

# BLOCK ISLAND UTILITY DISTRICT



*Past NRECA President (2021-2023) and Montana NRECA Director, Chris Christensen visited Block Island to speak at BIUD's fourth annual meeting on August 26<sup>th</sup>. BIUD Board Chair Barbara MacMullan, Board Secretary John Warfel and President Jeffery Wright joined Chris on a guided wind farm tour aboard the MV Mama Bear; Owned and Operated by Captain Chris Reeves.*

**BOARD OF COMMISSIONERS MEETING**  
**SEPTEMBER 28, 2023**  
**4:00 PM**

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

**Thursday, September 28, 2023 @ 4:00 PM**

**THE MEETING WILL BE HELD AT THE POWER COMPANY**

1. Review 2023 BIUD Member Satisfaction Survey Results (Presented by Jane Stanstead of NRECA Market Research)
2. Public Input
3. Commissioner's Report
4. Strategic Plan Update
5. Approve Meeting Minutes from the August 26, 2023, Annual Meeting
6. Reappoint President Jeffery Wright as NRECA Director representing Rhode Island (Two Year Term)
7. Review of the 2023 BIUD Election and Ballot Processing
8. Review of BIUD Power Supply Strategy, BI Solar Initiative Grant and timing of Power Supply Filing
9. Review 2024 Budget Process and appoint two Commissioners to a Capital Planning Sub-Committee
10. \*Review and Act Upon President Jeffery Wright Performance Evaluation

\*This item may be discussed in closed session pursuant to R.I. Gen Laws 42-46-5(a)(1): Any discussions of job performance.

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

Posted: September 25, 2023 10:00 AM

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

**AGENDA ITEM 1**

**REVIEW OF BIUD MEMBER SATISFACTION SURVEY RESULTS**

**PRESENTED BY JANE STANSTEAD AND MIKE SASSMAN OF**

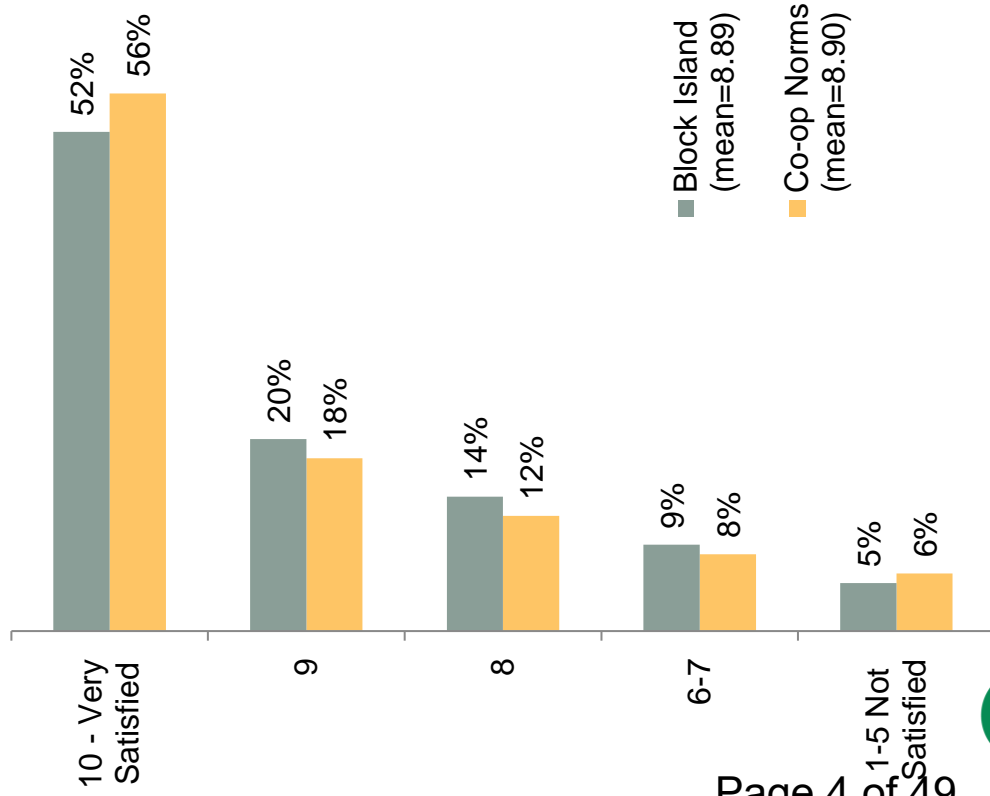
**NRECA MARKET RESEARCH**

# 2023 Member Satisfaction Study

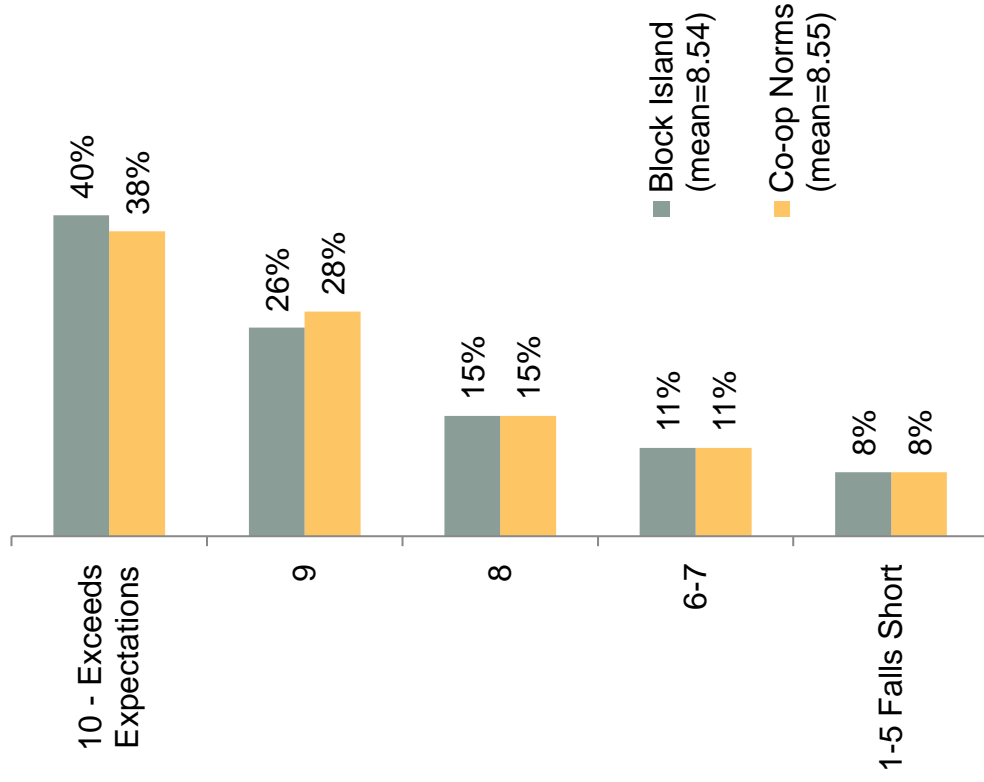
Block Island Utility District

# ACSI Measures

## Overall Satisfaction

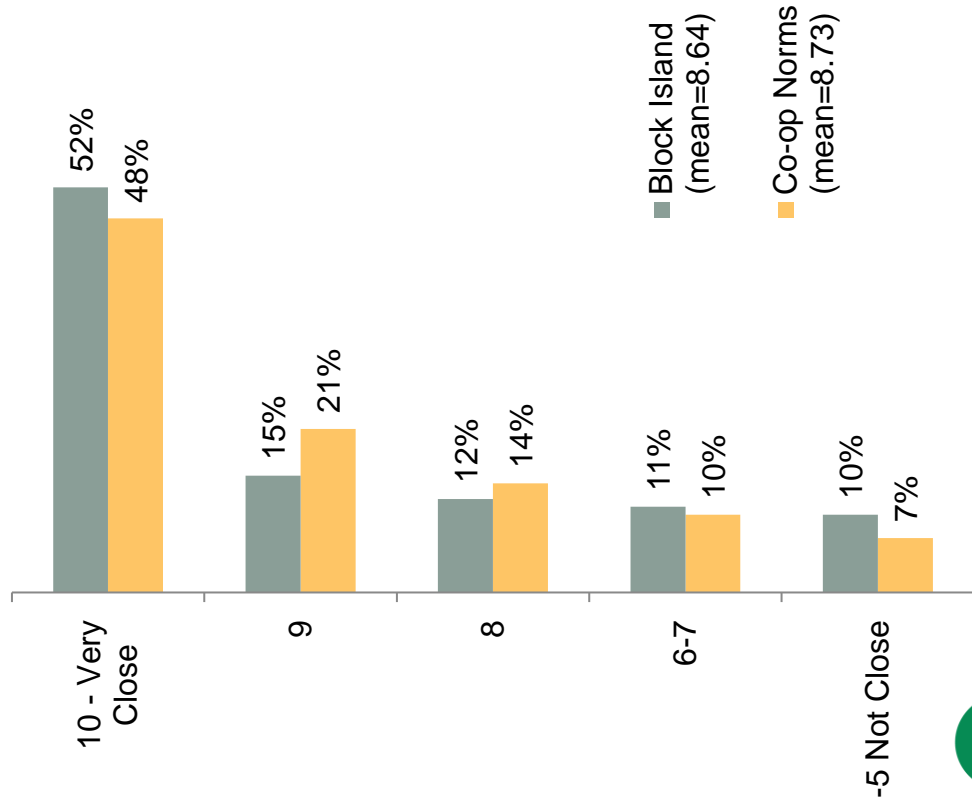


## Extent Live Up To Expectations

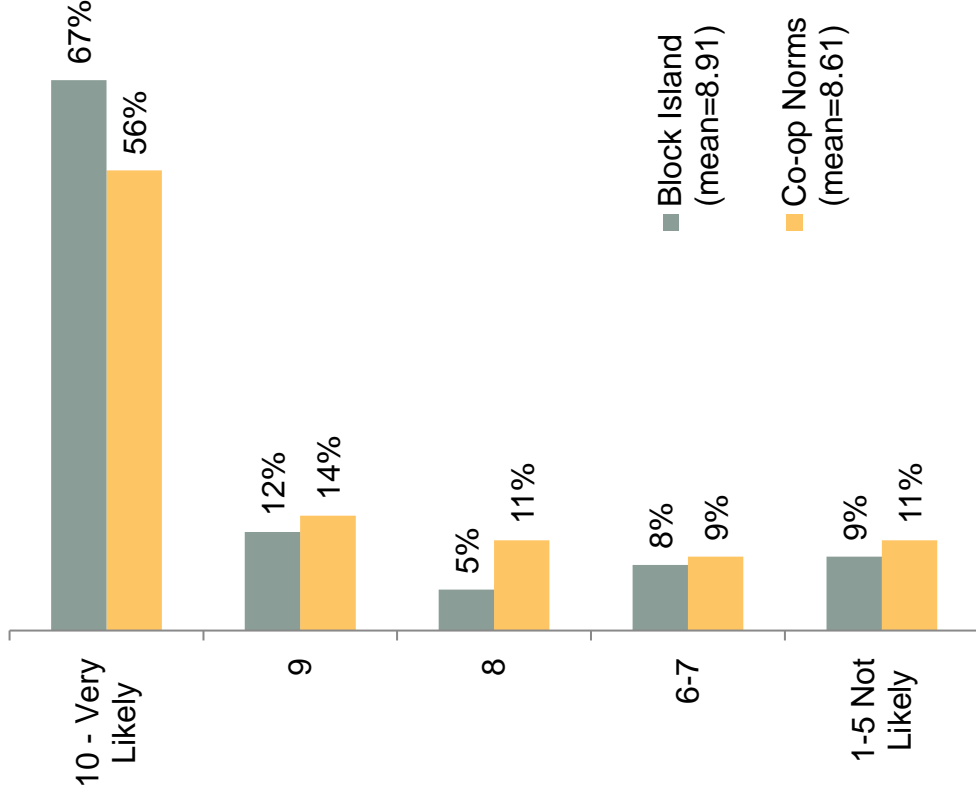


# ACSI Measures

Comparison to an Ideal Utility



Likelihood of Choosing



# ACSI and Retention Estimate



American Customer  
Satisfaction Index



Touchstone Energy<sup>®</sup>  
Cooperatives  
*The power of human connections<sup>®</sup>*

ACSI  
85

Retention  
81%

*Your ACSI score is a benefit of your membership in Touchstone Energy*



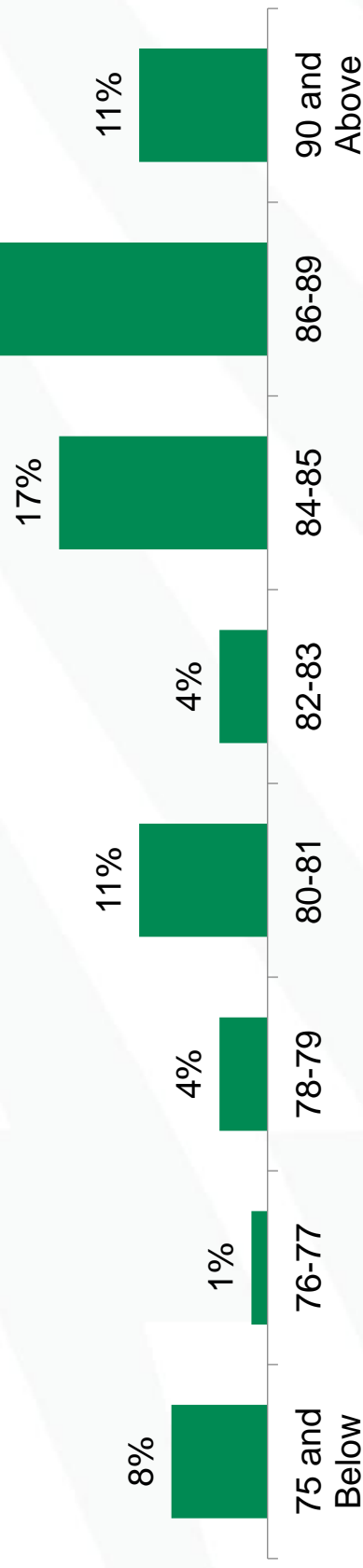
**Please note the following if you intend to publish your ACSI score:**

Any usage of the ACSI<sup>®</sup> name, logo, or data in consumer-facing materials (newsletters, flyers, press releases, webpages, etc.) requires ACSI's review and approval prior to use. To obtain permission from ACSI, please contact Angelika Hoelger at Angelika.Hoelger@nreca.coop at Touchstone Energy Cooperatives.

Please allow at least 7 business days for the review and approval process of submitted materials.

2022 Overall Touchstone Energy score = 85

Number of Co-op Scores	76
Highest ACSI	92
Lowest ACSI	71
Mean	85



*Your ACSI score is a benefit of your membership in Touchstone Energy*





# National ACSI Benchmarks

National Industry Data Based on Online Surveying  
Using Panels of U.S. Citizens

Q2 2023 ACSI	
<b>Block Island Utility District</b>	<b>85</b>
Atmos Energy	78
Berkshire Hathaway Energy	78
WEC Energy	78
CenterPoint Energy	77
Dominion Energy	77
Xcel Energy	77
Ameren	76
Consolidated Edison	76
Southern Company	76
<b>Cooperative Energy Utilities</b>	<b>75</b>
Investor-Owned Utilities	75
Duke Energy	75
NextEra Energy	75
American Electric Power	72
FirstEnergy	72
Municipal Energy Utilities	71

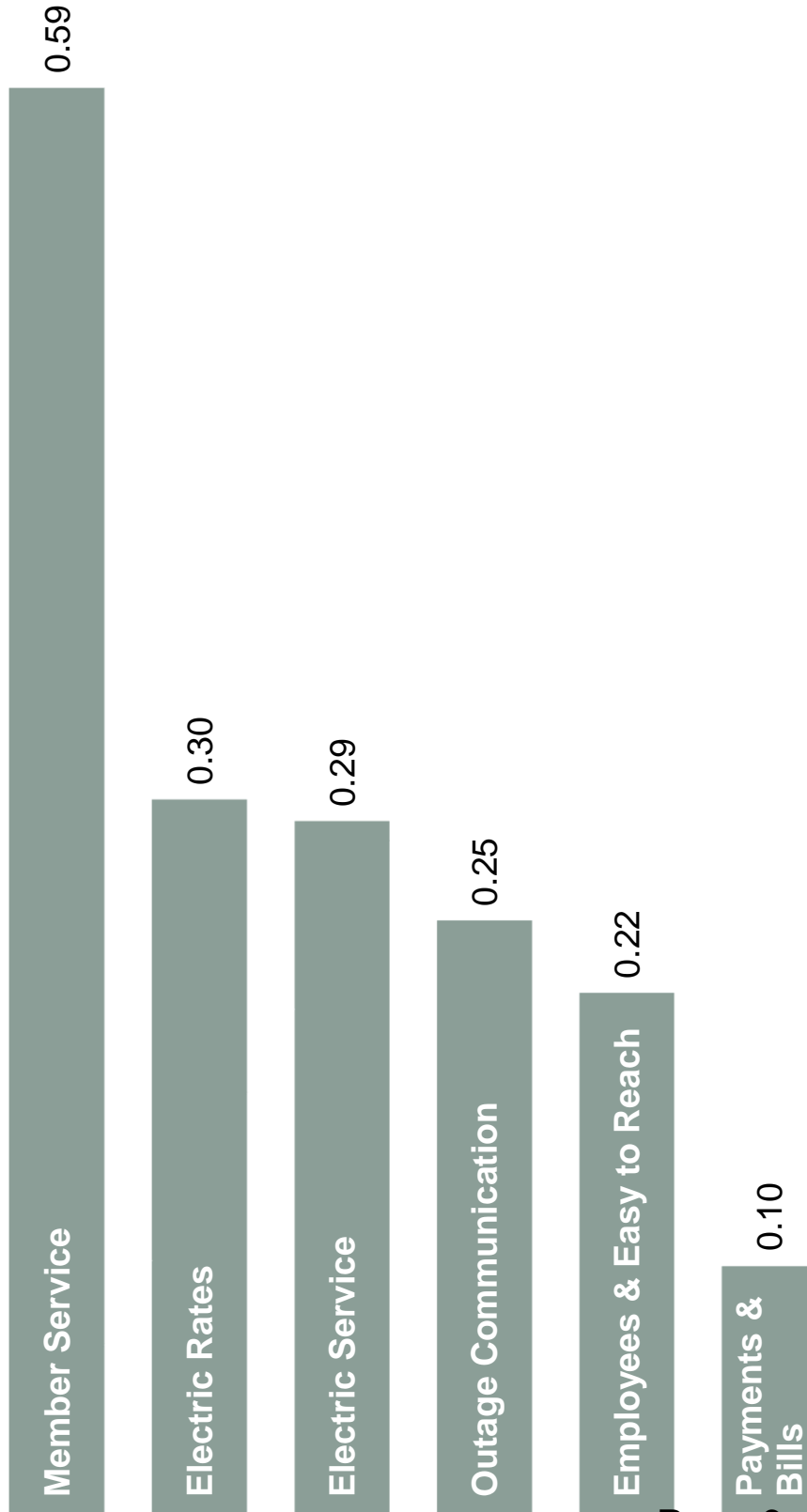
Q2 2023 Retention %	
<b>Block Island Utility District</b>	<b>81</b>
WEC Energy	77
Ameren	76
Dominion Energy	76
Sempra Energy	76
Atmos Energy	75
CenterPoint	75
Consolidated Edison	75
Edison International	75
Southern Company	74
Investor-Owned Utilities	73
NextEra Energy	73
Duke Energy	72
<b>Cooperative Energy Utilities</b>	<b>71</b>
Municipal Energy Utilities	71
FirstEnergy	70
American Electric Power	66

Your ACSI score is a benefit of your membership in Touchstone Energy

For internal use only

# Key Drivers of Satisfaction

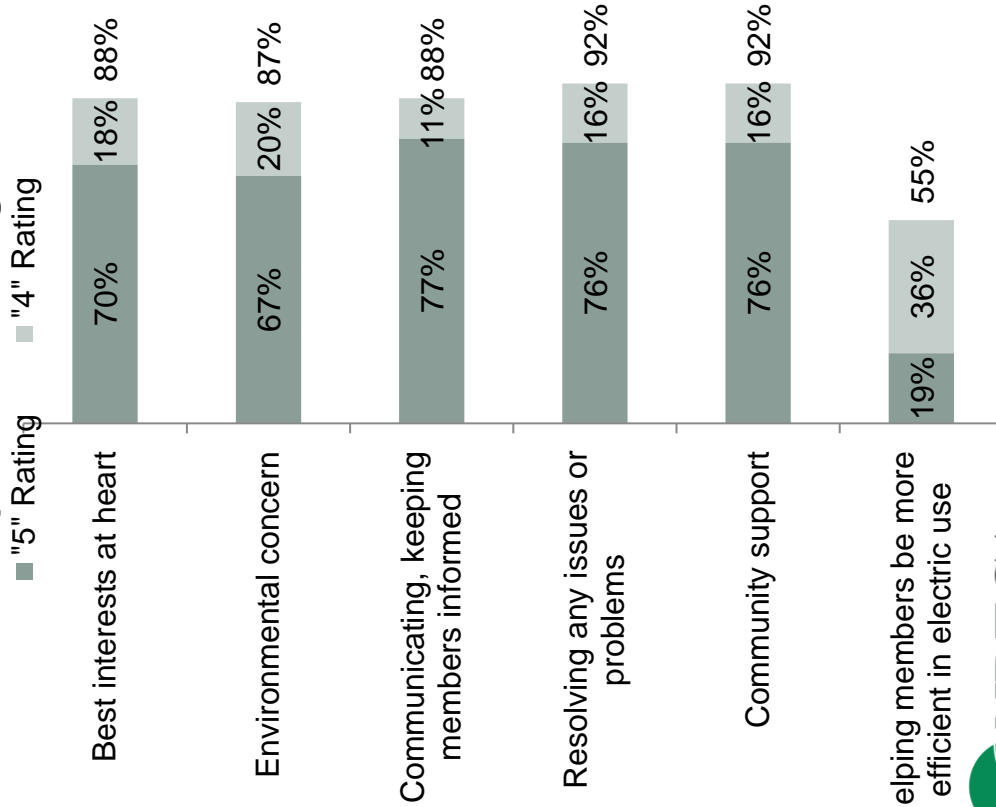
## Overall Satisfaction



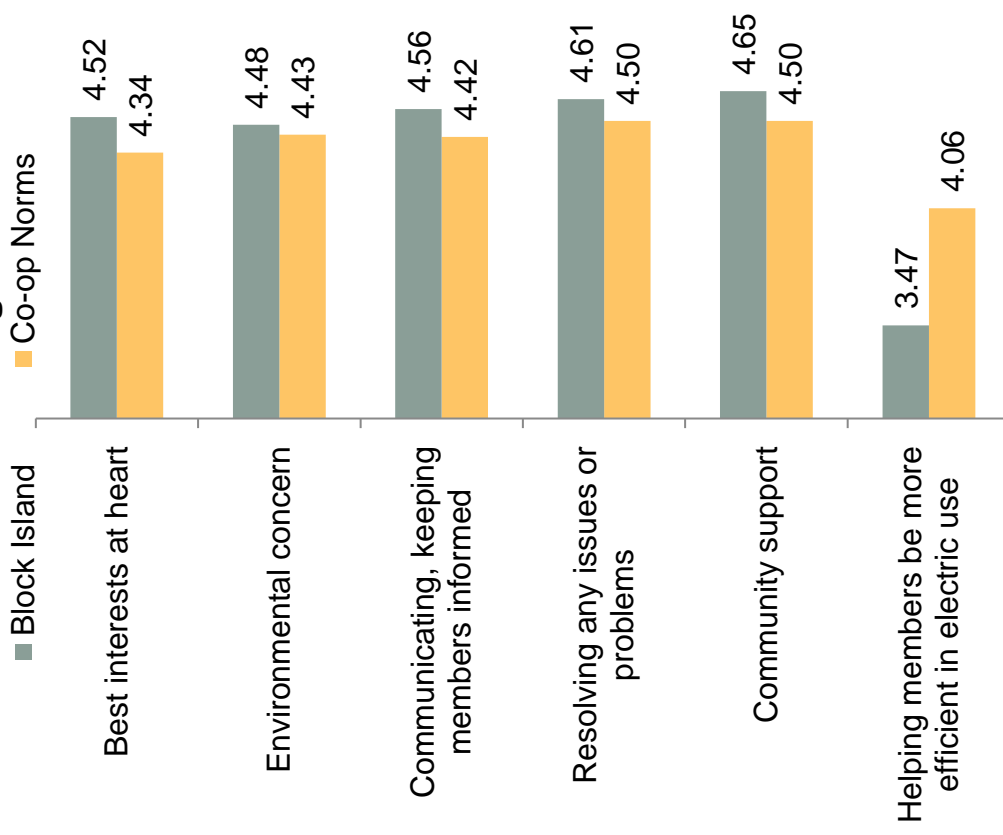
# Member Service

1-5 Scale: 1 = Very Poor; 5 = Excellent

## Top Two Box Ratings



## Mean Ratings

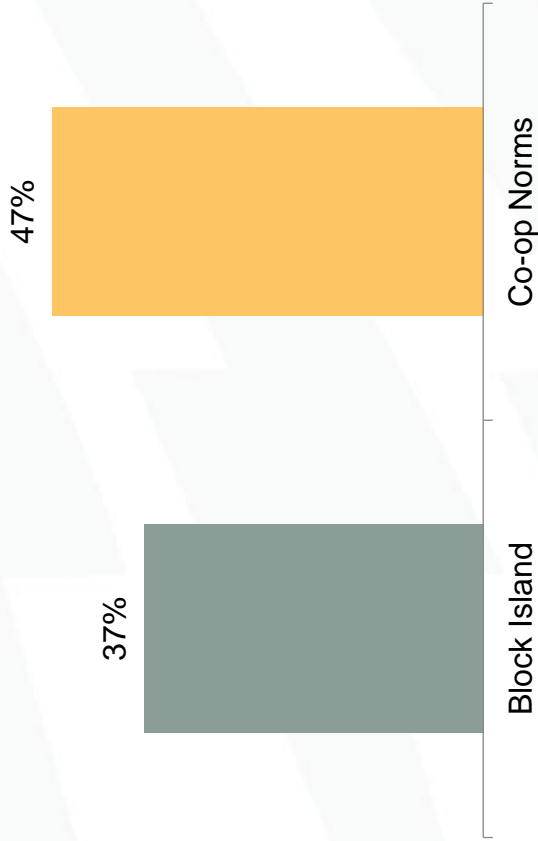


Helping members be more efficient in electric use

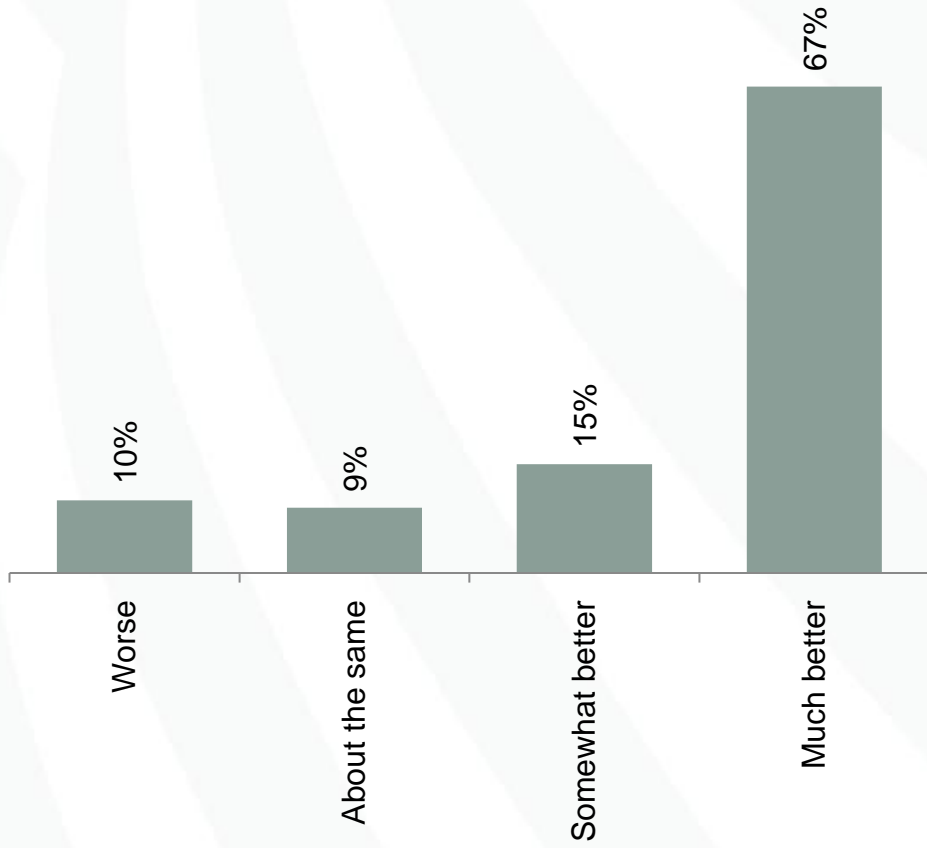


# Contact With Block Island

## Contacted Co-op in Past Year

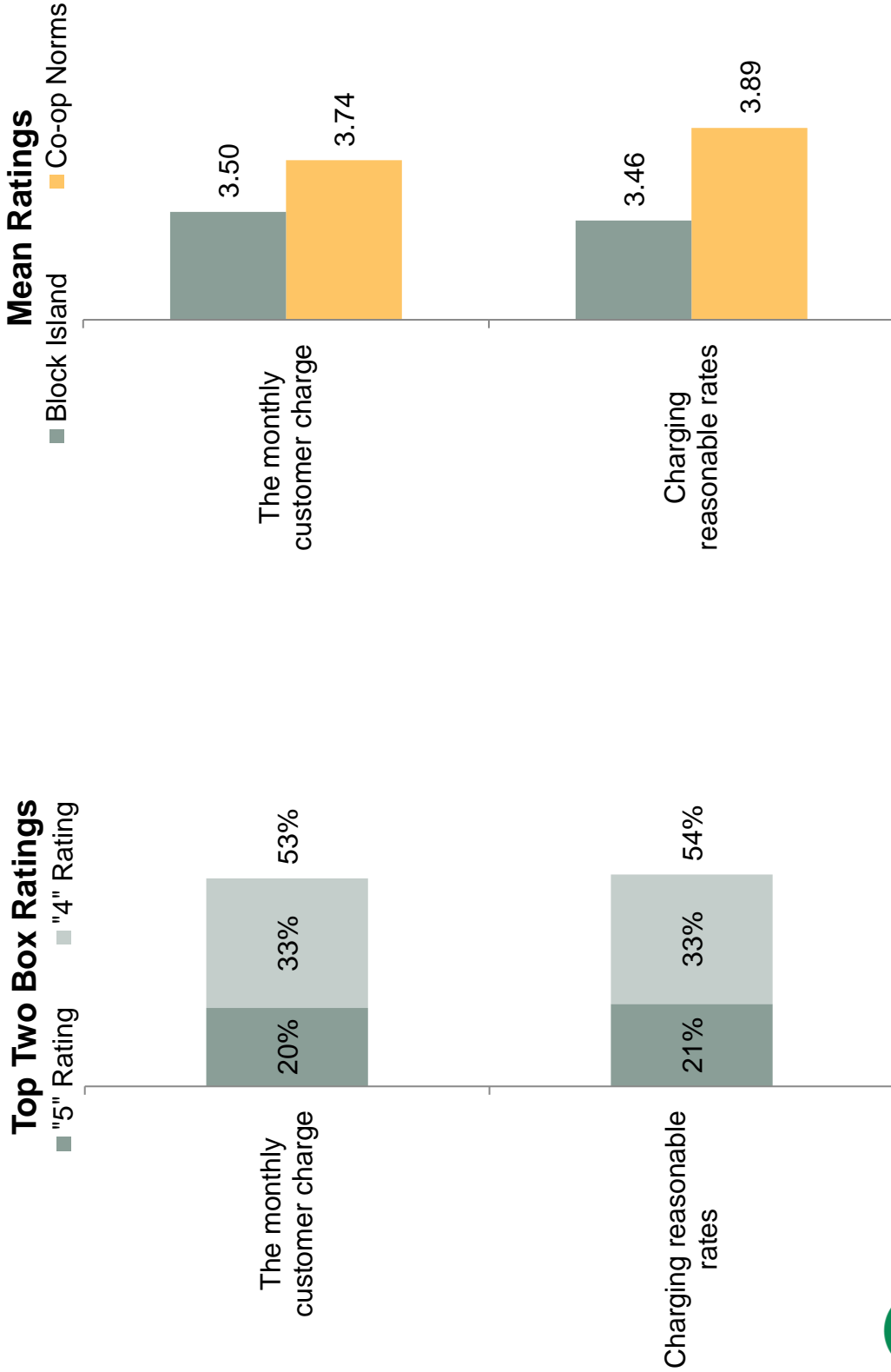


## Comparison of Contact to Other Utility Companies

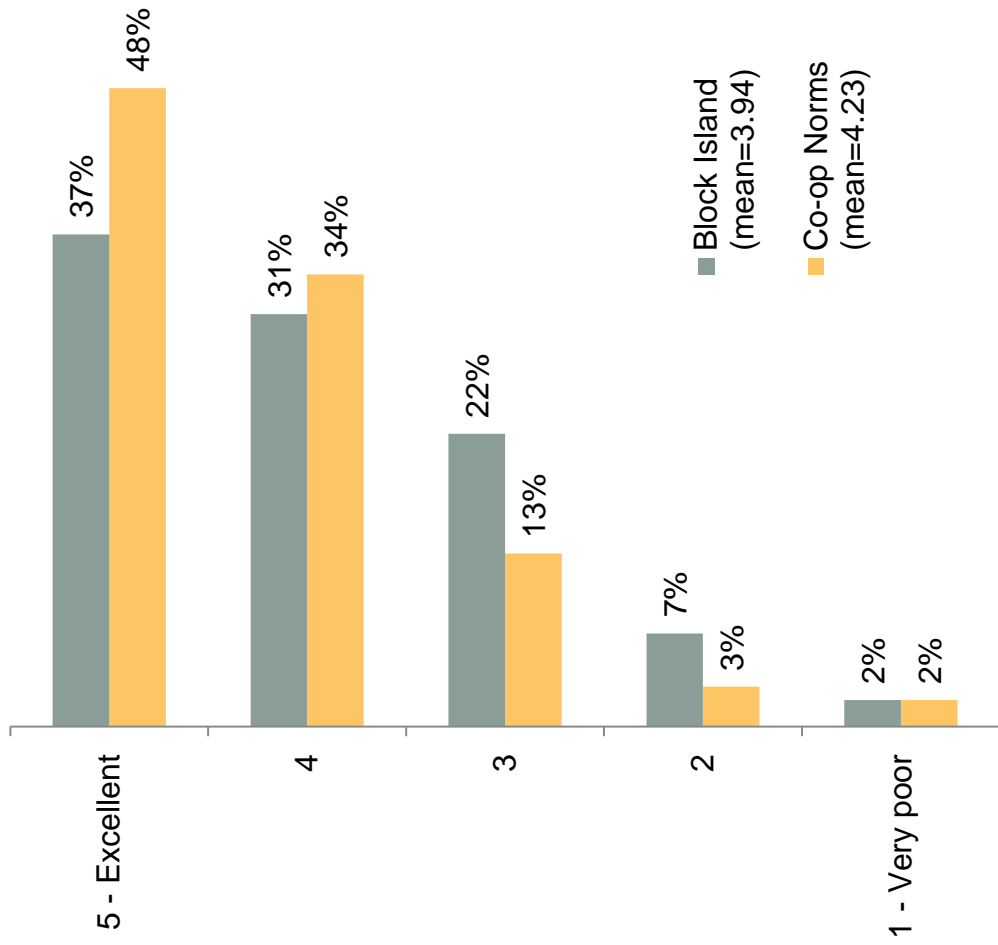


# Electric Rates

1-5 Scale: 1 = Very Poor; 5 = Excellent

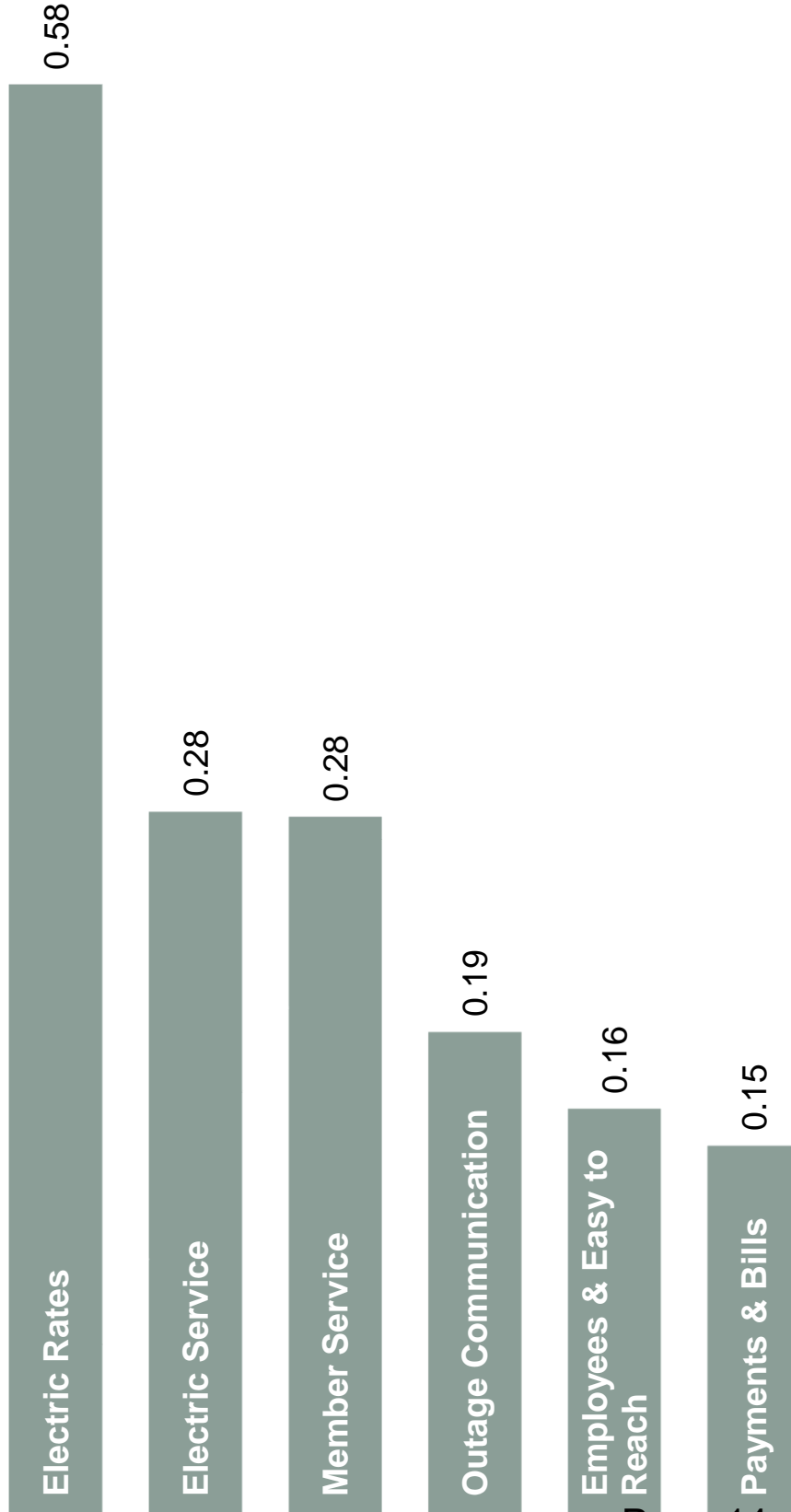


# Value for the Money



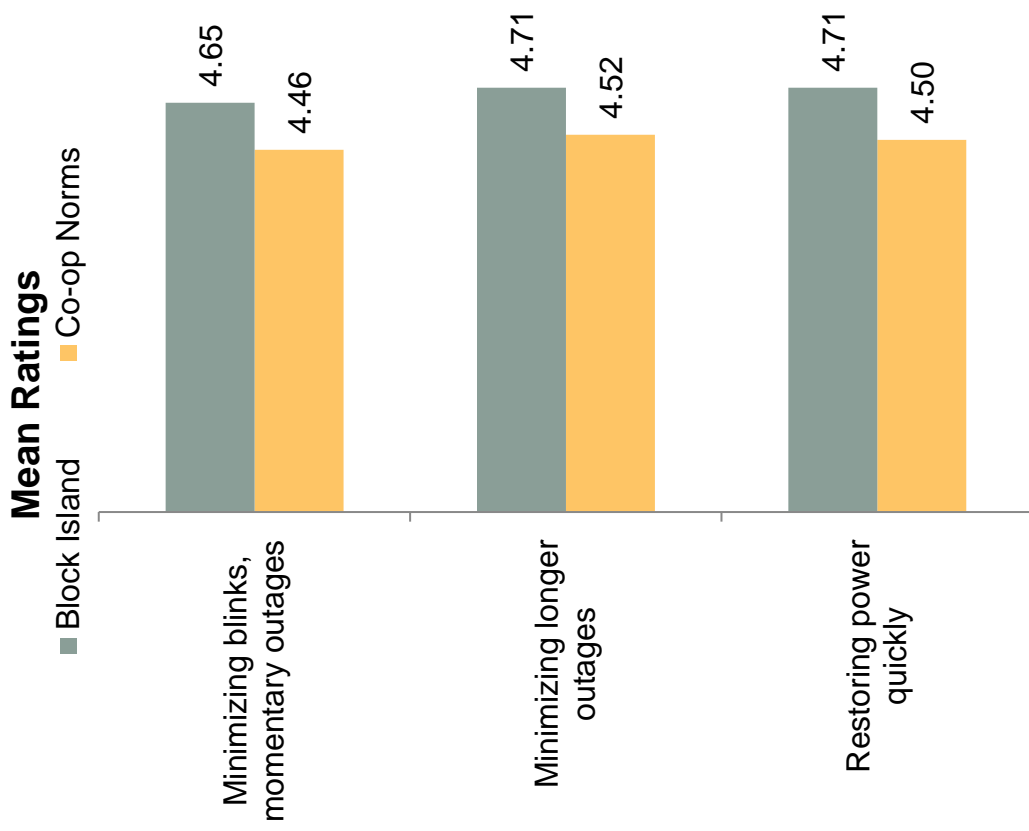
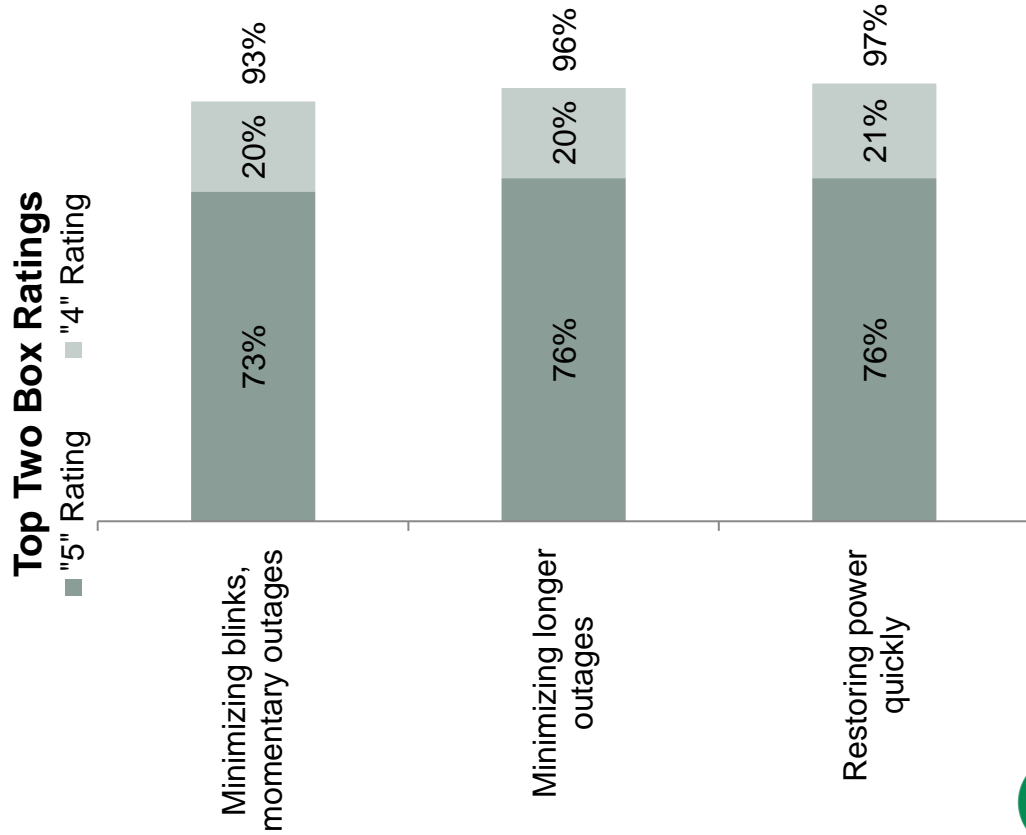
# Key Drivers of Value

## Value for the Money



# Electric Service

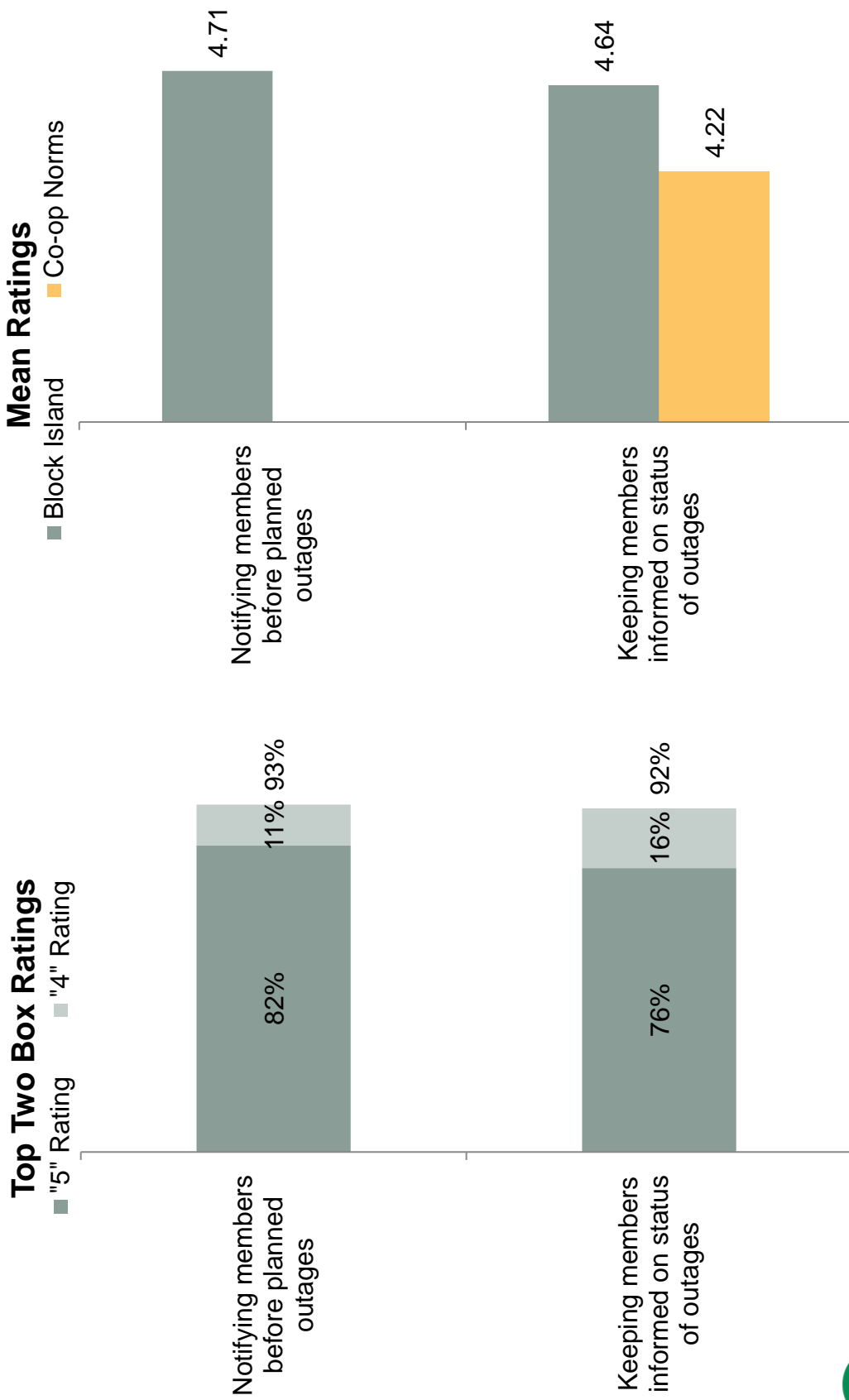
1-5 Scale: 1 = Very Poor; 5 = Excellent





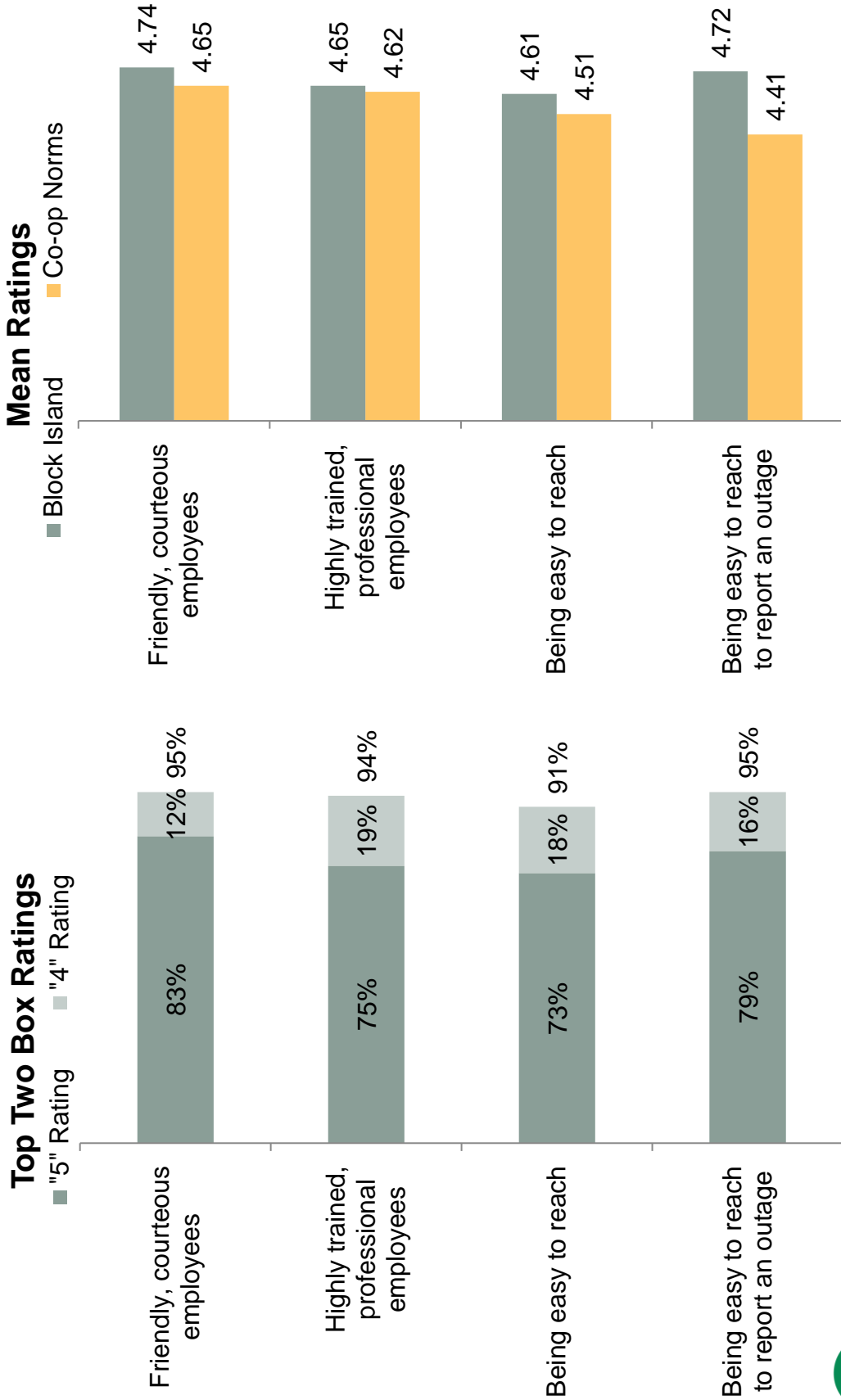
# Outage Communication

1-5 Scale: 1 = Very Poor; 5 = Excellent



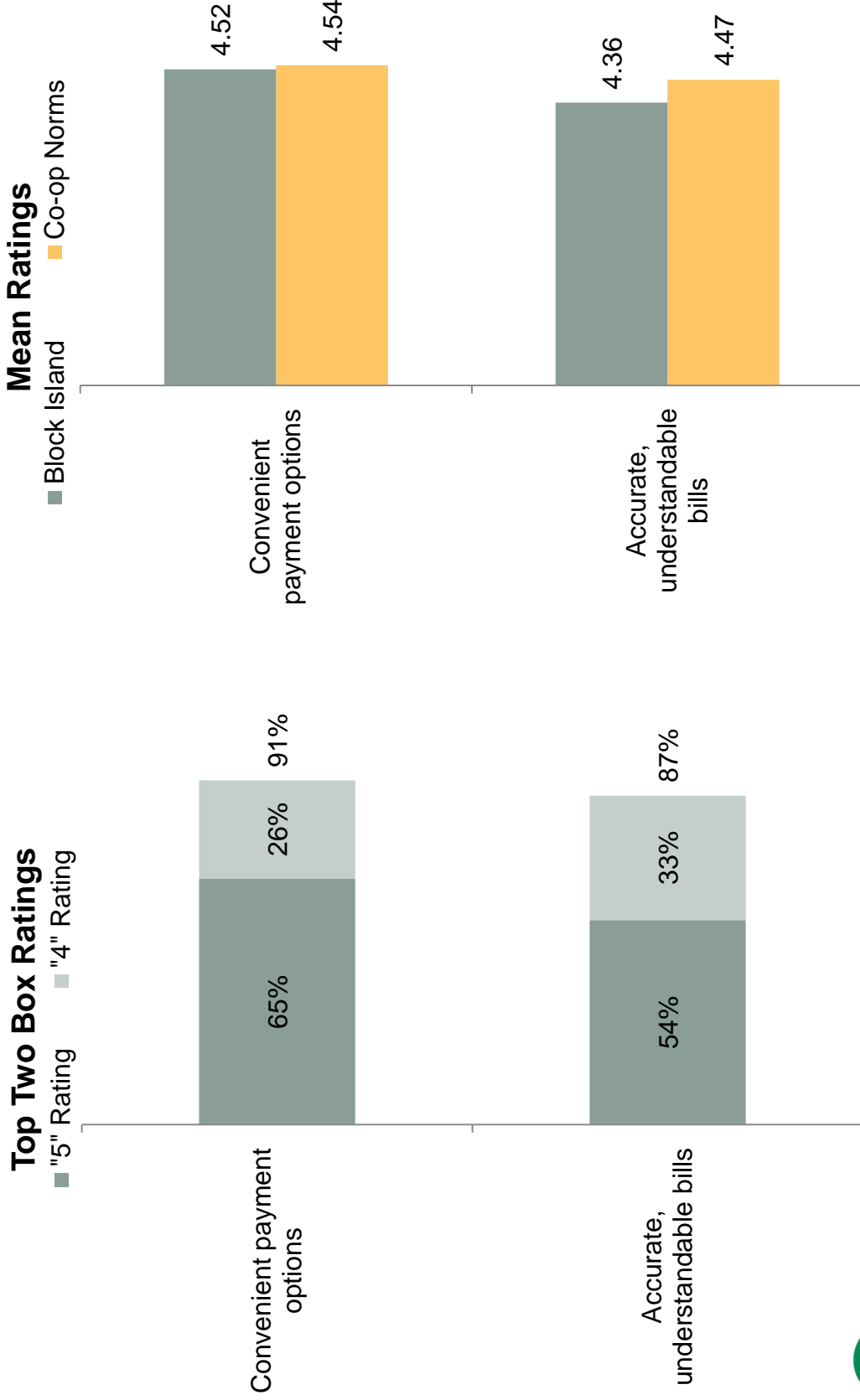
# Employees and Easy to Reach

1-5 Scale: 1 = Very Poor; 5 = Excellent



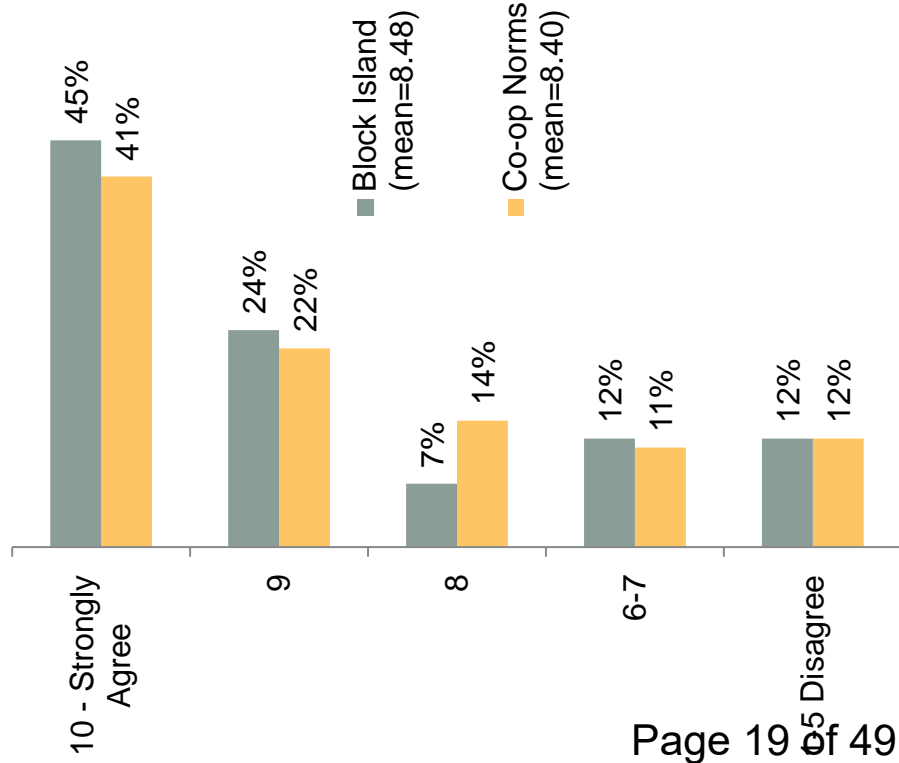
# Payments and Bills

1-5 Scale: 1 = Very Poor; 5 = Excellent

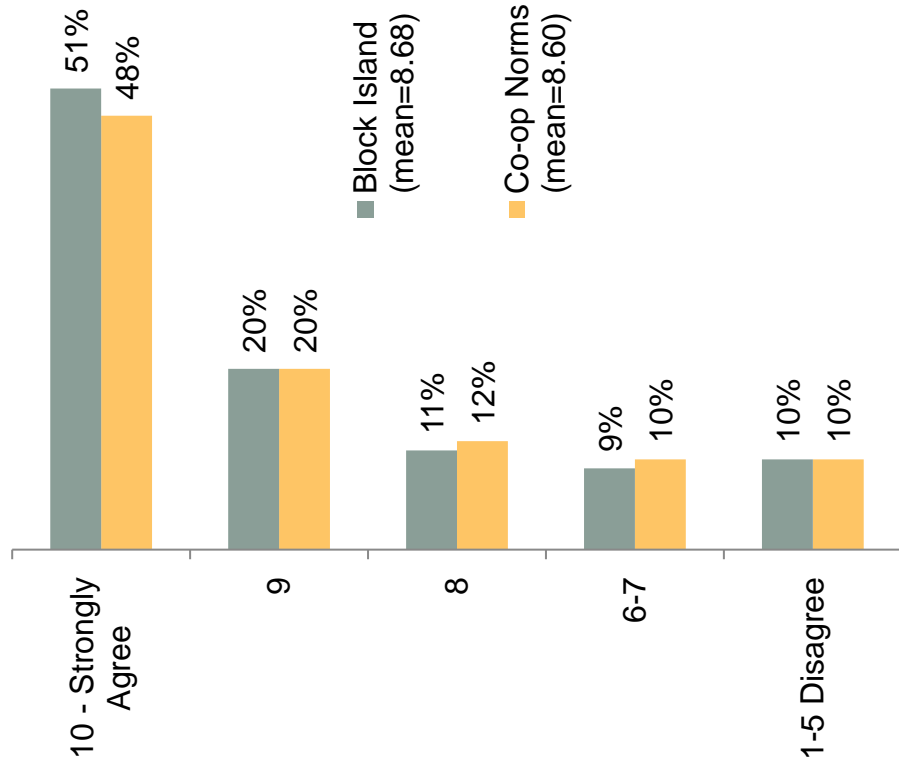


# Member Loyalty

## Usually Approve of Block Island's Policies and Procedures

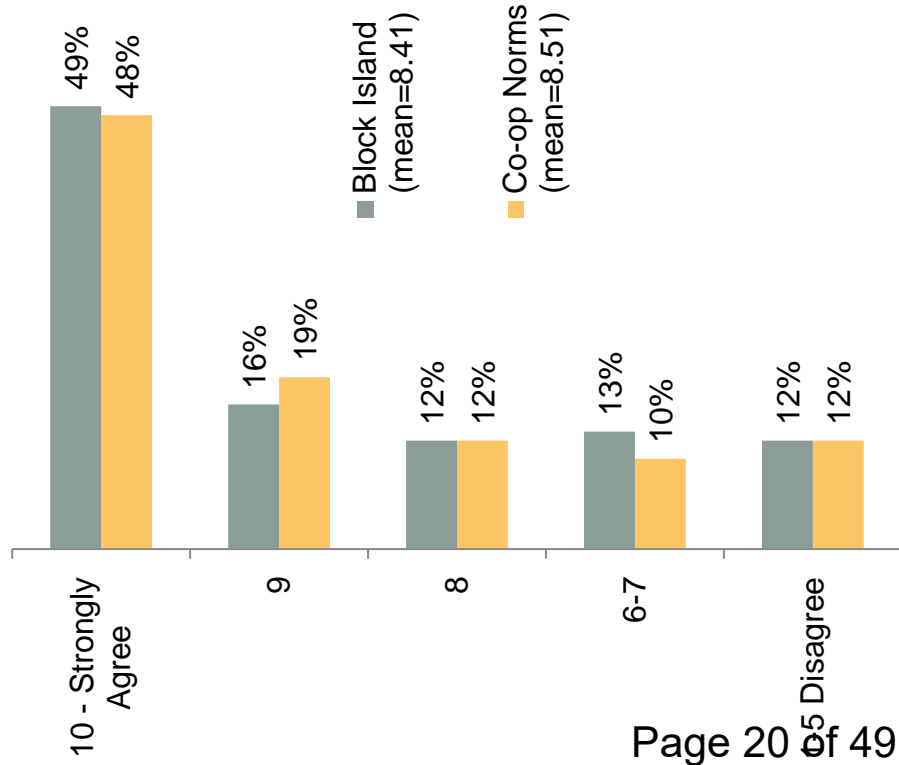


## Have Good Relationship With Block Island

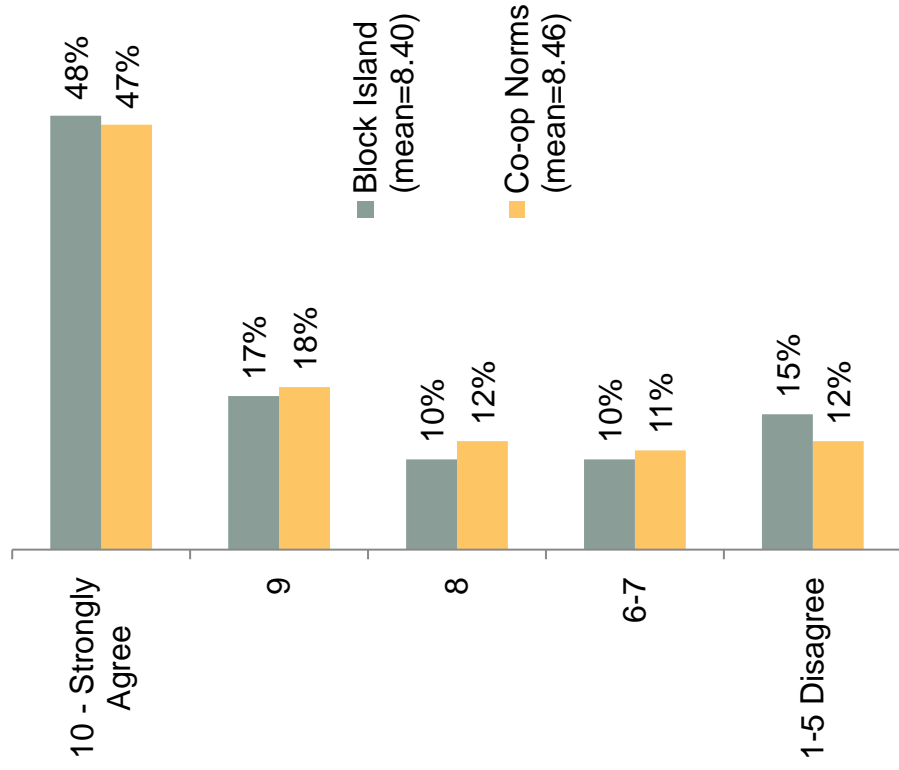


# Member Loyalty

## Think of Block Island as Long-Term Ally For Energy Needs

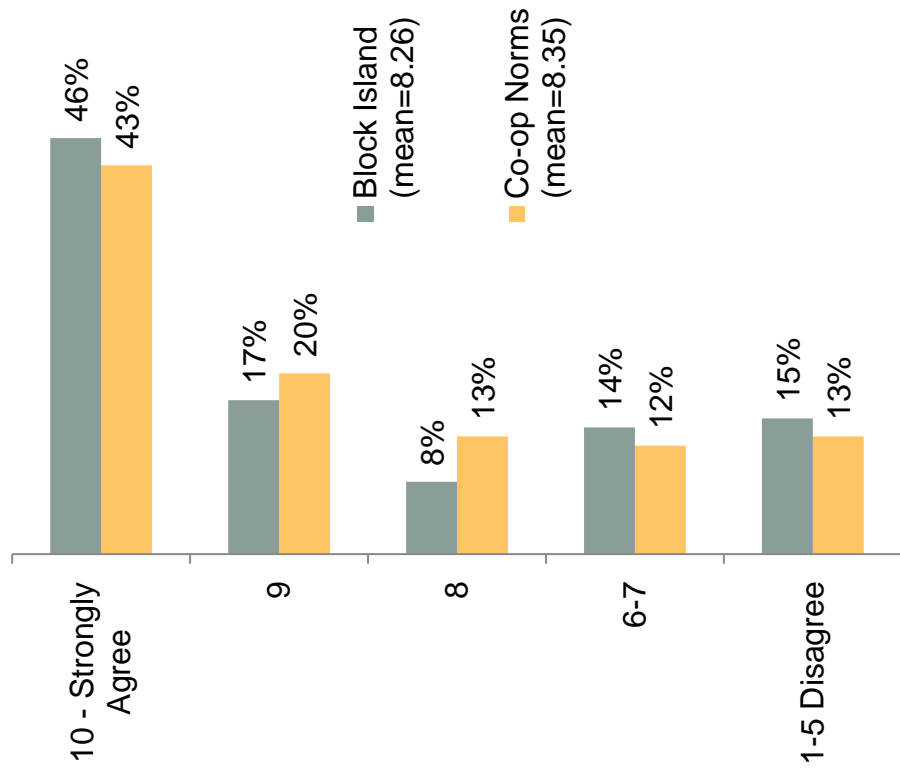


## Proud to be Associated With Block Island



# Member Loyalty

## Block Island is One of the Best Organizations of its Kind



# Member Loyalty Index = 85

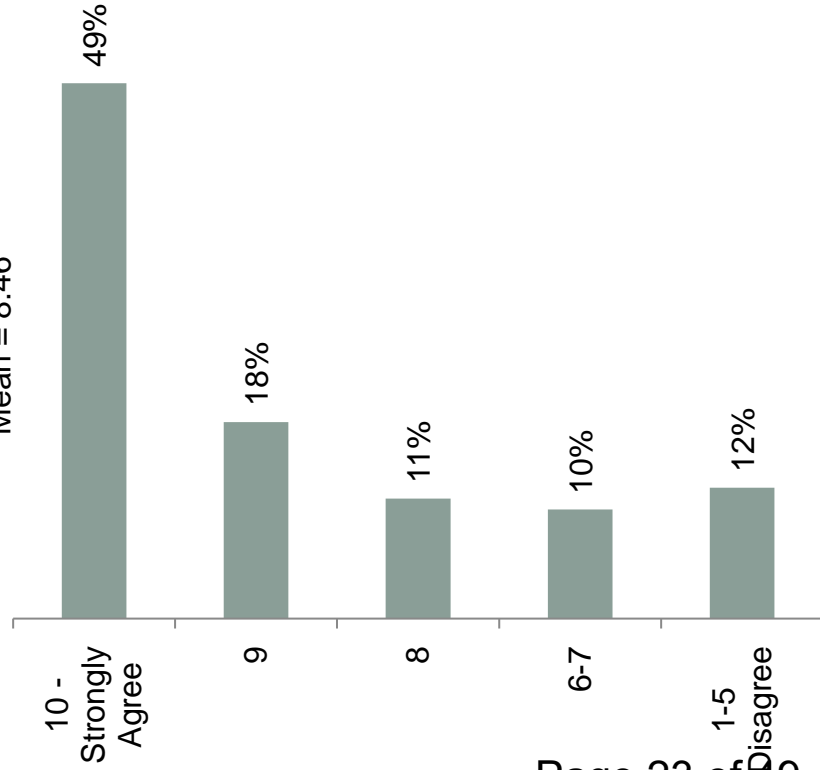


# Trust in Utility District

Level of agreement on a 10-point scale

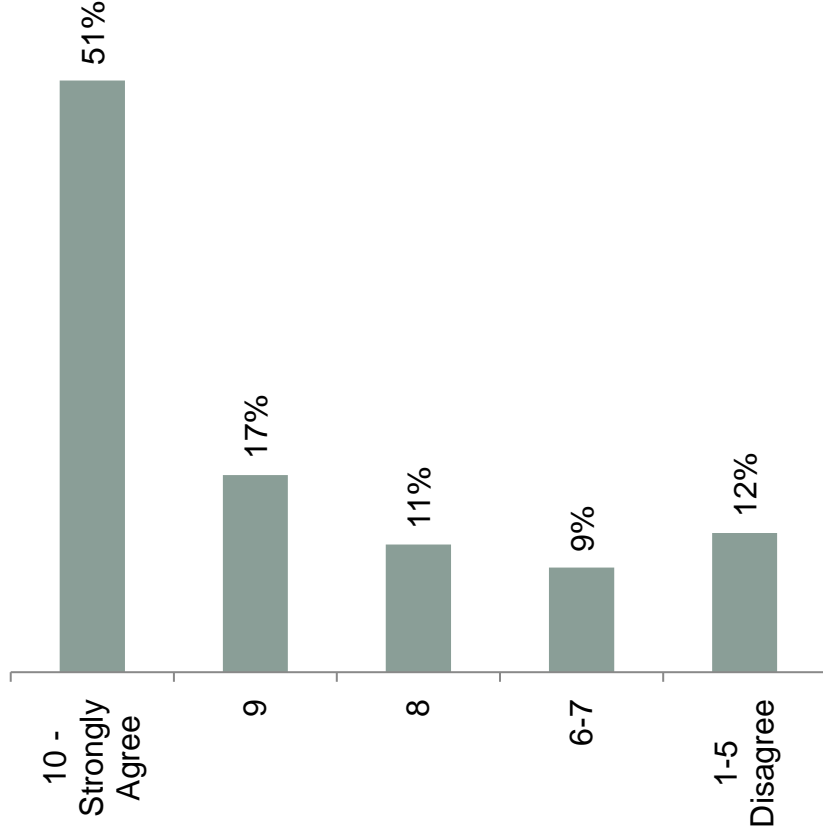
## I Trust Block Island Utility District to Make Sound Decisions to Balance Reliability, Environmental Impact, and Affordability

Mean = 8.46



## Block Island Utility District is Doing All They Can to Reduce Reliance on Fossil Fuels

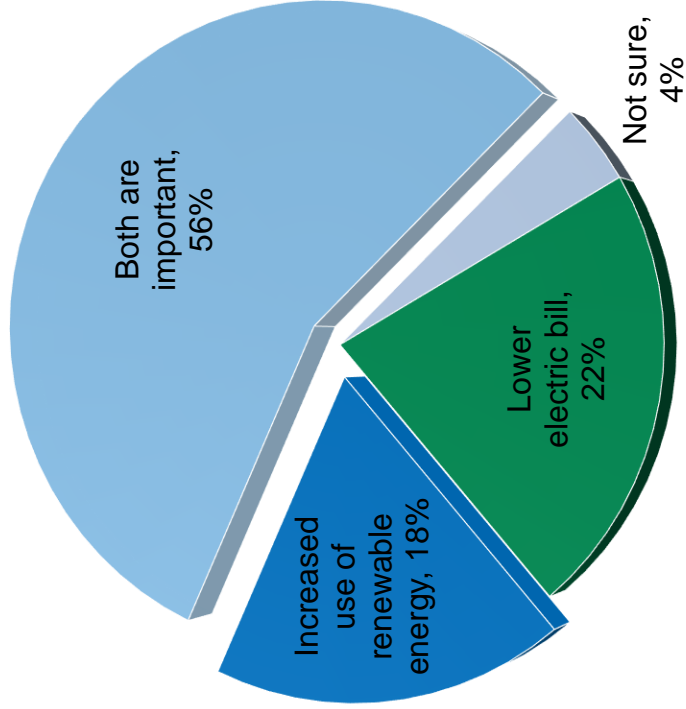
Mean = 8.53





# Renewable Energy

## Which is More Important?



## How Strongly Support Block Island Moving to All Renewable Energy if 5% Rate Increase (Based on all respondents)

Strongly support 27%

Somewhat support 34%

Not sure 3%

Somewhat do not support 8%

Strongly do not support 3%

% Based on those who say increased use of renewable energy is more important or both increased use and lower electric bill are important (n=177)

Strongly support 36%

Somewhat support 46%

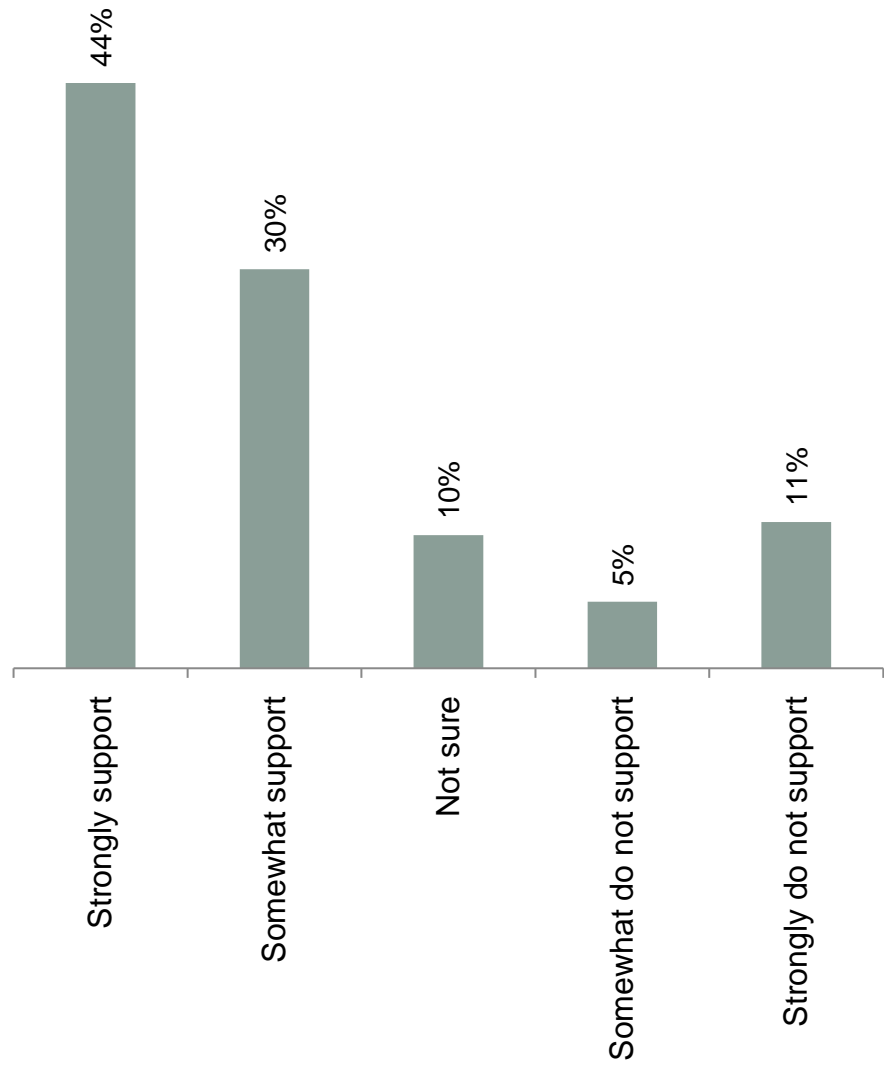
Not sure 5%

Somewhat do not support 10%

Strongly do not support 3%

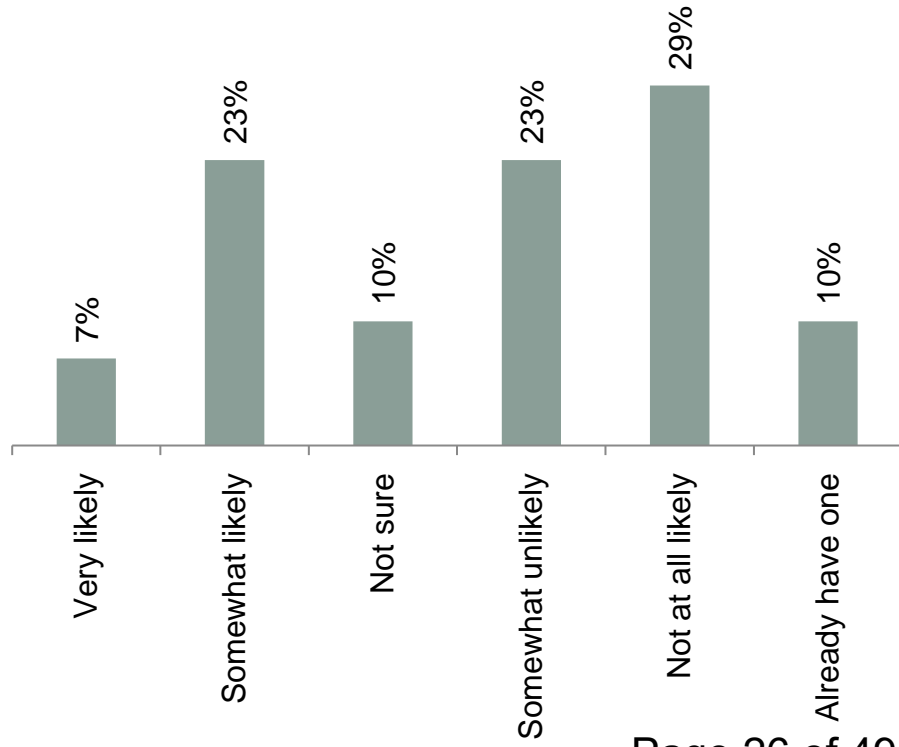
# Renewable Energy

## How Strongly Support State of Rhode Island's Goal of 100% Renewable Electricity Generated by 2032

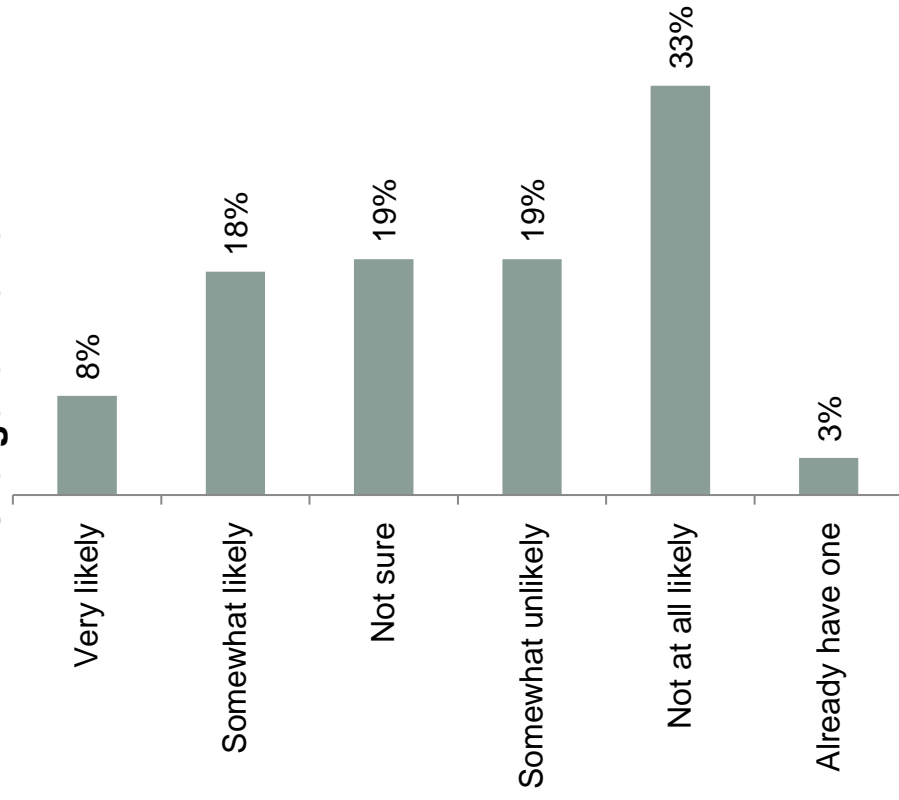


# Electric Vehicles

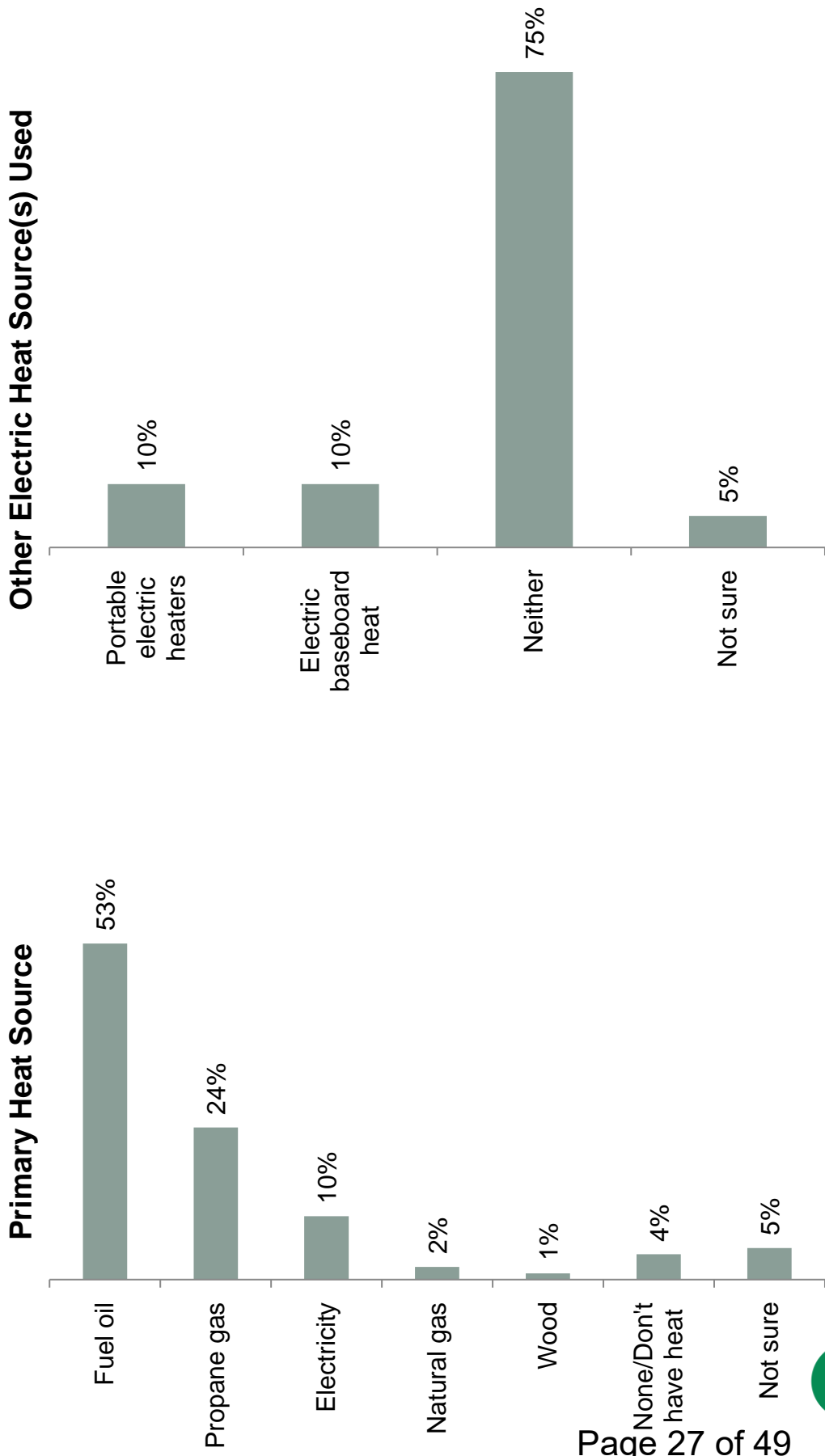
**Likelihood of Owning/Leasing Plug-in Electric Vehicle in Next 3-5 Years**



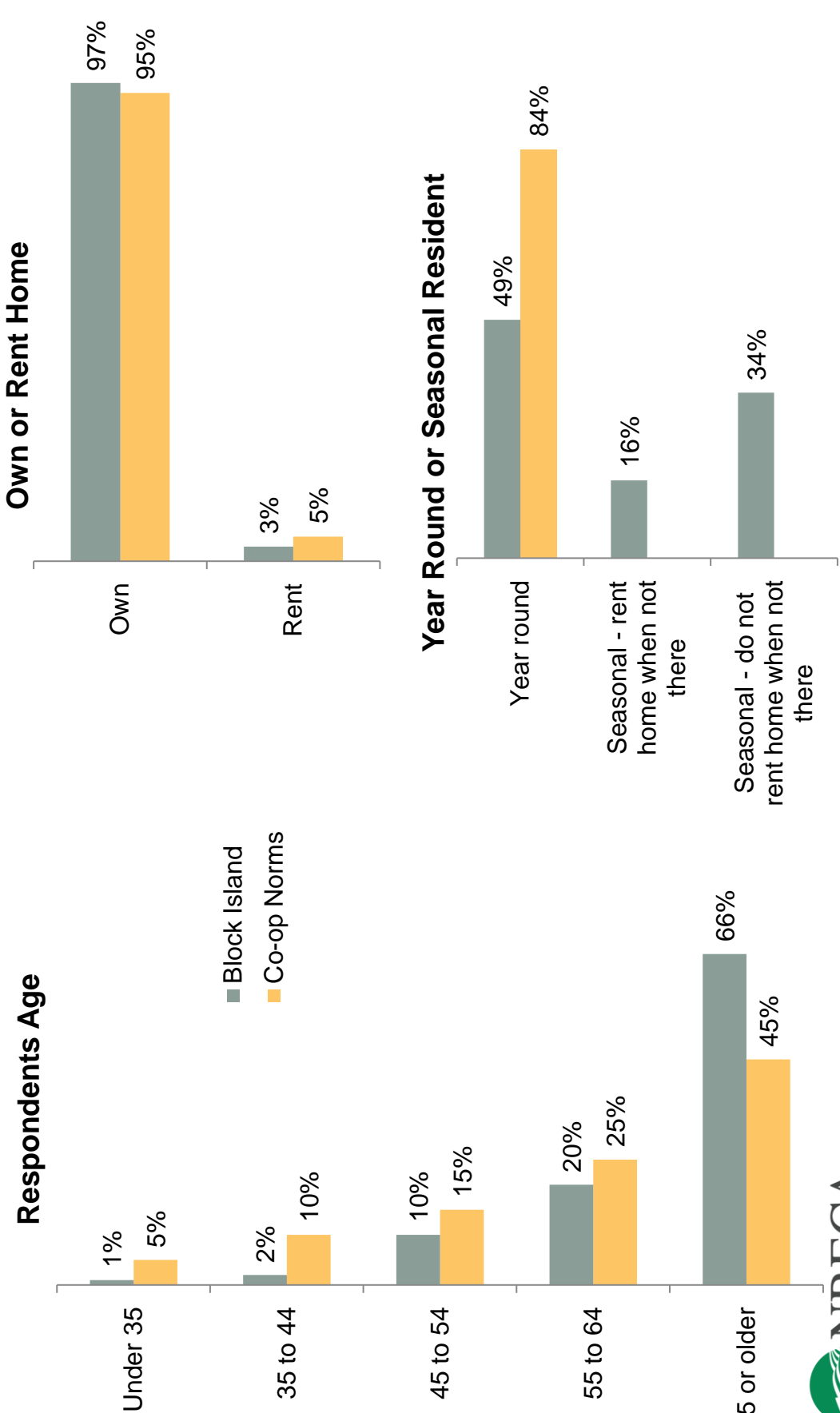
**Likelihood of Installing Level 2 Charger at Home**



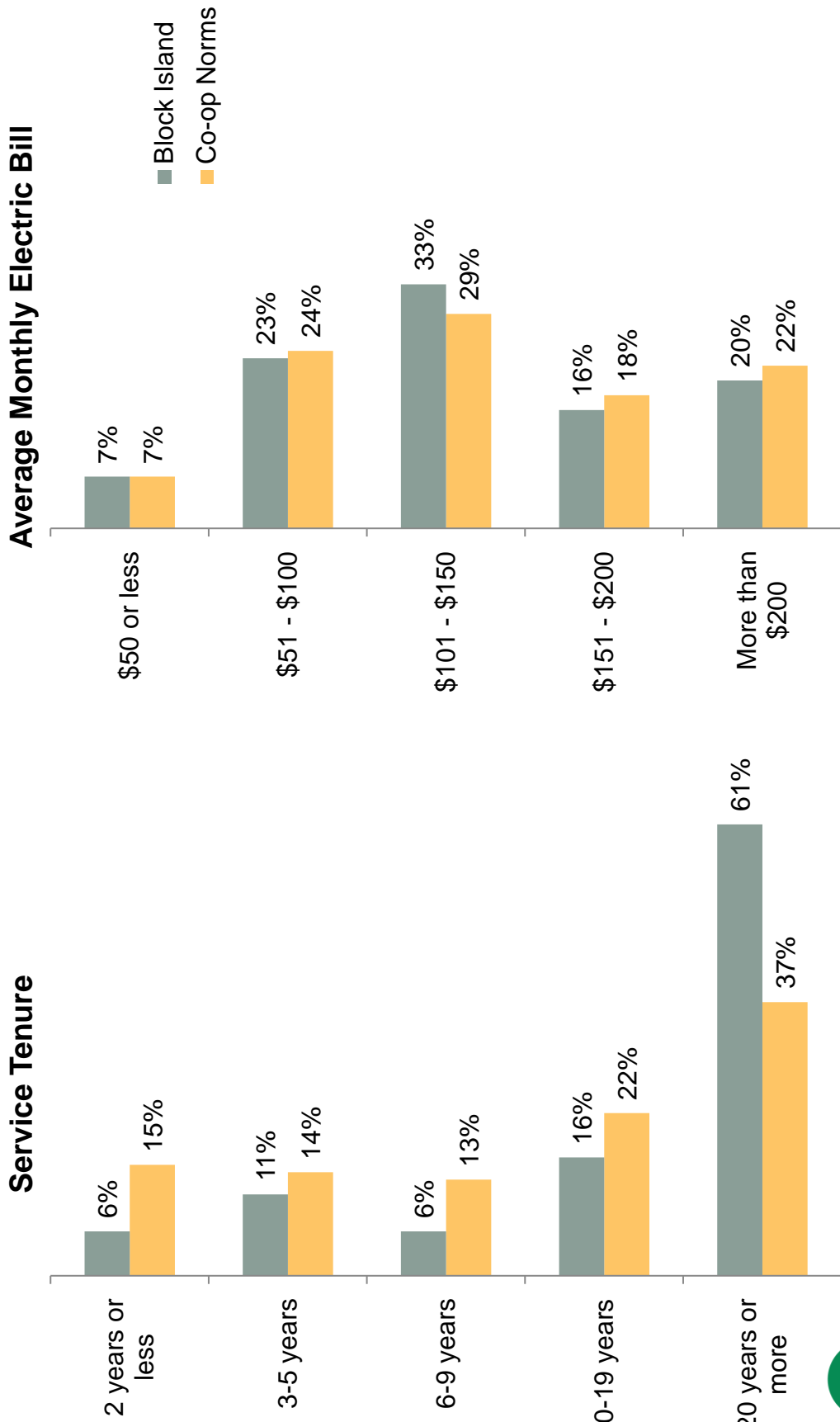
# Residential Member Demographics



# Residential Member Demographics



# Residential Member Demographics



**AGENDA ITEM 2**  
**PUBLIC INPUT**

**AGENDA ITEM 3**  
**COMMISSIONER'S REPORT**

(THIS PAGE INCLUDED FOR NOTES)

**AGENDA ITEM 4**  
**STRATEGIC PLANNING UPDATE**



# 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

COMPLETE

Q4 AFTER  
ELECTION

NEEDS  
ATTENTION

ON TRACK

ON TRACK Q3  
PRIOR TO  
BUDGET

ON TRACK Q3  
PRIOR TO  
BUDGET

COMPLETE

COMPLETE

**AGENDA ITEM 5**  
**APPROVAL OF MINUTES**  
**AUGUST 26, 2023 ANNUAL MEETING**

**Block Island Utility District  
Annual Meeting  
August 26, 2023 at 4pm  
At the Block Island Utility District**

**Meeting Minutes**

Barbara MacMullan called the meeting to order at 4:05pm.

**1. Public input** – Member Cliff McGinnis- said, “Thank you! You people are doing a great job.”

**2. Commissioner’s report** – Board Chair, Barbara MacMullan welcomed everyone to the meeting and thanked the employees of the Block Island Utility District, and the Board of Commissioners.

Barabara noted some of the many accomplishments of the BIUD over the past year, including increasing employee housing with a new apartment and the Town House on High St. She noted the generous gift of the Electric Bucket Truck from the Solar Initiative, and the award of a Department of Energy technical assistance grant. She noted we had legislation passed that exempts BIUD from retail choice, which now allows us to enter long term contracts and will help us keep our prices down. Barbara noted that we have made great strides in pole replacement, with the voltage conversion, and much needed improvements to the grounds. Going forward, BIUD will continue to work with the Solar Initiative, continue with pole replacements and other infrastructure improvements, and begin discussion with the Town Council regarding taking over the broadband.

Barabara also noted that this year is an election year for us, two seats available, Mary Jane Balser and Eliot Taubman, who are both running for reelection.

**3. Treasure’s report** – Treasurer, Tom Risom reported that BIUD is financially sound. Sales are on par with previous years, we have the same inclines and declines as any other business on Block Island. All the financial reports are on the website.

Tom added that we have a flat revenue, but the cost of doing business is going up, and we have managed to maintain a stable rate, but we will need to address our rates next year.

Tom noted that BIUD has maintained stable power supply rates. Our debt-to-equity ratio is improving now at 24% looking to be at 28% (debit to equity ratio). Tom also noted that we have posted our 4<sup>th</sup> clean audit to the website for everyone to view.

**4. President's Report** – President, Jeffery Wright reported that in four short years, we have made a positive impact on the lives of the people of Block Island in the past 5 years. This past October BIUD went through a strategic planning session last winter, in order to take the BIUD to the next level.

Jeff thanked the employees and our contract partners; H Brothers tree service, Three Phase Line Construction and local contractor Chris Reeves.

Jeff thanked the Board of Utility Commissioners for their support and guidance.

Jeff thanked the Solar Initiative, noting that Don McClusky has been extremely generous by donating the new EV school bus, rooftop solar, and the new bucket truck. Jeff thanked Don McClusky for his generosity.

Jeff thanked Will Young for his donation of the EV car charger.

Jeff reported on safety, noting we have not had any lost time injuries in the past six years.

Jeff talked about future rate impacts due to inflation. The distribution rate has not changed, but the cost of doing business has increased, inflation has caused the cost of poles, transformers and equipment to drastically increase. The Board of Utility Commissioners will be presented with a small rate increase during the budget process.

Jeff reported on BIUD's first membership satisfaction survey. Overall, the rate is equal with other utility companies around the country. BIUD scored very high for reliability, and employee service. Rates were not viewed as favorably, understandably.

Jeff closed by saying we are lucky to have the support of our industry partners, our community support and look forward to continuing to serve our members.

**5. Colleen Taylor, Regional Vice President of National Rural Utilities Cooperative Finance Corporation (CFC)** - Colleen Taylor introduced herself and thanked BIUD and it's members for inviting her to the Island, and offered that she looks forward to working with us as our representative with CFC.

**6. Introduction of Candidates for the 2023 Commissioner's Election** - Each of the five candidates present introduced themselves: Craig Fontaine, Ken Lacoste, Elliot Taubman, William Penn, and Carlos Salinas. Mary Jane Balser and William A. Wilson, were unable to attend the meeting.

**7. Keynote Speaker: Chris Christensen, Montana Representative on NRECA Board of Directors and past NRECA President and NRUCFC Director**

Chris introduced himself, noting that he was on the CFC Board of Directors when the Block Island Utility District was formed, and past NRECA President when BIUD joined NRECA. He went

on to speak about his experiences with the cooperative business model and applauded BIUD for taking such large steps towards improvements in its short existence.

**8. Member Question and Answers:**

1. Member, Rosemary Ives asked about how all the new air conditioning added on the island has affected our system. Jeff answered it has not really affected our system, noting that the new equipment is more efficient.

2. Member, David Kane asked about the wintertime peak changed with new people on the island and with the newly installed heat pumps. Jeff answered that there isn't any significant increase in load. Jeff encourages more installation of heat pumps.

3. Member, Patrick Tengwall asked what challenges the district is going to face with the burning of the Harborside. What can BIUD do to make us more resilient and less flammable. Jeff responded by saying the lost revenue is the biggest impact, overall impact is about \$50,000.

4. Member, Everett Shorey asked about the Maui fire and similarities with block Island as it appears that they were caused by down power lines. Jeff responded saying the best thing BIUD can do is to cut the trees and during dry periods, consider setting protocols to deenergize lines during certain situations (such as a fire).

The meeting concluded at 5:55 PM.

**AGENDA ITEM 6**  
**APPOINT NRECA RHODE ISLAND DIRECTOR**

## **Notice of NRECA Director Election**

To: NRECA Voting Members Located in the State of **Rhode Island**  
From: Jim Matheson, NRECA Chief Executive Officer  
Date: August 1, 2023



As a NRECA voting member located in the state, you may vote for the NRECA Director. You may vote, however, only for the NRECA Director representing this state. The NRECA Director elected will serve the term which begins with the adjournment of the 2024 annual meeting of the NRECA Board of Directors (“Board”) and ends with the adjournment of the 2026 annual meeting of the Board.

NRECA notifies you that the NRECA Director representing your state for this term will be elected at the following date, time, and place, and under the following procedure:

**Date: September 28, 2023**

**Time: 4:00 p.m.**

**Place: Block Island Utility District Regular Board Meeting  
Harbor Church, Water Street, Block Island, RI 02807**

**Procedure:** In nominating and electing the NRECA Director:

- Each NRECA voting member located in the state may select a voting delegate and alternate voting delegate, each voting delegate has one vote only, no voting delegate may vote for more than one NRECA voting member, and ***each voting delegate must complete the enclosed Certification of Voting Delegate for NRECA Director Election and submit it at the election on September 28<sup>th</sup> ;***
- Voting by proxy is prohibited, voting by mail, electronic mail, or other remote communications is prohibited, and the presence of voting delegates representing at least 20 percent of the NRECA voting members located in the state is a quorum;
- The incumbent NRECA Director presides over the election, but, if the incumbent is a candidate and comments regarding the election, then an individual designated by the incumbent, and approved by the NRECA voting members present, presides over the election;
- Any voting member director, officer, employee, or member may nominate himself or herself, or another candidate, from the floor only and no second is required;
- Voting is by secret ballot unless only one candidate is nominated, in which case the candidate may be declared elected by acclamation; and
- The NRECA Director must be elected by a plurality of votes cast (largest number of votes cast), and, if there is a tie vote, then voting is repeated and the nominee receiving the lowest number of votes is not removed from the next ballot.

A NRECA Director candidate must be located in the state, and must be a member, director, officer, or employee of a NRECA voting member in good standing located in the state.<sup>1</sup> To become and remain a NRECA Director, an individual must comply with the *NRECA Board of Directors Conflict of Interest Policy* (“Policy”) and annually complete and sign a *Conflict of Interest Certification and Disclosure Form* (“Form”). The *Policy*, *Form*, and the *NRECA Director Job Description* are available upon request.

For a copy of these documents, or for **administrative** questions about the NRECA Director Election process, please contact Bernita Faulkner, Liaison to the NRECA Board of Directors, at 703-907-5541 or [bernita.faulkner@nreca.coop](mailto:bernita.faulkner@nreca.coop). For **legal** questions about the election process, please contact Jessica Healy, NRECA Office of General Counsel, at 703-907-5846 or [jessica.healy@nreca.coop](mailto:jessica.healy@nreca.coop).

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<sup>1</sup> If the individual is a director or officer of an NRECA voting member, the individual shall be considered to be “located” in the same jurisdiction as the voting member for which the individual is a director or officer. NRECA Bylaw Article III. Section 1. D. (2) a.

## **Report and Certification of NRECA Director Election**

Following the election, please promptly complete and sign the form and return:

**To: NRECA Secretary-Treasurer**  
**c/o Bernita Faulkner, Liaison to the NRECA Board of Directors**  
**[bernita.faulkner@nreca.coop](mailto:bernita.faulkner@nreca.coop); fax: 703-907-5511; phone: 703-907-5541**

Pursuant to the NRECA Bylaws, the undersigned person reports and certifies that the following eligible candidate was elected as the member of the NRECA Board of Directors representing **Rhode Island** for a two-year term beginning on March 3, 2024 with the adjournment of the 2024 annual meeting of the NRECA Board of Directors, held in conjunction with the 2024 NRECA PowerXchange (Annual Member Meeting).

### **NRECA Director Elected**

Name: Jeffery M. Wright  
Title: President  
E-Mail: [jwright@blockislandutilitydistrict.com](mailto:jwright@blockislandutilitydistrict.com)  
Phone Number: 802-730-4233  
Home Address: 1801 High Street, PO Box 520  
Block Island, RO 02807

### **NRECA Voting Member at which NRECA Director Elected is a Member, Director, Officer, or Employee**

System Name: Block Island Utility District  
City, State: Block Island, RI

### **Reporting and Certifying Person\***

Printed Name: John Warfel  
Title: Secretary, Board of Utility Commissioners  
System Name: Block Island Utility District

Signature: \_\_\_\_\_  
Date: September 28, 2023

\*This person must be someone other than the NRECA Director-elect.



**AGENDA ITEM 7**  
**REVIEW 2023 BIUD ELECTION PROCESS**  
**AND COUNTING OF BALLOTS**

**AGENDA ITEM 8**

**REVIEW OF BIUD POWER SUPPLY STRATEGY, BISI “BRIDGE”  
GRANT AND BIUD’S 2024 PUC FILING**

**AGENDA ITEM 9**  
**REVIEW THE 2024 BUDGET PROCESS**  
**AND**  
**CREATE BOARD CAPITAL PLANNING SUB-COMMITTEE**

**AGENDA ITEM 10**

**PRESIDENT JEFFERY WRIGHT 2022-2023 PERFORMANCE  
EVALUATION**

**Block Island Utility District**  
**President's Job Performance Evaluation**  
**Period June 1, 2022 - May 31, 2023**

**1. OVERALL ORGANZATIONAL PERFORMANCE**

A. Works with the board and staff to develop strategies for achieving mission goals such as safety, reliability and and financial viability.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
B. Appropriately provides both support and leadership to the board.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
C. Maintains a working knowledge of industry developments and seeks innovative solutions to short and long term needs.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
D. Builds external stakeholder respect for the organization and represents the company well externally.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
E. Establishes ambitious goals for the organization in order to achieve excellence and measurable results.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	

F. Comments on Overall Organizational Performance:

2. ADMINISTRATION			
A. Establishes and leads an effective team.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
B. Recruits and retains a diverse and high performing team.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
C. Ensures compliance with relevant work laws and supports a culture of inclusion and employee engagement.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
D. Leads staff in maintaining a climate of excellence, accountability and respect.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
E. Demonstrates effective contract management and holds contractors accountable for performance, cost effectiveness and safety.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
F. Comments on Administration:			

### 3. REGULATORY AND FINANCIAL PERFORMANCE

A. Assures adequate controls and accounting of company funds, including maintaining sound financial practices.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
B. Successfully satisfies all audit requirements, measures and meets all audit deadlines.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
C. Maintains a good working relationship with the organization's lenders and banks and meets or exceed all loan covenants and other requirements.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
D. Maintains a good working relationship with all applicable state and federal regulatory bodies and personnel.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
E. Meets or exceeds all organizational regulatory requirements.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	

F. Comments on Regulatory and Financial Performance:

#### 4. BOARD RELATIONS

A. Works effectively with the Board Chair to develop effective board meeting agendas and provides the appropriate level of support during board meetings.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
B. Communicates effectively with board members and involves/or not involves the board appropriately.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
C. Treats all board members consistently and does not build inappropriate relationships with individual board members.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
D. Responds promptly to board member requests and with accurate and helpful information.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
E. Promotes and embraces appropriate levels of debate at board meetings, does not display defensiveness when challenged and is open to new ideas or thoughts.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	

F. Comments on Board Relations:



5. MEMBER RELATIONS			
A. Represents the organization with a high level of integrity and builds trust with the utility district members.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
B. Effectively communicates good and bad news publicly.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
C. Is appropriately involved in the community and works to build good relations between the members and the organization.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
D. Responds promptly to member requests and with accurate and helpful information.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
E. Maintains an appropriate balance of professionalism and approachability while personally integrating into the community.	Exceptional (4)	Very Good (3)	RATING
	Good (2)	Needs Improvement (1)	
F. Comments on Member Relations:			

5. PERFORMANCE SUMMARY	
1. OVERALL ORGANIZATION PERFORMANCE	AVERAGE RATING
2. ADMINISTRATION	AVERAGE RATING
3. REGULATORY AND FINANCIAL PERFORMANCE	AVERAGE RATING
4. BOARD RELATIONS	AVERAGE RATING
5. MEMBER RELATIONS	AVERAGE RATING
6. OVERALL PERFORMANCE RATING	AVERAGE RATING
SALARY ADJUSTMENT/PERFORMANCE BONUS (BUDGETED 3% ANNUALLY - EFFECTIVE JUNE 1 ANNUALLY)	
GENERAL COMMENTS:	