

# BLOCK ISLAND UTILITY DISTRICT



*Utility District Board Chair Barbara MacMullan, Secretary John Warfel, Operations Manager Tom Durden, and President Jeffery Wright recently made a trip across Block Island Sound via Chris Reeve's 36-foot vessel, Mama Bear, to visit the Fischers Island power company CEO and field operations staff. We were invited to share our experiences with employee housing, a challenge they currently face. The trip was an extension of our recent outreach efforts to build relationships with island power companies.*

## BOARD OF COMMISSIONERS MEETING

**JUNE 22, 2023**

**4:00 PM**

**Block Island Utility District  
Meeting of the Board of Utility Commissioners**

**Thursday, June 22, 2023 @ 4:00 PM**

**THE MEETING WILL BE HELD AT THE HARBOR CHURCH**

1. Public Input
2. Commissioner's Report
3. Strategic Plan Update
4. Approve Meeting Minutes from the May 25, 2023, Regular Meetings
5. Treasurer's Report
6. President's Report
  - i. Annual Meeting Discussion
  - ii. 4<sup>th</sup> of July Parade Coordination
  - iii. Power Supply Sub-Committee Update
7. Review of the 2023 BIUD Election Schedule
8. Review and Act upon NRECA Member Satisfaction Survey

Individuals requesting services for the deaf and hard of hearing must call (401) 466-5851 forty-eight hours before the meeting date.

Posted: June 19, 2023 2:45 PM

Secretary of State Website, BIBB, Town Hall, BIUD Website [www.blockislandpowercompany.com](http://www.blockislandpowercompany.com)

**AGENDA ITEM 1**  
**PUBLIC INPUT**

**AGENDA ITEM 2**  
**COMMISSIONER'S REPORT**

(THIS PAGE INCLUDED FOR NOTES)

**AGENDA ITEM 3**  
**STRATEGIC PLAN METRICS**

# Block Island Power Company

## Strategic Plan 2023

### Mission Statement

To serve Block Island with safe, reasonably priced and reliable energy.

### Vision Statement

Our vision is to serve Block Island in a way that enhances our members' lives.

### Safety

Empower and support a workplace culture that promotes the safety of our employees and members.

### Financial Balance

Embrace policies that ensure financial stability, reasonable rates and innovative rate making

### Member Engagement

Promote understanding of the cooperative model and transparency

### Sustainable Workforce

Invest in workforce stability

### Capital Planning

Embrace a sustainable and robust planning process for capital projects that focus on priority, funding, and impacts.

### Power Supply

Continuously evaluate future power supply opportunities and develop renewable goals.

### GOALS/TARGETS

Employee Lost Time Incident Rate

Goal 0

Public Incident Rate

Goal 0

Comply with Quarterly Safety Training and Monthly Truck/Equipment Inspections -

Goals 4 and 12

Modified Debt Service > 1.50%

Develop Time of Use Pilot EV Charging Rate

Set Timeline for Next Rate Case (COS)

Conduct Annual Member Satisfaction Survey

Review and update Mission/Vision Statements

Develop Succession Plans

Create Ad-Hoc BOD Sub-Committee to Review Benefits Packages

Create Ad-Hoc BOD Sub-Committee to work on this.

Develop 5-10 Year Capital Plan.

Create Standing Power Supply Sub-Committee

Develop Power Supply Questions for Member Survey

### STRATEGIES

Conduct Daily Safety Meetings/Field Visits

Host external training (fire/rescue/excavators)

Publish public safety messages (paper/bill stuffers/social media)

Continue to grow Equity:Debt Ratio (Q3 2022 20%)

Produce Timely Quarterly Financials for Review

Develop Equipment Rotation Schedule

Promote the Seven Cooperative Principals

Solicit member participation to determine BIUD's branding

Enhance cross-training efforts, recruit future BOD candidates, and develop recruitment strategies for future President

Conduct review of the benefits package – specifically retirement plans.

Review existing projects, facilities, housing and engineering plans.

Investigate external funding opportunities to support project plans.

Continuously evaluate power supply opportunities and tailor BIUD power supply to long-term goals.

Survey the BIUD membership to aid in developing long-range renewable goals.

### MEASURE

ON TRACK  
0

ON TRACK  
0

ON TRACK

4.45%

Q3 & Q4

ON TRACK

ON TRACK  
JUNE

ON TRACK  
JUNE

ON TRACK

ON TRACK

ON TRACK  
JULY

ON TRACK Q3  
PRIOR TO  
BUDGET

ON TRACK

ON TRACK

**AGENDA ITEM 4**  
**APPROVAL OF MINUTES**

**May 25, 2023 Regular Meeting**

**Block Island Utility District**  
**Meeting of the Board of Commissioners**  
**Thursday, May 25, 2023 @ 4:00pm**

In attendance: Board of Directors: Board Chair, Barbara MacMullan, Vice-Chair, Mary Jane Balser, Secretary, John Warfel, and Treasurer, Tom Risom.

President Jeffery Wright, Dave Bebyn CPA, Kyle Connor and John Healy from Marcum Auditors were present via speakerphone.

Others Present: Tracy Fredericks, Tom Durden, Evan Carey.

Board Chair Barbara MacMullan called the meeting to order at 4:03

1. **Audit Report**- Marcum auditors Kyle Connor and John Healy gave a presented the 2022 audit (shown in the board packet). Questions were asked regarding miscellaneous income and sales. President Jeffery Wright added that Marcum tested all the revenues against accounts receivable. He also noted that operating expenses only increased slightly and noted that this is surprising considering inflation.

Tom Risom made a motion to approve the audit, the motion was seconded by Mary Jane Balser . The motion was approved unanimously.

2. **Public Input**

There was no public input.

3. **Commissioners Report**

John Warfel reported that they met with the Island Institute to discuss a recent grant application that BIUD submitted. It is offered only to island communities. We will look at what our energy resilience issues are, sea level rise, what are our energy challenges.

Jeffery Wright then reported that he, Evan Carey and John Warfel traveled to Isle Au Haut to bring their power company some used transformers and described the island's coop details and the island in general. John and Evan also added input, describing the trip as rewarding.

4. **Strategic Plan Update**

Jeffery Wright reported on the YTD progress, referring to the scorecard included in the board packet.

5. **Approve Meeting Minutes**

Tom Risom made a motion to approve the meeting minutes of the February 23, 2023, and March 23, 2023 meetings, the motion was seconded by Mary Jane, the motion was approved unanimously.

**6. President's Report**

President Jeffery Wright presented his report (on file).

**7. Review of the 2023 BIUD Election Schedule**

A review of the following election schedule was completed.

June 1<sup>st</sup> Mail forms to designate qualified electors to all account holders

July 3 – Qualified elector forms due back to BIUD

July 26<sup>th</sup> – Candidates must declare intent to run by this date

August 26<sup>th</sup> - Candidates introduced at annual meeting

August 30<sup>th</sup>- Mail ballots

October 2<sup>nd</sup> – Ballots due back to BIUD

October 4<sup>th</sup>- Election Results announced

October 26<sup>th</sup> -Transitions of board seats (last/first meetings)

**8. Litigation Update**

Barbara MacMullan made a motion to go into closed session, a motion was seconded by Mary Jane Balser, motion passed unanimously. The meeting went into closed session.

Barbara McMullan made a motion to come out of closed session, the motion was seconded by Mary Jane Balser. The motion passed unanimously.

Barbara McMullan made a motion to seal the minutes, the motion was seconded by Mary Jane Balser. The motion passed unanimously.

Barbara MacMullen then made a motion to adjourn the meeting. The motion was seconded by Tom Risom. The motion passed unanimously and the meeting was adjourned at 5:19.



**AGENDA ITEM 5**  
**TREASURER'S REPORT**

**AGENDA ITEM 6**  
**PRESIDENT'S UPDATE**

**AGENDA ITEM 7**  
**REVIEW OF THE 2023 BIUD ELECTION SCHEDULE**

# BLOCK ISLAND UTILITY DISTRICT BOARD OF UTILITY COMMISSIONERS 2023 CALENDAR

JANUARY						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

FEBRUARY						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4
5	6	7	8	9	10	11

MARCH						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

APRIL						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

MAY						
Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

JUNE						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

JULY						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

AUGUST						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

SEPTEMBER						
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

OCTOBER						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

NOVEMBER						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

DECEMBER						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

- REGULAR BOARD MEETINGS
- ANNUAL MEETING - AUGUST 26 @ 4:00 PM
- BLACK OUT HOLIDAYS
- NRECA MEETINGS/EVENTS

- FEBRUARY 4-7 NRECA DIRECTORS CONFERENCE
- MARCH 5-8 - NRECA ANNUAL MEETING/NASHVILLE
- SEPTEMBER 6-8 NRECA REGION 1 MEETING
- OCTOBER 10-13 NORTHEAST COOP ASSOCIATION (NEWPORT)

## ELECTION MILESTONES (2 SEATS)

- JUNE 1** - MAIL FORMS TO DESIGNATE QUALIFIED ELECTORS TO ALL ACCOUNT HOLDERS
- JULY 3** - QUALIFIED ELECTOR FORMS DUE BACK TO BIUD
- JULY 26** - CANDIDATES MUST DECLARE INTENT TO RUN BY THIS DATE
- AUGUST 26** - CANDIDATE INTRODUCTION AT ANNUAL MEETING
- AUGUST 30** - MAIL BALLOTS
- OCTOBER 2** - BALLOTS DUE BACK TO BIUD
- OCTOBER 4** - ELECTION RESULTS ANNOUNCED
- OCTOBER 26** - TRANSITION OF BOARD SEATS (LAST/FIRST MEETINGS)

**AGENDA ITEM 8**  
**NRECA MEMBER SATISFACTION SURVEY**

**BLOCK ISLAND UTILITY DISTRICT  
2023 RESIDENTIAL MEMBER SURVEY**

DRAFT 6/13/23

**PROJECT SUMMARY**

Methodology/sample size: 250 online  
8 minutes  
Member loyalty index  
Comment coding

**Commented [SJA1]:** As written, this is about an 8 minute survey.

**EMAIL INVITATION**

Email from: Block Island Utility District  
Reply to: [Jane.Sanstead@nreca.coop](mailto:Jane.Sanstead@nreca.coop)  
Subject: Block Island – Feedback Requested

**Dear Cooperative Member,**

We are inviting members to participate in a short online survey concerning the service you receive from **Block Island Utility District**. You have a say in how we run your co-op as a cooperative member and your opinions are important to us.

We would greatly appreciate your participation. It will not take much of your time and your responses will remain confidential. **Please complete this survey no later than xx-xx-xx.** We thank you in advance, and we enjoy your membership.

The National Rural Electric Cooperative Association (NRECA) Market Research Services is conducting this survey on our behalf. If you have any questions about the study, feel free to contact *Jane Sanstead, Project Manager/Research Analyst*, by replying to this email. If you would like to verify the legitimacy of this survey, you can contact the co-op at xxx-xxx-xxxx or email at \*\*\*\*\*@\*\*\*\*\*.

**Commented [SJA2]:** Please verify number and/or email.

*Please note that this email account is not monitored at night or over the weekend. If you have an urgent matter regarding your electric service or account, please call the co-op at the number above.*

To get started, please click below:

**INTRODUCTION – ONLINE**

WELCOME! To begin – click on the **Next** button below.

To indicate your answer – click on the button or box next to the response you want to select or fill in the text box.

To go back – click on the **Previous** button at the bottom of the screen.

If you need to exit the survey before it is complete, your responses will be saved up through the last Next button you clicked. You may re-enter the survey using the same link.

SCREENER

Are you a current or former employee of Block Island Utility District, or have you ever served on the co-op's Board of Directors?

- [ ] Yes [END SURVEY]
- [ ] No [CONTINUE]

Commented [SJA3]: This may not be necessary for your project. We usually include it because employees can introduce a bias into their responses that we try to avoid.

1. First, how long have you received your electric service from Block Island?
- [ ]1 Less than 1 year
  - [ ]2 1 to 2 years
  - [ ]3 3 to 5 years
  - [ ]4 6 to 9 years
  - [ ]5 10 to 14 years
  - [ ]6 15 to 19 years
  - [ ]7 20 years or more
  - [ ]8 Not sure

SATISFACTION AND PERFORMANCE

2. How satisfied overall would you say you are with Block Island? (satis)

Not at all 1 2 3 4 5 6 7 8 9 10 Completely satisfied

Commented [SJA4]: Questions 2, 3, 4, and 10 are needed to calculate the ACSI scores.

2a. What are the reasons for rating your satisfaction that way? \_\_\_\_\_

3. Considering all of your expectations, to what extent has Block Island fallen short or exceeded your expectations? (expect)

Falls short 1 2 3 4 5 6 7 8 9 10 Exceeds expectations

4. Now, imagine an ideal utility company. How well do you think Block Island compares with that ideal utility company? (idealutl)

Not close 1 2 3 4 5 6 7 8 9 10 Very close to ideal

5. How would you rate Block Island on the following aspects of their service? [RANDOMIZE AFTER A]

	Very Poor				Excellent	DK
a. Delivering good value for the money (value)	1	2	3	4	5	6
b. Resolving any issues or problems (resolve)	1	2	3	4	5	6
c. Having friendly, courteous employees (friendly)	1	2	3	4	5	6
d. Having highly trained and professional employees (htemp)	1	2	3	4	5	6
e. Being easy to reach (ezrch)	1	2	3	4	5	6
f. Having members' best interests at heart (best_int)	1	2	3	4	5	6
g. Communicating with you and keeping you informed (communic)	1	2	3	4	5	6
h. Supporting the local community (comunity)	1	2	3	4	5	6
i. Operating with concern for the environment (environ)	1	2	3	4	5	6

CONTACT

6. In the past year, did you contact Block Island by phone, a visit to their office, or email for any reason?
- [ ]1 Yes
  - [ ]2 No [SKIP TO Q8]
  - [ ]3 Don't remember [SKIP TO Q8]

7. Compared to other utility companies, would you say the contact you've had with Block Island has been: *(cntceval2)*
- [ ] 5 Much better  
 [ ] 6 Somewhat better  
 [ ] 3 As expected  
 [ ] 2 Somewhat worse  
 [ ] 1 Much worse  
 [ ] 6 Don't know/Refused

### **ELECTRIC SERVICE PERFORMANCE**

8. How would you rate Block Island on the following aspects of their electric service? **[RANDOMIZE AFTER C]**

	Very Poor				Excellent	DK
a. Keeping blinks and momentary outages to a minimum ( <i>limit_bl</i> )	1	2	3	4	5	6
b. Keeping longer outages to a minimum ( <i>limit_ou</i> )	1	2	3	4	5	6
c. Restoring power after an outage ( <i>restore2</i> )	1	2	3	4	5	6
d. Keeping you informed on the status of outages ( <i>outinfo2</i> )	1	2	3	4	5	6
e. Notifying you before planned power outages	1	2	3	4	5	6
f. Being easy to reach to report an outage ( <i>ezoutg</i> )	1	2	3	4	5	6

### **COST AND BILLS**

9. How would you rate Block Island on the following? **[RANDOMIZE]**

	Very Poor				Excellent	DK
a. Providing accurate and easy to understand bills ( <i>clearbil</i> )	1	2	3	4	5	6
b. Having convenient payment options ( <i>payoptn</i> )	1	2	3	4	5	6
c. Charging reasonable rates ( <i>reasrate</i> )	1	2	3	4	5	6
d. The monthly base service charge ( <i>svcfes</i> )	1	2	3	4	5	6
e. Helping you to be more efficient in your use of electricity ( <i>efficien</i> )	1	2	3	4	5	6

### **CO-OP MEMBERSHIP**

10. Assume for a moment that you could choose your electric service provider from among more than one utility. How likely would you be to choose Block Island? *(choose)*

Very unlikely    1    2    3    4    5    6    7    8    9    10    Very likely

11. Please rate your agreement with the following statements about your cooperative using a 10-point scale again. **[RANDOMIZE]**

	Strongly Disagree										Strongly Agree	Don't Know
a. I usually approve of Block Island's policies and procedures ( <i>policies</i> )	1	2	3	4	5	6	7	8	9	10	11	
b. I feel I have a good relationship with Block Island ( <i>relation</i> )	1	2	3	4	5	6	7	8	9	10	11	
c. I think of Block Island as a long-term ally for my energy needs ( <i>ally</i> )	1	2	3	4	5	6	7	8	9	10	11	
d. I am proud to be associated with Block Island ( <i>proud</i> )	1	2	3	4	5	6	7	8	9	10	11	

**Commented [SJA5]:** These are the questions we need to ask to calculate the Member Loyalty Index (MLI).



e. Block Island is one of the best  
organizations of its kind  
(organize)

1 2 3 4 5 6 7 8 9 10 11

12. How strongly do you agree or disagree with the following statement? "In a rapidly changing energy world, I trust Block Island to make sound decisions to balance reliability, environmental impact, and affordability."

Strongly disagree 1 2 3 4 5 6 7 8 9 10 Strongly agree

### **DEMOGRAPHICS**

Thank you for your patience. There are just a few final questions that are used for classification purposes only. This information is completely confidential.

13. Into which category does your age fall? (*ageresp*)

- ☐ 1 Under 25
- ☐ 2 25 to 34
- ☐ 3 35 to 44
- ☐ 4 45 to 54
- ☐ 5 55 to 64
- ☐ 6 65 or older

14. What is your average monthly electric bill? (*bill3*)

- ☐ 1 \$50 or less
- ☐ 2 \$51-\$100
- ☐ 3 \$101-\$150
- ☐ 4 \$151-\$200
- ☐ 5 \$201-\$250
- ☐ 6 \$251-\$300
- ☐ 7 Over \$300
- ☐ 8 Not sure

15. Do you own or rent your home? (*own\_rent*)

- ☐ 1 Own
- ☐ 2 Rent
- ☐ 3 Not sure

16. Do you live in the residence serviced by Block Island year round or on a seasonal/recreation basis? (*yearnd*)

- ☐ 1 Year round
- ☐ 2 Seasonal/recreation
- ☐ 3 Not sure

17. **[IF Q20 = SEASONAL]** Do you rent this residence when you are not there?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Not sure

18. Gender of respondent:

- ☐ 1 Male
- ☐ 2 Female
- ☐ 3 Prefer not to respond

19. Are there any additional comments you would like to make? \_\_\_\_\_

**[IF GIVE COMMENT]:** Would you like someone from Block Island to contact you about your comment?

☐ 1 Yes → Collect contact information

☐ 2 No

**Thank you so much for your participation! It is very much appreciated!**