

## 1. CUSTOMER SURVEYS (Bronze, Silver, Gold)

**Bronze/Silver Levels:** Residential
At a minimum of every two years, OMPA will undertake the process of getting customer satisfaction surveys of member cities' residential customers. OMPA will 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.

**Gold Level:** Commercial
Every four years, a member city must undertake the process of getting customer satisfaction surveys of its commercial/industrial customers.

**Customer Survey Criteria/Guidelines**

1. For initial certification, both residential and commercial customers must be surveyed. OMPA will conduct the residential survey and provide the results to the member city. For commercial customers, the OMPA commercial survey instrument (see Appendix C) must be used.
2. Member cities may modify the OMPA commercial survey instrument if they wish; however, modification is not encouraged and must be explained and justified.
3. For recertification, the member city must survey commercial/industrial customers every four years, and the city may develop its own survey or use the OMPA survey instrument.
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 survey if applicable.
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 30 commercial/ industrial customers, or 30% of the total commercial customer base, (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, residential surveys must be two years old or less.
9. For recertification, the commercial survey must be four years old or less.

**Special Conditions, Exceptions and Recommendations**

1. For surveys done by mail, OMPA staff will help with the preparation and mailing, if requested.
2. 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 (R or C/I) |
| Description of Survey Methodology | S (C/I) | | S (C/I) |
| Report on Results of Survey(s) | S (R & C/I) | | S (R or C/I) |
| Discussion of Results of Survey(s) | S (R & C/I) | | S (R or C/I) |
| Plan for Addressing Issues | S (R & C/I) | I (updated) | S (R or C/I) |
| Plans for Future Surveys | | I | |

Notes. Commercial surveys are only required at initial certification and then after every four years.

S (R & C/I) – submit paper or electronic material for residential and commercial/ industrial customers.

S (R or C/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 (Bronze, Silver, Gold)

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<br>I – have available for inspection<br>C – provide copies (paper or electronic)<br>* Utilities with more than five key accounts must provide sample records of visits with at least five different key account customers within the last twelve months. | | | |
| | | | |

## 3. TRAINING (Bronze, Silver, Gold)

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. |
| CS | Cyber Security | Training on phishing, fraudulent, scamming, 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.

**Bronze Level**

| Staff Classification | Minimum Total Training Hours | Minimum Hours in Each Type of Training | | | | |
|---|---|---|---|---|---|---|
| | | C | E | T | S | CS |
| *Key Customer Service | 8 | 5 | | | | 1 |
| Non-Key | 4 | 3 | | | | 1 |
| Key Lineworker/Public Works | 10 | 3 | | | 6 | 1 |
| Lineworker | 10 | 3 | | | 6 | 1 |

**Silver Level**

| Staff Classification | Minimum Total Training Hours | Minimum Hours in Each Type of Training | | | | |
|---|---|---|---|---|---|---|
| | | C | E | T | S | CS |
| *Key Customer Service | 11 | 7 | | | | 1 |
| Non-Key | 4 | 3 | | | | 1 |
| Key Lineworker/Public Works | 12 | 4 | | | 6 | 1 |
| Lineworker | 12 | 3 | | | 6 | 1 |

**Gold Level**

| Staff Classification | Minimum Total Training Hours | Minimum Hours in Each Type of Training | | | | |
|---|---|---|---|---|---|---|
| | | C | E | T | S | CS |
| *Key Customer Service | 14 | 9 | | | | 1 |
| Non-Key | 4 | 3 | | | | 1 |
| Key Lineworker/Public Works | 14 | 6 | | | 6 | 1 |
| Lineworker | 14 | 3 | | | 6 | 1 |

**Special Conditions, Exceptions and Recommendations**

1. For Key Customer Service personnel and Key Lineworkers, the required hours of annual type C 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 OMA's Customer Service Specialist Training or OMA'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.**

2. For Lineworkers, enrollment in any state-licensed apprenticeship program will qualify for up to 13 hours of non-type C training for lineworkers.
3. 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. However, up to three hours of the required type C training for key/key lineworkers/public works 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. The allowable numbers of type C online training are:

| | |
|---|---|
| Bronze level | 1 hour |
| Silver level | 2 hours |
| Gold level | 3 hours |

4. Customer Service Training that does not meet face-to-face criteria may be classified as Type E (Elective).
5. It is strongly recommended that training be held in a location other than city hall.
6. If attendance at meetings or conferences is submitted as training, each session must qualify as type C, E, T or S, with backup material.
7. Training requirements for part-time employees 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. Training documentation for new employees that have worked six months or less is not required.
8. Employees who help build, tear-down, volunteer or judge at the lineworkers' rodeo can get up to five hours of training based on the following:

| | |
|---|---|
| Build or tear down | 50% type S, 50% type T |
| Volunteer | 50% type C, 50% type E |
| Judge | 50% type S, 50% type E |
| Compete/participate | 50% type S, 50% type T |

**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<br>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<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | | |

## 4. SYSTEM MAINTENANCE PLAN (Bronze, Silver, Gold)

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<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

## 5. EMERGENCY ACTION PLAN (Bronze, Silver, Gold)

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<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

## 6. SYSTEM RELIABILITY PROGRAM (Bronze, Silver, Gold)

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.

**Service 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 cloud-based package called eReliability Tracker. Either 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<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

**7. RATE COMPARISONS (Bronze, Silver, Gold)**

A very important feature of electric service is its price. 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 a REC Rate Measure is calculated if more than one REC's service territory is close to the city.

**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 |
| Written comments regarding how the rates compare to IOUs and local RECs | S | C | S |
| Notes. S – submit paper or electronic material<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

## 8. OUR LOCAL POWER CAMPAIGN (Bronze, Silver, Gold)

The value of municipally owned electric systems is commonly unknown among cities' customers. Therefore, OMPA has created and funded a marketing campaign to promote the benefits of municipally owned electric systems.

**Special Conditions, Exceptions and Recommendations**

**Material Required in Application or at Interim Review**

The utility must show the campaign was promoted within the last twelve months. Documentation must show the utility used some of the free tools available from the *Our Local Power* website. If the utility has a website and/or social media, there must be a link to the *Our Local Power* website.

| Material Required | Type of Application or Interim Review | | |
|---|---|---|---|
| | Certification | Interim Review | Recertification |
| Provided evidence of the promotion of the campaign including photos, ads, etc. using tools from the campaign website. | S | I, C | S |
| Show evidence there is a link to the campaign website from the utility's website (if the utility has one). | S | I | S |
| Notes. S – submit paper or electronic material<br>I – have available for inspection<br>C – provide copies (paper or electronically) | | | |

## 9. ENERGY SERVICES PROGRAMS (Silver, Gold)

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.

| | **Energy Services Programs** | **Compliance (see below)** |
|---|---|---|
| | | |
| | Current Events Newsletter (or equivalent newsletter) | 3 |
| | Grade School Safety | 2 |
| | Residential 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 |
| | Matching Advertising | 2 |
| | WISE Heat Pump Rebates | 1 |
| | AMI | 5 |
| | Wind Energy | 1 |
| | Web-based Customer Portal | 1 |
| | WISE Ceiling Insulation Rebates | 1 |
| | Commercial Load Profiling Program | 1 |

**Compliance column above.** To show active participation, show evidence of

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
5. Documentation to show implementation of program.

**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 |
| 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<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

## 10. BASIC MARKETING PROGRAM (Silver, Gold)

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<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

## 11. TRANSFERS (Silver, Gold)

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. **Silver Level:** 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. **Gold Level:** 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<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

## 12. OPTIONAL PROGRAMS (Gold)

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 | Medium Utilities | Small Utilities |
| Initial certification and first interim review | 5 | 4 | 3 |
| First recertification and next interim review | 7 | 6 | 4 |
| Each subsequent recertification and interim review | 9 | 7 | 5 |
| Note: Large utilities have peak demand > 15 MW; medium utilities are < 15 MW and more than 1000 meters. Small utilities are less than 1000 meters. | | | |

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)** |
|---|---|
| ***Any Energy Services program not yet used*** | (see Energy Services section) |
| Mutual Aid | 1 |
| Customer-Oriented Deposit Policy | 1 |
| Gatekeeper Program | 2 |
| Tree-trimming policy | 1 |
| 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 |
| Surge Protection | 3 |
| Flexible Hours Program (only good for two years) | 1 |
| Limited Time-in-Line Service | 1 |
| Employee Survey | (as for Customer Surveys) |
| Kiosk Payment Service | 1 |
| Prepaid Metering Program | 3 |
| Manned Exhibit at Local Event | 5 |
| OMPA Line Crew | 1 |
| *Your Optional Program* | |
| **Compliance column above.** To show active program, show evidence of | |

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
5. Current contract for the service agreement

**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.

**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<br>I – have available for inspection<br>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 six financial awards. These awards are available in five different areas, as follows:

1. System Reliability (two awards)
2. Cyber Security (one award)
3. Advanced Marketing Program (one award)
4. Line Loss (one award)
5. Rate Design (one award)

Eligibility for the awards is evaluated and the awards allocated at the times of initial certification, recertification and interim review.

Awards are available at each level of CUP certification but are capped for Bronze and Silver levels. Bronze level certification can qualify for up to two programs. At the Silver level, members can qualify for three programs. All programs are available at the Gold level.

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.

| ***Dollar Value of Management Policies Awards*** | $0.105 per kW |
|---|---|
| ***Points Allocated to Management Policies Awards*** | |
| System Reliability (two awards) | 0.75 points per award |
| Cyber Security (one award) | 1.00 points per award |
| Advanced Marketing Program (one award) | 1.00 points per award |
| Line Loss (one award) | 0.75 points per award |
| Rate Design (one award) | 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. SYSTEM RELIABILITY AWARDS

Survey results show time after time that reliability is one of the most important factors to customers. Member utilities need to be aware of their reliability standards, especially the nationally recognized average service availability index (ASAI).

**System Reliability Awards Criteria/Guidelines**

1. One award level will be given to OMPA member utilities whose ASAI average through the last completed year is higher than the IOU percentage average.
2. One award level will be given to OMPA member utilities whose average ASAI is higher than the previous year or maintains an ASAI index of 99.90.

**Special Conditions, Exceptions and Recommendations**

Does not include major weather occurrences or supply to city. A major weather occurrence is an event that causes 10% of customers to be off for more than 24 hours.

**Material Required in Application or at Interim Review**

| Material Required | Type of Application or Interim Review | | |
|---|---|---|---|
| | Certification | Interim Review | Recertification |
| Report of indices for last completed year. | S | C | S |
| Notes. S – submit paper or electronic material<br>I – have available for inspection<br>C – provide copies (paper or electronically) | | | |

## 2. CYBER SECURITY AWARD

Social engineers (hackers, spammers, spoofers, etc.) are getting very sophisticated in the ways they attack systems. The utility, including the electric infrastructure, needs to be kept secure to protect the member and its customers. Therefore, training on cyber security is very important.

**Cyber Security Program Award Criteria/Guidelines**

Additional training above and beyond what is required in the training section in Best Utilities Practices.

**Cyber Security Awards Criteria/Guidelines**

1. The member utility must complete APPA's Cyber Security Scorecard each year.
2. Have a written cyber security policy with backup documentation.
3. Show that electric utility staff have received two additional hours of cyber security training, OR
   Have a program in place that tracks possible ploys to get an employee to click on an inappropriate link.

**Special Conditions, Exceptions and Recommendations**

**Material Required in Application or at Interim Review**

Eligibility for the Cyber Security award will 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 |
| Backup documentation showing the cyber security scorecard has been completed. | S | C | S |
| Current cyber security policy | S | C | S |
| Evidence of two additional hours of cyber security training, OR<br>Backup documentation of a cyber security program | S | C | S |
| Notes. S – submit paper or electronic material<br>I – have available for inspection<br>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 the criteria in the Basic Marketing Program area as well as the section on *Our Local Power* campaign. For cities that go above and beyond these 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, especially to promote the value owning their electric system.

**Advanced Marketing Program Award Criteria/Guidelines**

1. All criteria/guidelines for the Basic Marketing Program must be met.
2. All criteria/guidelines for the *Our Local Power* campaign must be met.
3. 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.
4. At least 50% of the city's matched advertising budget from OMPA must be spent on promotion of "Our Local Power".
5. 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).
6. If rebates are offered, paper or electronic 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 |
| Evidence of 50% of matching advertising was spent on Our Local Power | S | C | S |
| Backup for other marketing activities during the past year including *Our Local Power* campaign | S | C | S |
| Notes. S – submit paper or electronic material<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

## 4. LINE LOSS AWARD

Line losses can occur through transmission and distribution lines. Unbilled electricity use can also be included in the calculations. It is important to understand what the utility's line losses are and where it occurs.

**Line Loss Program Award Criteria/Guidelines**

One award will be given for improving a utility's line loss compared to the previous year's line loss. The utility must use the EIA 861 report to show line loss calculations.

**Special Conditions, Exceptions and Recommendations**

**Material Required in Application or at Interim Review**

Eligibility for the Line Loss Program award will 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 the EIA 861 Report | S | C | S |
| Written comments comparing the results to the previous year | S | C | S |
| Notes. S – submit paper or electronic material<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

## 5. RATE DESIGN AWARD

As the industry changes, electric rate structures are becoming more complex. It is important to understand what the utility's fixed costs are to provide electric to its customers before developing electric rates.

**Rate Design Award Criteria/Guidelines**

1. Must conduct a cost of service study on the electric utility every five years, OR a rate review (including demand rates) must be done every three years, unless the annual PCA is $0.02 or higher (then it will be required to be done earlier). AND offer an alternative rate(s) (DG, EV, TOU, Wind tags, etc.). The annual audit/financial report will not qualify by itself.

**Special Conditions, Exceptions and Recommendations**

1. If the annual average PCA is $0.02 or higher at the time of the certification, interim review or recertification, the rate review will be required to be done during the following year.
2. Examples of rate reviews can be found in Appendix I.

**Material Required in Application or at Interim Review**

Eligibility for the Rate Design Program award will 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 |
| Provide proof the cost of service study or rate review was completed. | S | C | S |
| Written comments on the results of the study or review. | S | C | S |
| Notes. S – submit paper or electronic material<br>I – have available for inspection<br>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**

**Bronze Level**

**Customer Satisfaction Surveys**
____Copies of survey instruments
____Description of survey methodology – Commercial Survey
____Report on results of Residential Customer Survey
____Report on results of Commercial/Industrial Customer Survey
____Discussion of results of Surveys (Residential/Commercial)
____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)

**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

***System Maintenance Plan**
____Copies of current System Maintenance Plan and Schedule
____Copies of backup showing maintenance activities during the past year
____Evidence of Truck and Glove testing

***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 three areas.

**Rate Comparisons**
____Latest rate comparison spreadsheets for average residential customers

***Our Local Power* Campaign**
____Evidence of promotion of the campaign

**Silver Level**

**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

**Basic Marketing Program**
____Copies of current Marketing Plan, Schedule and Budget
____Backup for marketing activities during the past year

**Transfer Policy**
____Copy of adopted Transfer Policy

**Gold Level**

**Customer Surveys – Commercial**
____Copies of survey instruments
____Description of survey methodology
____Report on results of Commercial/Industrial Customer Survey
____Discussion of results of surveys
____Plans for addressing issues

**Transfer Worksheets**
____Completed Transfer Guide/Worksheet
____Copies of relevant pages from city's financial report
____Backup for any other calculations

**Optional Programs**
____Evidence of promotion of the following identified programs

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

Small cities need three optional programs; medium cities need four, 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

If applying for the Bronze level, no more than two programs can be requested. For the Silver level, three programs may be requested. All programs may be requested at the Gold level.

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

**System Reliability**

____One Award for having an ASAI average higher than the IOU percentage average
____One Award for having an ASAI average higher than the previous year/or maintaining an ASAI index of 99.90%

Award(s) requested (check one or both)
____One Award ____Two Awards

**Cyber Security**

___Documentation showing completion of cyber security scorecard
___Copy of cyber security policy
___Evidence of staff receiving additional cyber security training, **OR**
___Copy of program tracking employee response to possible ploys

**Advanced Marketing Program**

____Copies of current Marketing Plan, Schedule and Budget (if not already submitted)
____Copies of six qualifying customer mailings
____Copy of sign-up sheet for qualifying builder/contractor/customer meeting, OR
____Copy of mailing sent to contractors
____Evidence showing *Our Local Power* campaign guidelines were met (if not already submitted)
____Evidence of 50% of matched advertising spent on *Our Local Power* campaign
____Copy of rebate brochure

Award requested
____One Award

**Line Loss**

____Copy of EAI 861 report
____Results compared to the previous year

Award requested
____One Award

**Rate Design**

___Copy of cost of service study or rate review
___Comments on the results of the study/review

Award requested
____One Award

**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**

**Bronze Level**

**Customer Satisfaction Surveys**
____Copies of survey instruments
____Report on results of Residential Survey
____Discussion of results of Residential Survey
____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)

**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

***System Maintenance Plan**
____Copies of current System Maintenance Plan and Schedule
____Copies of backup showing maintenance activities during the past year
____Evidence of Truck and Glove testing

***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 three areas.

**Rate Comparisons**
____Latest rate comparison spreadsheets for average residential customers

***Our Local Power* Campaign**

____Evidence of promotion of the campaign

**Silver Level**

**Energy Services Programs**

____Name and title of city's Energy Services representative (if changed)
____Evidence of active participation in six qualifying Energy Services programs

**Basic Marketing Program**

____Copies of current Marketing Plan, Schedule and Budget
____Backup for marketing activities during the past year

**Transfer Policy**

____Copy of adopted Transfer Policy (if changed)

**Gold Level**

**Customer Surveys – Commercial**

____Copies of survey instruments
____Description of survey methodology
____Report on results of Commercial/Industrial Customer Survey
____Discussion of results of surveys
____Plans for addressing issues

**Transfer Worksheets**

____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 for large and medium cities, and **one** additional program for small cities, until the maximum number is reached (nine for large cities, seven for medium, and five for small).)

**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

If applying for the Bronze level, no more than two programs can be requested. For the Silver level, three programs may be requested. All programs may be requested at the Gold level.

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

**System Reliability**

____One Award for having an ASAI average higher than the IOU percentage average
____One Award for having an ASAI average higher than the previous year/or maintaining an ASAI index of 99.90%

Award(s) requested (check one or both)
____One Award ____Two Awards

**Cyber Security**

___Documentation showing completion of cyber security scorecard
___Copy of cyber security policy
___Evidence of staff receiving additional cyber security training, **OR**
___Copy of program tracking employee response to possible ploys

**Advanced Marketing Program**

____Copies of current Marketing Plan, Schedule and Budget (if not already submitted)
____Copies of six qualifying customer mailings
____Copy of sign-up sheet for qualifying builder/contractor/customer meeting, OR
____Copy of mailing sent to contractors
____Evidence showing *Our Local Power* campaign guidelines were met (if not already submitted)
____Evidence of 50% of matched advertising spent on *Our Local Power* campaign
____Copy of rebate brochure

Award requested
____One Award

**Line Loss**

____Copy of EAI 861 report
____Results of the report compared to the previous year

Award requested
____One Award

**Rate Design**

___Copy of cost of service study or rate review
___Comments on the results of the study/review

Award requested
____One Award

**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 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!**

(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 two 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
      (tree trimming, equipment upgrades, etc.) [ ] excellent [ ] good [ ] fair [ ] poor [ ] not sure

   b. responding quickly to power interruptions [ ] excellent [ ] good [ ] fair [ ] poor [ ] not sure

   c. informing of planned power outages in advance [ ] excellent [ ] good [ ] fair [ ] poor [ ] not sure

   d. offering good value for the rate [ ] 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) 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

6) Please rate the quality of the electric utility's maintenance 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

7) 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

8) How satisfied is your company with the utility as an electric supplier?

[ ] very satisfied [ ] somewhat satisfied [ ] neither satisfied nor dissatisfied [ ] dissatisfied [ ] not sure

9) 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:_____

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

_____

_____

_____

11) What is the title of your position? _____

**Thank you for your time and information.**

(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.

STAFF TRAINING LOG

CITY OF _____

YEAR: _____

**Key Staff**

| Requires 14 hours | | Session Type | C | | | | | | | | | E | | | CY | | S/T | | Totals | | | | Grand |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Min of 9 hrs of C, 1 hr of CY (S/T optional) | | Session # | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 1 | 2 | 3 | 1 | 2 | 1 | 2 | C | E | CY | S/T | Total |
| # | Name | Position | Hours of Training | | | | | | | | | | | | | | | | | | | | |
| 1 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 2 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 3 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 4 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 5 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 6 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 7 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 8 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 9 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 10 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 11 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 12 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 13 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 14 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 15 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |

**Non-key Staff** - requires 3 hours of C, 1 hr of CY

| # | Name | Position | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 2 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 3 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 4 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 5 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 6 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 7 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 8 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 9 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 10 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 11 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 12 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 13 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| 14 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 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 | | | | |
| CY1 | | | | |
| CY2 | | | | |
| S/T1 | | | | |
| S/T2 | | | | |

Staff Training Log p. 2

STAFF TRAINING LOG

CITY OF _____

YEAR: _____

**Key Lineworkers/Public Works Director**

| Requires 14 hrs: Min 6 hours of C | Session Type | C | | | | E | | CY | | S | | | | | | | T | | Totals | | | | | Grand |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Min of 1 hr of CY, 6 hrs of S | Session # | 1 | 2 | 3 | 4 | 1 | 2 | 1 | 2 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 1 | 2 | C | E | CY | S | T | Total |
| # | Name | Position | | | | | | | | | Hours of Training | | | | | | | | | | | | | |
| 1 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |

**Lineworkers -Requires 14 hours: min of 3 hrs of C, 1 hr of CY, 6 hrs of S**

| # | Name | Position | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 |

DETAILS OF TRAINING SESSIONS

| Session # | Title of Training & Presenters | Date(s) | Hours | Brief Description |
|---|---|---|---|---|
| C1 | | | | |
| C2 | | | | |
| C3 | | | | |
| C4 | | | | |
| E1 | | | | |
| E2 | | | | |
| CY1 | | | | |
| CY2 | | | | |
| S1 | | | | |
| S2 | | | | |
| S3 | | | | |
| S4 | | | | |
| S5 | | | | |
| S6 | | | | |
| S7 | | | | |
| T1 | | | | |
| 2 | | | | |

Staff Training Log p. 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, hot sticks, 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.

## XXXXX Electric System Maintenance Schedule

### Regular Maintenance 2013-2014

| Regular Maintenance | Checks | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Feeders/Laterals | Visual | X | X | X | X | X | X | X | X | X | X | X | X | Daily |
| City-Owned Sub Inspection | Visual | | X | | | X | | | X | | | X | | Quarterly |
| Tree Trimming | As scheduled or needed | X | X | X | X | X | X | X | X | X | X | X | X | On-going |
| Large Truck Dielectric tests | Testing | | | | | | | X | | | | | | Annually |
| Rubber Goods/Gloves Dielectric Tests | Testing | X | | | | | | X | | | | | | Semi-Annually |
| OCR/Breaker count readings | | | X | | | X | | | X | | | X | | |
| Voltage Checks | Testing | X | X | X | X | X | X | X | X | X | X | X | X | On-going |
| Cap Banks | Visual | | | | | | | | | | X | | | Annually |
| Safety Training | Training | X | X | X | X | X | X | X | X | X | | | | Monthly |

### Short Term Goals 2013-2014

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Install 10 Wildlife Guards | | | | | | | | | | X | X | | | Part of long-term goal |
| Replace 6 poles | | | | | | | | | | | X | X | | Part of long-term goal |
| Replace Capacitor Controls | | | | | | | | | | | X | | | |
| Upgrade line from Main to Broadway (6 blocks) | | | | | X | X | | | | | | | | |

### Long Term Goals 2014 - 2016

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Install 50 Wildlife Guards | | | | | | | | | | | | | | By 2016 |
| Replace 24 Poles | | | | | | | | | | | | | | By 2015 |
| Update Electric Maps | | | | | | | | | | | | | | By 2014 |
| Install additional Circuit Tie Switches | | | | | | | | | | | | | | By 2015 |

## 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 any time 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. | | | | | | |
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| 24. | | | | | | |
| 25. | | | | | | |

# STORM RESTORATION

## *Material Sheet*

| MATERIAL | QTY | SUPPLIER | DATE ORDERED | DATE RECEIVED |
|---|---|---|---|---|
| 1. | | | | |
| 2. | | | | |
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| 24. | | | | |
| 25. | | | | |

## 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** (refer to the rate comparisons from OMPA for the quarter coinciding with the end of the fiscal year). For example, if the utility provided 40,000 kWh of free service for recreational facilities, and the average commercial rate for the utility is 12.54 cents per kWh, the estimate of free service provided would be 40,000 kWh x $.01254/kWh, or $5,016.

| | | |
|---|---|---|
| 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**
**Sample Rate Review Documents**

**Concerns with Current Rate Structure:**

a. Complicated structure with 3 rate blocks for residential and 4 for commercial

b. Blocks decline as usage increases. To encourage conservation, most utilities now increase charges with more usage.

c. Power cost adjustment is too high. Averages well over 5 cents per kWh. This charge needs to be reduced by rolling the charge into regular rates.

OMPA has proposed a revenue neutral rate design that address all these concerns:

## Example Calculation of Proposed Power Cost Adjustment

| | Current Calculation | Proposed Calculation |
|---|---|---|
| Power cost June 2018 | $150,343 | $150,343 |
| KWH | 2,465,811 | 2,465,811 |
| Cost per KWH | $0.06097 | $0.06097 |
| Base Cost | 0.03330 | 0.06000 |
| Cost per KWH less base cost | 0.02767 | 0.00097 |
| Times loss factor | 1.34 | 1.00 |
| Power cost adjustment | 0.03708 | 0.00097 |
| PCA-Residential add 0.01 | 0.04708 | 0.00097 |
| PCA-Commercial add 0.005 | 0.04208 | 0.00097 |
| Per Thousand KWH-Residential | $47.08 | $0.97 |
| Per Thousand KWH-Comercial | $42.08 | $0.97 |

# Current Rates and Proposed Rates Residential

**Current Design**

| | | |
|---|---|---|
| **Customer Charge (inc. 10 KWh)** | | **$13.00** |
| Next 490 KWH | | 0.0725 |
| Next 2500 | | 0.0650 |
| Over 3000 | | 0.0600 |
| Average PCA | | .05730 |

**Proposed Design**

| | | |
|---|---|---|
| **Customer Charge** | | **$17.00** |
| First 1000 KWH | | 0.1125 |
| Over 1000 | | 0.1175 |
| | | |
| Average PCA | | .0081 |

# Rate Comparison Residential

| KWH | 500 | 1000 | 1500 | 2000 | 2500 | 3000 |
|---|---|---|---|---|---|---|
| Current rate charge | 77.18 | 138.33 | 199.48 | 260.63 | 321.78 | 382.93 |
| *Per KWH* | *0.1544* | *0.1383* | *0.1330* | *0.1303* | *0.1287* | *0.1276* |
| Proposed rate charge | 77.30 | 137.60 | 200.40 | 263.20 | 326.00 | 388.80 |
| *Per KWH* | *0.1546* | *0.1376* | *0.1336* | *0.1316* | *0.1304* | *0.1296* |
| Change | 0.12 | -0.73 | 0.92 | 2.57 | 4.22 | 5.87 |
| *Percentage Change* | *0.2%* | *-0.5%* | *0.5%* | *1.0%* | *1.3%* | *1.5%* |

*Charges calculated using average PCA*

# Current Rates and Proposed Rates Commercial

**Current Design**

| | | |
|---|---|---|
| **Customer Charge (inc 25 kwh)** | | **$15.00** |
| Next 75 KWH | | 0.095 |
| Next 400 | | 0.080 |
| Next 9,500 | | 0.065 |
| Over 10,000 | | 0.075 |
| Average PCA | | .0523 |

**Proposed Design**

| | | |
|---|---|---|
| **Customer Charge** | | **$20.00** |
| First 1,000 KWH | | 0.1075 |
| Over 1,000 | | 0.1125 |
| | | |
| Average PCA | | .0081 |

# Rate Comparison Commercial

| KWH | 1000 | 2000 | 3000 | 4000 | 5000 | 6000 |
|---|---|---|---|---|---|---|
| Current rate charge | 138.93 | 256.23 | 373.53 | 490.83 | 608.13 | 725.43 |
| *Per KWH* | *0.1389* | *0.1281* | *0.1245* | *0.1227* | *0.1216* | *0.1209* |
| Proposed rate charge | 135.60 | 256.20 | 376.80 | 497.40 | 618.00 | 738.60 |
| *Per KWH* | *0.1356* | *0.1281* | *0.1256* | *0.1244* | *0.1236* | *0.1231* |
| Change | -3.33 | -0.03 | 3.28 | 6.57 | 9.88 | 13.18 |
| *Percentage Change* | *-2.4%* | *0.0%* | *0.9%* | *1.3%* | *1.6%* | *1.8%* |

*Charges calculated using average PCA*

# Current Rates and Proposed Rates
# Large Commercial

**Current Design**

| Demand Charge per KW | | $3.15 |
|---|---|---|
| First 2,000 KWH | | 0.065 |
| Next 3,000 | | 0.050 |
| Next 10,000 | | 0.048 |
| Over 15,000 | | 0.040 |
| Average PCA | | .0523 |

**Proposed Design**

| Demand Charge per KW | | $3.50 |
|---|---|---|
| First 5,000 KWH | | 0.0925 |
| Next 5,000 | | 0.0850 |
| Over 10,000 | | 0.0825 |
| | | |
| Average PCA | | .0081 |

# Rate Comparison
# Large Commercial

| KWH | 5000 | 7500 | 10000 | 12500 | 15000 | 20000 |
|---|---|---|---|---|---|---|
| Current rate charge | 541.50 | 792.25 | 1,043.00 | 1,293.75 | 1,554.50 | 2,006.00 |
| *Per KWH* | *0.1083* | *0.1056* | *0.1043* | *0.1035* | *0.1030* | *0.1003* |
| Proposed rate charge | 540.39 | 791.84 | 1,043.29 | 1,288.48 | 1,533.68 | 2,024.07 |
| *Per KWH* | *0.1081* | *0.1056* | *0.1043* | *0.1031* | *0.1022* | *0.1012* |
| Change | -1.11 | -0.41 | 0.29 | -5.27 | -10.82 | 18.07 |
| *Percentage Change* | *-0.2%* | *-0.1%* | *0.0%* | *-0.4%* | *-0.7%* | *0.9%* |

*Charges calculated using average PCA and 65% load factor.*

**Distributed Generation Rate**

## Rate Structure

- Historically retail rates recovered fixed costs in the variable energy charge (e.g. cents per kWh)
- Fixed costs are costs that don't change with kWh
- Low monthly fixed charges
- As solar grows, lower energy charges = fixed costs not fully recovered
- If utility doesn't adjust rate structure, overcompensation for DG energy can occur.
    - DG customers subsidized by non-DG customers

## Why Consider a DG Rate?

- Member Electric Department Expenses
    - Fixed 46%
    - Variable 54%
- Percentage of fixed costs collected in fixed charge
    - Avg. Residential fixed cost per customer $13
    - % of fixed costs collected in fixed charge 38.5%
- Most Member's fixed costs are collected in variable per kWh charge
- DG customers decrease kWh consumption. Can lead to under collection of fixed costs.

## Solar Rate Options for Member

***Assumes 40% cut in kwh & 20% cut in demand***
***No solar: 1,164kWh; 1.84kW***
***W/ solar: 698kWh; 1.47kW***

| | | With Solar | | | | | |
|---|---|---|---|---|---|---|---|
| | No Solar Current | Current | Option 1 | Option 2 | Option 3 | Option 4 | Option 5 |
| Avg. energy rate* | 0.1213 | 0.1213 | 0.1225 | 0.1200 | 0.1150 | 0.1125 | 0.1100 |
| Customer Charge | 17.00 | 17.00 | 35.00 | 40.00 | 45.00 | 50.00 | 55.00 |
| Total Charge | 158.20 | 101.67 | 120.51 | 123.76 | 125.27 | 128.53 | 131.78 |
| Revenue loss | | (56.53) | (37.70) | (34.44) | (32.93) | (29.68) | (26.42) |
| Cost savings | | 23.13 | 23.13 | 23.13 | 23.13 | 23.13 | 23.13 |
| Net revenue loss | | (33.40) | (14.57) | (11.31) | (9.80) | (6.54) | (3.29) |
| Percentage | | -21.1% | -9.2% | -7.1% | -6.2% | -4.1% | -2.1% |

***Includes PCA. Avg. PCA = .0081***

12

# Recommended DG/Solar Rate

*Based on Proposed Rates*

| ***Current Rates:*** | | |
|---|---|---|
| Customer Charge | | $17.00 |
| First 1000 kWh | | .1125 |
| Over 1000 kWh | | .1175 |
| ***Recommended DG/Solar Rate:*** | | |
| Customer Charge | | $55.00 |
| First 1000 kWh | | 0.0975 |
| Over 1000 kWh | | 0.1075 |

13

**Utility Credits to DG Customers for energy pused to the Grid**

Options:

| | |
|---|---|
| Full cost of electricity | $0.0681 |
| Energy only portion of cost | $0.0360* |

- Recommend meters that can measure all kWh coming from the utility into the home, AND all kWh going to the grid from the home.
- Bill for all electricity going into the home.
- Compensate for all electricity going from the home to the grid.

*OMPA recommended

**Example:**

1000 KWH Customer
Solar System Generates 700 KWH
Customer pushes 300 KWH to Utility Grid and uses 400KWH in home.
Home Pulls 600 KWH from Utility

| | Net Metering | Buy All Sell All |
|---|---|---|
| | | |
| Customer Charge | $55.00 | $55.00 |
| KWH to charge | 300 | 600 |
| Energy Charge | $29.25 | $58.50 |
| Customer Credit | | ($10.80) |
| Total Customer Charge | $84.25 | $102.70 |

## Appendix J
## 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** |
| **BRONZE LEVEL** | | | |
| **Surveys** | | | |
| Copies of Survey Instrument(s) | S (R) | | S (R) |
| Description of Survey Methodology | S (R) | | S (R) |
| Report on Results of Survey(s) | S (R) | | S (R) |
| Discussion of Results of Survey(s) | S (R) | | S (R) |
| Plan for Addressing Issues | S (R) | I (updated) | S (R) |
| 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 |
| **System Maintenance Plan** | | | |
| Copy of current plan | S | C | S |
| Copy of current schedule | S | C | S |
| Evidence of truck and glove testing | 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 |
| **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 |

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 | | |
|---|---|---|---|
| **Material Required** | **Certification** | **Interim Review** | **Recertification** |
| **System Reliability Program** | | | |
| Reliability report for the most recent completed year | 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 |
| **Rate Comparisons** | | | |
| Latest quarterly rate comparison from OMPA | S | C | S |
| Written comments regarding rate comparisons | S | C | S |
| **Our Local Power Campaign** | | | |
| Evidence of promotion of the campaign | S | I | S |
| Evidence of link to the campaign website | S | I | S |

| SILVER LEVEL | | | |
|---|---|---|---|
| **BEST UTILITY PRACTICES** | | | |
| **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 | C | S |
| Documentation to show compliance in six Energy Services programs | 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) |
| | | | |
| | | | |
| **GOLD LEVEL** | | | |
| **Surveys** | | | |
| Copies of Survey Instrument(s) | S (C/I) | | S (C/I) |
| Description of Survey Methodology | S (C/I) | | S (C/I) |
| Report on Results of Survey(s) | S (C/I) | | S (C/I) |
| Discussion of Results of Survey(s) | S (C/I) | | S (C/I) |
| Plan for Addressing Issues | S (C/I) | I (updated) | S (C/I) |
| Plans for Future Surveys | | I | |
| Note: R = residential customers; C/I = commercial/industrial customers | | | |
| | | | |
| **Transfers** | | | |
| 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<br>I – have available for inspection<br>C – provide copies (paper or electronic) | | | |

| MANAGEMENT POLICIES | Type of Application or Interim Review | | |
|---|---|---|---|
| **Material Required** | **Certification** | **Interim Review** | **Recertification** |
| **System Reliability** | | | |
| Report of indices for the last completed year | S | C | S |
| **Cyber Security** | | | |
| Cyber security scorecard results | S | C | S |
| Written cyber security policy | S | C | S |
| Evidence of additional training or cyber security program | S | C | S |
| **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 |
| **Line Loss** | | | |
| Copy of EIA 861 Report | S | C | S |
| Comments on results of report compared to previous year | S | C | S |
| **Rate Design** | | | |
| Copy of cost of service study or rate review | | | |
| Comments on results of study or review | | | |

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

## Appendix K
## 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.