

**STUDY SESSION**

The HBPW Board of Directors met  
**May 23, 2022**  
at 4:00 p.m.  
625 Hastings Ave.  
Holland, Michigan

**Chair Hemingway called the meeting to order at 4:00 p.m.**

**Members Present:** Tim Hemingway, PJ Thompson, Paul Lilly, Sue Franz, Carolyn Maalouf, City Council Liaison Nathan Bocks, and Ex Officio Members Bob Shilander and Keith Van Beek

**Members Absent:** None

**Staff Present:** Dave Koster, Janet Lemson, Joel Davenport, Becky Lehman, Chuck Warren, Ted Siler, Amy Yost, Angel Kleinbrel, Tracy York, Julie De Cook

22.215 **Communications from the Audience**

*None*

22.216 **Financial Review**

*April 2022 Financial Statements were reviewed*

**STUDY ITEMS** **Customer Satisfaction Survey Results FY 2022**

22.217 Frost Research Center at Hope College was contracted by HBPW to conduct a survey of business and residential customers regarding satisfaction with various aspects of their utility service and relationship with HBPW. The survey includes a dashboard which provides aggregated and disaggregated customer responses to each question in an interactive format. The survey resulted in overall satisfaction ratings achieved of 90% better than neutral for residential customers and 96.5% better than neutral for business customers.

A number of written comments were also received, and where requested, we followed up with survey respondents on any questions they had about a particular topic.

In addition, we are putting together a customer communication addressing some common questions received through the survey, including rate competitiveness, the elective renewable energy rate, broadband availability and readiness to serve charges.

*Presented for information; no Board action required*

22.218 **Insurance Update**

Marsh USA was appointed the insurance agent of record for the City and HBPW on February 16, 2022, for all property and liability insurance needs, excluding the property coverage for HBPW power production assets. Marsh USA was appointed as insurance agent of record for the HBPW power production property coverage on June 8, 2020.

Firm quotes have been received from three out of the five carriers providing coverage under the HBPW property program. The premiums quoted are ranging from 5-6% higher than the FY 2022

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program. Overall cost for the property coverage is not expected to increase by the same rate, since Unit 6 coverage will be removed from the program.

For the combined program, firm quotes have been received for work comp and public officials liability. The work comp premium declined by approximately 1%. The combined property/liability (Brit) package premium is expected to increase about 10%, based on conversations with the carrier. Premiums for the other packages (excess property, excess liability, boiler and machinery, and automobile) are expected to see premium increases in the 5% range. Cyber liability, difficult to place last year, is even more difficult this year; and no premium indications have been received, yet.

Marsh expects final numbers by the end of this month and will be ready to present the complete programs to HBPW on June 6 and the City on June 15.

*Presented for information; no Board action required*

22.219 **Discussion Regarding the Appropriateness of HBPW Results Policies and Key Performance Indicator (KPI) Targets**

As part of the annual agenda topic calendar, time was allocated last month to allow the HBPW Board of Directors to review the results policies and the associated KPIs. This is a follow up to allow more discussion time for the Holland BPW Board of Directors.

Please recall that within the policy governance model, results policies are intended to represent the Board's expression of expected impact the work of the organization should have on its constituencies. These policies involve a series of nested statements that provide indication to staff that success comes from being able to affirmatively state that the impact is occurring.

As these statements are often more subjective in nature, KPIs were adopted by the Board to help put quantifiable measurements in place to assist with being able to judge the results policy statements.

The 2020 Strategic Plan, which contains the nested results policy statements and Key Performance Indicator descriptions, has been attached for reference.

*Review and discuss the results policies and associated key performance indicators as identified in the 2020 Strategic Plan.*

22.220 **General Manager Comments**

- The General Manager updated on the 2022/2023 MISO Planning Resource Auction (PRA) results Thursday last week we had a Key Accounts meeting at the Civic Center where this was covered with those customers as well. A press release is scheduled to come out explaining this next Tuesday (GH, Holland, Zeeland).
- Our next BOD meeting is June 6, a regular meeting.

22.221 **Board Comments**

*None*

**ADJOURNMENT**

The Board Meeting of May 23, 2022, adjourned at *6:36 p.m.*

Minutes respectfully submitted by,

Janet Lemson, Secretary to the Board

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