



Peabody Municipal Light Plant

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PEABODY MUNICIPAL LIGHTING COMMISSION MINUTES OF REGULAR MEETING NOVEMBER 21, 2019

A regular meeting of the Peabody Municipal Lighting Commission was called to order on Thursday, November 21, 2019 at the Peabody Municipal Light Plant, 201 Warren Street Ext., Peabody, Massachusetts at 6:30 p.m.

Present for the meeting were Commissioners William Aylward, Charles Bonfanti, Thomas D'Amato, Thomas Paras and Robert Wheatley; Manager Charles Orphanos, Assistant Manager Bryan Howcroft, Attorney Philip Durkin and Recording Secretary, Patti Sears.

Chairman Paras asked if there were any additions to the agenda and Manager Orphanos stated that he would like to add under Section G. the Manager's Report / Status Reports two items Employee Recognition and Peabody Chamber of Commerce Recognition.

- Agenda Item A: Approval of Agenda:

MOTION BY COMMISSIONER AYLWARD, SECONDED BY COMMISSIONER BONFANTI AND UNANIMOUSLY VOTED (4-0):

MOVE TO APPROVE THE AGENDA AS AMENDED.

- Agenda Item B: Announcement:

Chairman Paras acknowledged that this is an open meeting and informed the public that the meeting is being recorded by hand and voice recorder.

- Agenda Item C: Approval of Minutes:

MOTION BY COMMISSIONER AYLWARD, SECONDED BY COMMISSIONER BONFANTI AND UNANIMOUSLY VOTED (4-0):

19-54 MOVE TO APPROVE THE MINUTES OF October 24, 2019.

MOTION BY COMMISSIONER AYLWARD, SECONDED BY COMMISSIONER BONFANTI AND UNANIMOUSLY VOTED (4-0):

19-55 MOVE TO APPROVE AND NOT RELEASE THE EXECUTIVE SESSION MINUTES OF OCTOBER 24, 2019.



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- Agenda Item D: Appointments:

Commissioner D'Amato arrived at 6:40 p.m.

- **REMARKS OF THE GENERAL PUBLIC:**



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- **GREAT BLUE – COMMERCIAL CUSTOMERS SURVEY RESULTS** –Manager Orphanos introduced Dan Quatrocelli, Senior Director from Great Blue to present the survey results. In the PMLC package, there is a handout of the Customer Satisfaction Study as well as the Power Point presentation of the Commercial and Industrial Customer Satisfaction Study. Great Blue Research was commissioned by the Peabody Municipal Light Plant to conduct a market research study to understand the satisfaction levels of its commercial and industrial customer. The primary goal for this research study was to assess PMLP's performance and identify areas of improvement in an effort to provide the best service to its customers. Customer responses was based into two group based on the criteria of average kilowatt per hour (1-999 kwh and 1,000 or more kwh). Questions were formulated and a telephone survey was conducted with PMLP's service territory. Dan stated the areas of investigation were overall satisfaction with PMLP; trust in PMLP and their ability to meet expectations; ratings of customer service personnel; ratings of field service personnel; satisfaction with the PMLP bill and current method of payment; preferred communications strategies and website ratings; awareness and interest in PMLP programs and services; statistically significant differences between kWh segments and firmographic profile of respondents. The key findings determined that PMLP received highest rating on having professional and knowledgeable employees; as well as PMLP meets their expectation; and that customers stated service quality is significantly more important than rates. Very favorable on visiting the website and finding their answer. Dan stated that the customers provided a positive rating of 91.8%. The Commercial Customers reported that PMLP met their expectations all or most of the time at a 95.0% frequency. Customers also stated the importance of service over rates. When asked about bill pay, they mostly preferred online with a computer or tablet verse the US Postal Service. Most of the customers contacted us by telephone. The customers were highly satisfied with field service personnel; customers preferred direct mail contact. Dan stated the customers' who answered the questions regard "Light Subjects" the strong majority indicated the newsletter was very useful. He stated the customers were highly satisfied with our website. Surprisingly Dan stated there was a low interest in programs and services. More than three quarters of commercial customers stated it was either very or somewhat important that PMLP actively promotes environmentally conscious practices as well as being an active member of the local community. The Commission collectively thanked Dan for his presentation.

- Agenda Item E: Award of Bids:

There being none, the meeting continued.



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- Agenda Item F Correspondence:

There being none, the meeting continued.

- Agenda Item G: Manager's Reports:

STATUS REPORTS:

- **EMPLOYEE RECOGNITION** – Chairman Paras stated that as part of the employee recognition policy when the Manager is eligible for an employee recognition and service award the General Manager recognition shall be presented at the PMLC meeting in November. An engraved certificate was presented to Manager Orphanos for 20 years of service with a \$50 gift certificate. The Commission thanked him for his service to PMLP.
- **PEABODY AREA CHAMBER OF COMMERCE RECOGNITION** – Manager Orphanos explained that the Peabody Municipal Light Plant / Peabody Municipal Lighting Commission was presented with a Certificate of Recognition by the Chamber for its membership for the past ten years. It was presented at the Chamber's Annual Dinner on November 14, 2019.
- **LIGHT UP NAVAJO NATION** – Manager Orphanos spoke about the humanitarian effort (Littleton, Paxton, Sterling and West Boylston) participated in collectively powering 233 homes last year via NEPPA. NEPPA's goal for 2020 is to power up 300 homes over a 12-week period from April to June in 2020. Manager Orphanos gave the background of Navajo Nation which is located in New Mexico and Arizona which has approximately 15,000 Native Americans still without power. The APPA has been working with their affiliates around the country to help bring power to the region. Manager Orphanos believes that it would be a voluntary initiative where PMLP pays the lineman along with their airfare. A one- week commitment (4 – 12 hour days) would be his recommendation. Our lineman typically earns approximately \$2,000 per week and there will be four-hours of overtime each day or \$1,200 in overtime for the week. Manager Orphanos wants the Commission to be aware of this. At present, NEPPA has a full commitment so Peabody is on a waitlist to participate.



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- **CITY OF PEABODY POWER PEDESTALS** -- PMLP has several power pedestals in the downtown/City Hall area. We have approximately 18 of these power pedestals with 11 of them pretty much exclusive to Main Street for the City's International Festival. The electricity used by these pedestals has been historically donated or not billed to the City. The pedestals are not used often to be of concern. The pedestals are locked with PMLP pad locks and the City requests us to turn them "on" for special events. This requires us to send someone to unlock the units and relock them after the event to avoid unauthorized use. A lot of time is spent on this process. In the past, most of these pedestals had no provisions for metering and posed some electrical hazard when accessed to connect for secondary power. When the International Festival moved to Main Street, the pedestals were upgraded and today they pose much less of a safety concern. Also, the installation of AMI meters to remotely record the usage, makes billing them a much easier process. I would like to turn the pedestals over the City's recreation department and let them put their locks on the units and control who uses them and when. PMLP is working on creating one account for all the pedestals and they could be billed monthly for any power used. I would recommend we continue to donate the power used by the pedestals only for the International Festival. After much input from the Commission about the City possibly reselling power directly from the pedestals to other customers, Manager Orphanos will continue to investigate this process and check if our service application has language to prevent this from occurring.
- Agenda Item H: Committee Reports:
- There being none, the meeting continued.
- Agenda Item I: General Business:
 - **NATIONAL GRID (\$122,821.07)** – Manager Orphanos stated that this check is for network transmission service for August 2019 in the amount of \$122,821.07.
 - **REMARKS OF COMMISSION** – Commissioner Aylward and the rest of the Commission collectively congratulated Commissioner Bonfanti and continue to look forward to working with him. The Commission collectively wished Happy Thanksgiving to the staff.



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MOTION BY AYLWARD, SECONDED BY COMMISSIONER WHEATLEY AND UNANIMOUSLY VOTED BY ROLL CALL (5-0):

MOVE TO ENTER INTO EXECUTIVE SESSION IN ACCORDANCE WITH CHAPTER 30A, SECTION 21(a) TO DISCUSS COMPETITIVELY SENSITIVE INFORMATION AND NOT TO RETURN.

Chairman Paras declared the Regular portion of the Meeting of November 21, 2019 adjourned at 7:20 p.m.

A TRUE RECORD

Attest:



Thomas M. D'Amato, Secretary
Peabody Municipal Lighting Commission