

STUDY SESSION

The HBPW Board of Directors met
May 22, 2019
at 4:00 p.m.
in the Service Center Board Room
625 Hastings Ave.
Holland, Michigan

Chair Hemingway called the meeting to order at 4:03 p.m.

Members Present: Tim Hemingway, Phil Miller, Sue Franz, Paul Lilly, and Ex Officio Member Bob Shilander

Members Absent: Diane Haworth, Keith Van Beek, Brian Lynn

Staff Present: Dave Koster, Janet Lemson, Chuck Warren, Joel Davenport, Becky Lehman, John Van Uffelen, Ted Siler, Amy Yost, Anne Saliors, Barry Rutherford, Morgan Kelley, Chris Van Dokkumburg, Judy Woods, Pete Hoffswell, Tracy Jousma, Julie DeCook

19.125 **Communications from the Audience**

John Van Uffelen introduced our new Customer Communications Specialist, Julie DeCook.

STUDY TOPICS **Customer Satisfaction Survey Results FY2019**

19.126 Frost Research Center at Hope College was contracted by HBPW in February 2019 to conduct a Survey of business and residential customers regarding satisfaction with various aspects of their utility service and relationship with HBPW. This is the ninth consecutive year Frost Research Center has conducted this survey for HBPW. The survey resulted in overall satisfaction ratings achieved of 94% better than neutral for residential customers and 95% better than neutral for business customers.

Study Session topic. No Board action required.

19.127 **2018 Energy Waste Reduction Program Results and 2019 Plans**

- Calendar year 2018 EWR program initiatives and results
- Calendar year 2019 EWR program plans and metrics
- Planning approach and timeline for 2021 EWR program

Study Session topic. No Board action required.

19.128 **Strategic Planning Framework Presentation**

Staff has prepared a series of presentations over the past several months covering the key issues from our last Strategic Plan update, accomplishments since that time, and common issues facing the utility overall.

In accordance with the Board's governance policies, Staff now intends to review the existing strategic planning framework with the Board. This presentation is intended to prompt questions and begin a dialogue relevant to the strategic plan review, including a review of Critical Issues areas, Strategic Directives, and identification of associated metrics that will measure success.

Study Session topic. No Board action required.

* Red italics indicate information or discussion added during the meeting and/or action taken.

BOARD COMMENTS

Our next meeting is a Regular Board Meeting scheduled for May 6, 2019.

See the Board Secretary if you are interested in attending the MPPA Stakeholder's Meeting on May 23. This meeting is being held at Frederick Meijer Gardens in Grand Rapids.

See the Board Secretary for your ticket to the annual Tulip Time Luncheon on May 8 if you've requested to attend. Otherwise, she'll be glad to hold your ticket until our next meeting, May 6.

ADJOURNMENT

The meeting of *April 22, 2019*, adjourned at *7:10 p.m.*

Minutes respectfully submitted by,

Janet Lemson, Secretary to the Board