

Cleveland Public Power 2011 Initiatives and Updates

March 9, 2011

“Defining Excellence”



Agenda

Introduction

1. Enhance Infrastructure Development to Increase Customer Capacity and Improve Reliability
 2. Improve Financial Stability
 3. Increase Diversification of Power Supply
 4. Increase Market Expansion within the Current Footprint
 5. Enhance Communication and Knowledge Management
 6. Enhance Technology
 7. Improve Performance Management & Professional Dev.
 8. Improve Non-power Procurement
 9. Participate Proactively in Legal and Regulatory Issues
 10. Increase Customer Satisfaction
- Upcoming CPP 2011 Legislation

CPP TEAM AFFIRMATION

- ❑ I WORK AT CLEVELAND PUBLIC POWER AND I AM A **CPP TEAM MEMBER.**
- ❑ LIKE A LINK IN A CHAIN, I AM NEITHER MORE IMPORTANT, NOR LESS IMPORTANT, THAN ANY OTHER **CPP TEAM MEMBER.**
- ❑ I SUPPORT, AND I AM SUPPORTED BY, OTHER **CPP TEAM MEMBERS.**
- ❑ THE TEAM DEPENDS ON ME AND I ON THE TEAM.
- ❑ I AM A **CPP T-E-A-M M-E-M-B-E-R!**
- ❑ I AM A **CPP TEAM MEMBER!**

Introduction

- In 2006 CPP undertook the development of a 5 year strategic business plan. With the support and participation of many stakeholders, CPP used the following consultants to develop the plan:

Primary Contractor

RNR Consulting

Subcontractors

Bricker & Eckler LLP

Mid-America Consulting Group, Inc. (MCG)

SVA Communications

- Implementation began in November 2006.

5 Year Strategic Business Plan

RECOMMENDATIONS	TASKS
Enhance Infrastructure Development to Increase Customer Capacity & Improve Reliability	Enhance Capacity Development & Improve Reliability
Improve Financial Stability	Improve Financial Stability, Evaluate Rates
Increase Diversification of Power	Increase Diversification of Power (Purchased and Generated), Increase Renewable Resources
Increase Market Expansion within the Current Footprint	Increase Market Expansion, Enhance Marketing & Advertising
Enhance Communication & Knowledge Management	Improve Communication & Knowledge Management, Enhance Business Practice Realignment, Improve Corporate Culture
Enhance Technology	Enhance Technology, Improve Non-power Procurement
Improve Performance Management & Professional Capacity	Improve Performance Management & Professional Development, Enhance Business Practice Realignment, Improve Corporate Culture
Improve Non-Power Procurement	Improve Non-power Procurement, Enhance Technology, Enhance Business Practice Realignment
Participate Proactively in Political, Legal and Regulatory Issues	Become a Proactive Participant in Legal and Regulatory Issues, Improve Political Positioning, Increase Collaboration & Strategic Alliances
Increase Customer Satisfaction	Increase Customer Satisfaction, Enhance Technology, Enhance Business Practice Realignment, Improve Corporate Culture

Strategic Business Plan Timeline

RECOMMENDATIONS	2007	2008	2009	2010	2011
Enhance Infrastructure Development to Increase Customer Capacity & Improve Reliability	→				
Improve Financial Stability	→				
Increase Diversification of Power	→				
Increase Market Expansion within the Current Footprint	→				
Enhance Communication & Knowledge Management	→				
Enhance Technology	→				
Improve Performance Management & Professional Capacity	→				
Improve Non-Power Procurement	→				
Participate Proactively in Political, Legal and Regulatory Issues	→				
Increase Customer Satisfaction	→				

Implementation: Use EITs and SPTs

Efficiency Improvement Teams

- Banner Utilization Team
- Billing Process Team
- Inventory Control Team
- Safety Development Team
- Work Order and Inventory Management Team

Number of CPP employees
on Teams : **117/330**

Special Project Teams

- Capacity Expansion Team
- Energy Efficiency & Conservation Team
- MVVB Team
- Streetlight Team
- Residential Outreach Campaign Team
- Poets & Artists Team
- Rodeo Team
- Holiday Blast Team
- Website Development Team
- Apprenticeship Development Team
- Solar Photovoltaic Project Team
- Emergency Catastrophic Failure Team
- New Service Center Team
- MSWE Team
- Electronic Billboard Team
- Rates Analysis Team

CPP Team Assignments

- **Apprenticeship Development Team**
 - Eric Myles
 - Chanita Taylor
- **Billing Process/Meter Team**
 - Joy Perry
 - Michelle Kenney
- **Capacity Expansion Team**
 - Bob Bonner
 - Commissioner Henderson
- **Residential Outreach Campaign Team**
 - Christine Leyda
- **Streetlight Team**
 - Jim Ferguson
- **Rates Analysis Team**
 - Bill Zigli
 - Alice Filinovich
- **Photovoltaic Project Team**
 - Jim McDonnell
 - Commissioner Henderson
- **Poets and Artist Team**
 - Denise Milner
- **New Service Center Team**
 - Elise Simpson
 - Marcia Hines
- **Energy Efficiency & Conservation Team**
 - Barbara Phillips
 - Joy Perry

CPP Team Assignments – continued

- **Electronic Billboard**
 - Christine Leyda
 - Commissioner Henderson
- **Emergency Catastrophic Failure**
 - Joy Perry
 - Rich Barton
- **Regulatory Compliance**
 - Deputy Commissioner Zigli
- **Safety Development Team**
 - Derek Hendrix
- **Mission Vision Value and Branding Team**
 - Bill Williams
 - Kimberly Smith
- **Inventory Control**
 - Joe Ricciarelli
 - Commissioner Henderson
- **Website Development Team**
 - Keith Monson
 - Sumanth Morampudi
- **Rodeo Team**
 - Steve Holland
 - Rich Barton
- **Underground Development Team**
 - Steve Holland
 - Rich Barton
- **Work Order & Inventory Management**
 - Marcia Hines
- **Holiday Party**
 - Shereda Walker
 - Cori Jones

#1 ENHANCE INFRASTRUCTURE DEVELOPMENT TO INCREASE CUSTOMER CAPACITY AND IMPROVE RELIABILITY

TASK: Increase Distribution Capacity

- **SUBTASK 1** Perform distribution capacity assessment
- **SUBTASK 2** Obtain necessary support from City Council
- **SUBTASK 3** Secure capital for necessary investments

CPP SPTs Assigned To This Task

- 1.Capacity Expansion Team
- 2.Underground Development Team
- 3.Streetlight Team

Capacity Expansion Update

Pofok Substation Progress

- **CONSTRUCTION COMPLETION 100% YTD**
- **COMMISSION SUBSTATION 3/08/2011**
- **DOLLARS SPENT YTD**
 - Middough - **\$681,002.15**
 - CSB fees invoiced \$12,605.47 – 1.8%
 - **DIDADO - \$4,004,089.56**
 - MBE fees invoiced \$785,086.20 – 19.60%
 - FBE fees invoiced \$444,040.93 – 11.0%



LAKE ROAD PROGRESS

- **CONSTRUCTION COMPLETION 40% YTD**
- **COMMISSION SUBSTATION 3/19/2012**
- **DOLLARS SPENT YTD**
 - **MIDDOUGH - \$1,232,165.99**
 - CSB fees invoiced \$250,918.10 – 20.36%



2011 CPP CAP EXP INITIATIVES

- Phase 1 (Completed 2010) – Install transformers & switchgear pad
COOK PAVING - \$1,146,375.00
- MBE Sub contractors - \$257,933.00 – 22.49%
- FBE Sub contractors - \$4,665.00 - .04%

LAKE ROAD PROGRESS - cont.

- Phase 2 – Install yard duct bank, manholes & refurbish tunnels
COOK PAVING - \$1,153,765 (Invoiced YTD \$533,466)
- Phase 3 - Contract out for bid April 15, 2011
This phase will complete the station's electrical hookup.
- Phase 4 – CPP to install 11kv cables from new switchgear thru tunnels to 11kv/13.8kv mini-sub on south marginal.
- Phase 5 – Contract out for bid in 2nd quarter for 11th street sub duct-bank

This substation will allow us to serve more downtown customers and will be the focus of our 2011 and 2012 sales effort.



#2 IMPROVE FINANCIAL STABILITY

TASK: Evaluate Rates And Improve Financial Stability

- ❑ **SUBTASK 1** Evaluate current commercial and industrial rate schedules
- ❑ **SUBTASK 2** Improve return on assets ratios
- ❑ **SUBTASK 3** Advocate for the possible utilization of the electric deregulation kilowatt-hour tax
- ❑ **SUBTASK 4** Increase collection of accounts receivables

IMPROVE FINANCIAL STABILITY

CPP EITs And SPTs Assigned To This Task

1. Billing Process/Meter Team
2. Rates Team

CPP's Ratings remain attractive and Outlook has improved

Moody's: Rating: A2
 Outlook: Stable

Standard & Poor's:
 Rating: A-
 Outlook: Stable

SUBTASK 2: Improve return on assets ratios

Stable O&M Costs (excluding Purchased Power), with O&M expense at or below inflation and with the rest of the City, CPP has taken steps to control labor and benefits costs.

	Operating Ratio	Debt Service Coverage Ratio
2007	0.78	2.23
2008	0.77	2.07
2009	0.82	1.57
2010*	0.79	1.79

*Unaudited

SUBTASK 4: Increase collection of accounts receivables

PAYMENTS	2009	2010*	2011
January	\$12,158,091.14	\$9,417,752.19	10,846,839.91
February	\$13,320,478.99	\$12,014,954.90	12,694,184.59
March	\$11,998,002.32	\$15,077,416.58	
April	\$13,429,708.34	\$13,970,371.42	
May	\$12,176,987.69	\$11,046,071.31	
June	\$12,957,262.66	\$14,234,314.02	
July	\$14,359,512.79	\$13,779,479.42	
August	\$13,305,219.42	\$18,766,580.78	
September	\$12,351,096.89	\$14,485,554.25	
October	\$17,363,030.31	\$17,337,132.00	
November	\$10,576,238.13	\$11,747,557.59	
December	\$15,711,766.98	\$15,447,189.98	
	159,707,395.66	167,324,374.44	23,541,024.50

*Unaudited

#3. INCREASE DIVERSIFICATION OF POWER SUPPLY

TASK 3(1) Increase Diversification of Power (Purchased and Generated)

- ❑ **SUBTASK 1** Increase local power generation
- ❑ **SUBTASK 2** Increase diversification
- ❑ **SUBTASK 3** Secure low price power contracts

TASK 3(2) Increase Renewable Resources

- ❑ **SUBTASK** Wind turbine/Solar/Behind the Meter Partnerships

INCREASE DIVERSIFICATION OF POWER SUPPLY

CPP SPTs Assigned To These Tasks

1. MSWE Team
2. Solar PV Team
3. Wind Team
4. Pump Storage Team
5. Landfill Gas Team

Additional Work:

- Co-Generation Analysis
- Other WTE, Solar and Wind Project Analysis

INCREASE DIVERSIFICATION OF POWER SUPPLY

- a. Municipal Solid Waste to Energy
- b. Solar PV Concentrator
- c. Wind On/Off Shore
- d. AMP Generation Projects



Cleveland Advanced Energy Portfolio

Cleveland Public Power will produce and/or purchase generation from Advanced Energy Sources to meet the following goals and time:

<u>AEP</u>	<u>Target Year</u>
15%	2015
20%	2020
25%	2025



a) A New Way To Think About Municipal Solid Waste (MSW)

- Think of MSW as a valuable resource that must be mined, processed, recycled and sold
- This resource will take careful planning and investment to extract but the end result is new jobs, tax revenues, an environmentally friendly alternative energy source, and increased control of *Cleveland's energy future*



Municipal Solid Waste to Energy

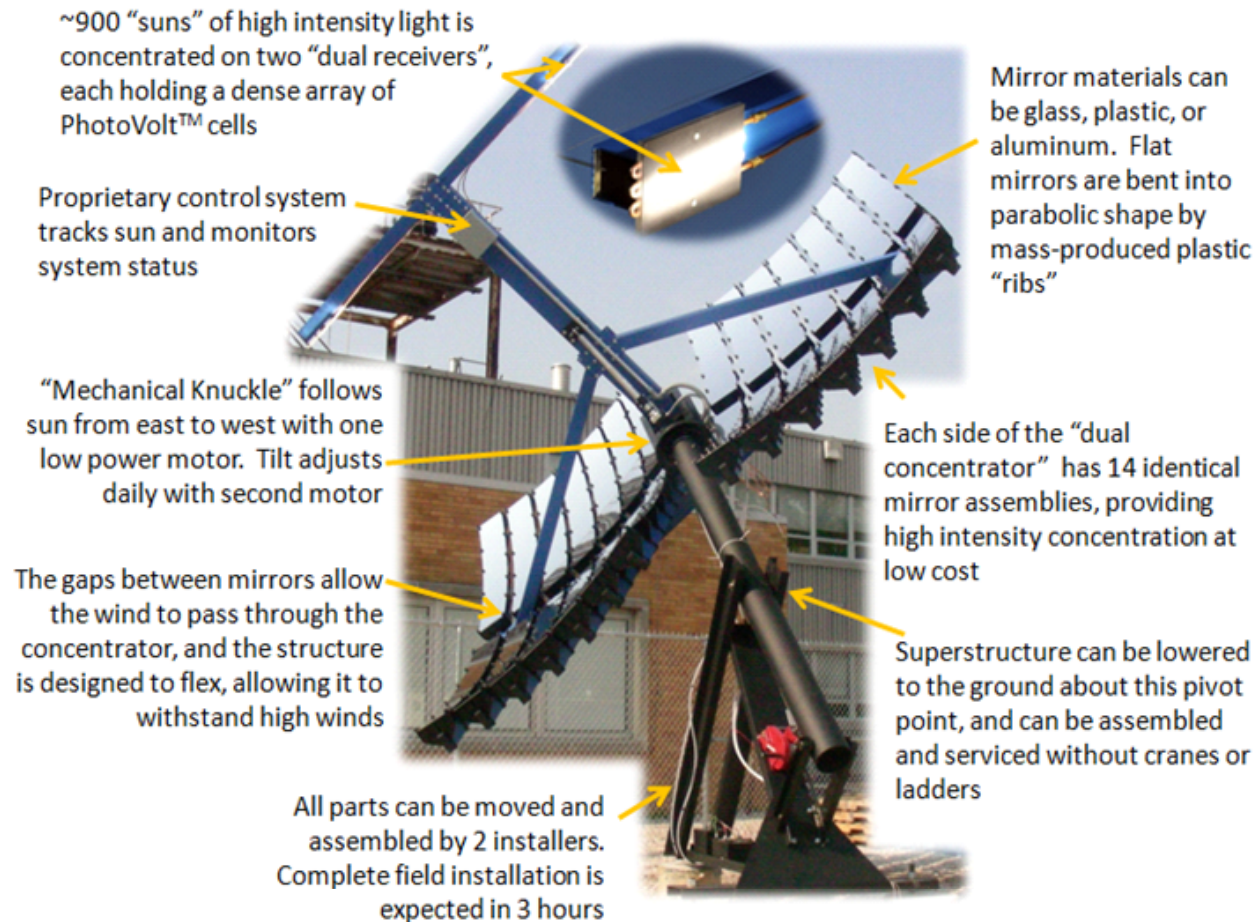
Latest Developments

- ❑ Technology: Gasification
- ❑ Facility Design Consultants working on design
- ❑ Air Permit Application
- ❑ Public Hearings

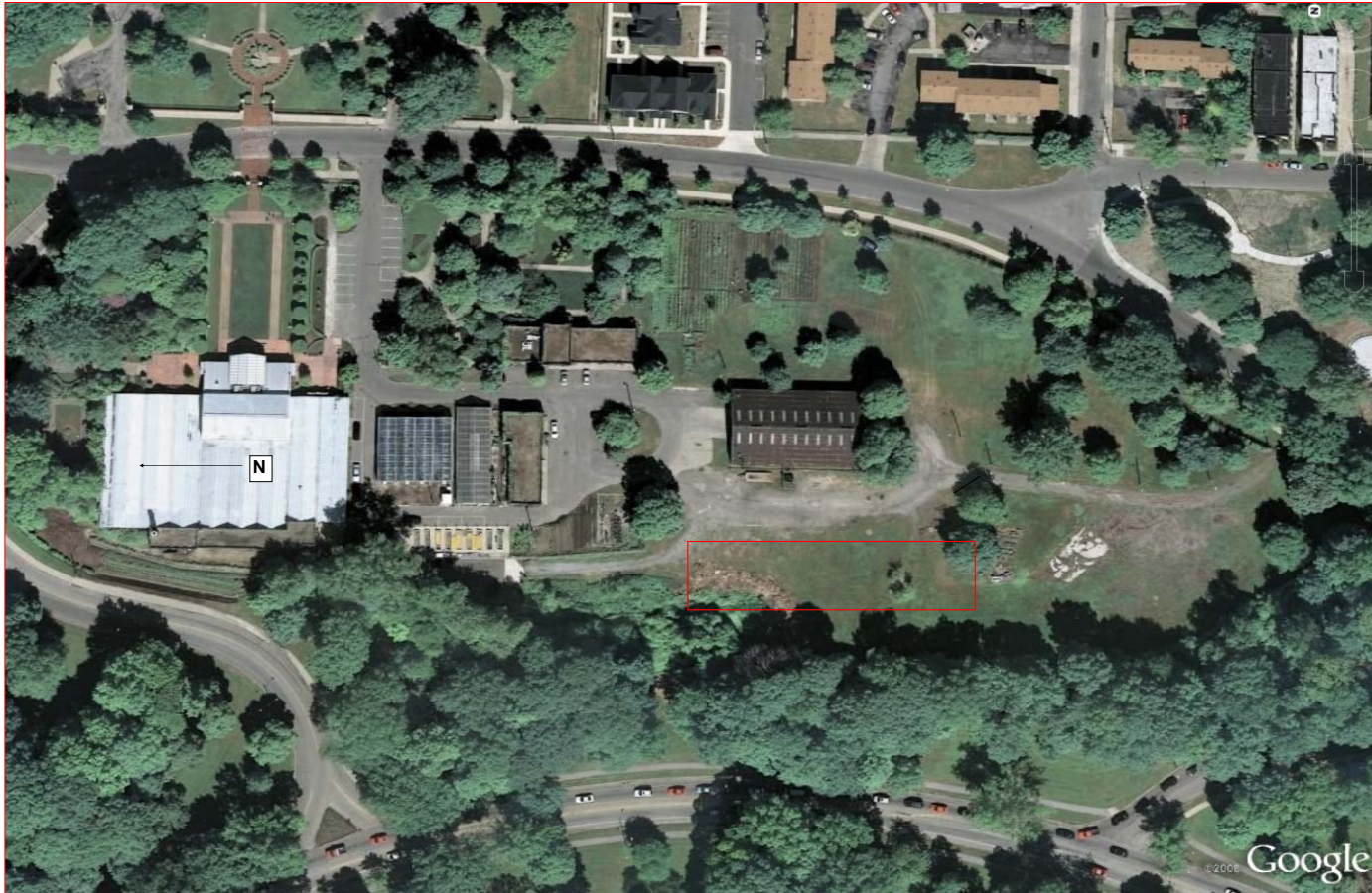


b) Solar Photovoltaic (PV) Concentrator

How it Works



Photovoltaic (PV) site at Greenhouse



Rockefeller Park Greenhouse
750 E. 88th Street

Solar Photovoltaic (PV)



20 Solar PV arrays are being installed at the Rockefeller Green House.

Solar Photovoltaic (PV)



We are planning a Spring opening event and will invite the Mayor, City Council, AMP and the public. Stay tuned!

c) Wind

Off Shore Wind

- **Size of Cleveland Project:
20 MW
CPP's take 5MW**
- **CPP may own underwater transmission line and connect to CPP substation**
- **Turbines would be owned by 3rd party entity**
- **CPP to enter into a PPA**



On and Off Shore Wind



In addition to offshore wind, CPP is evaluating PPAs for traditional wind generation.

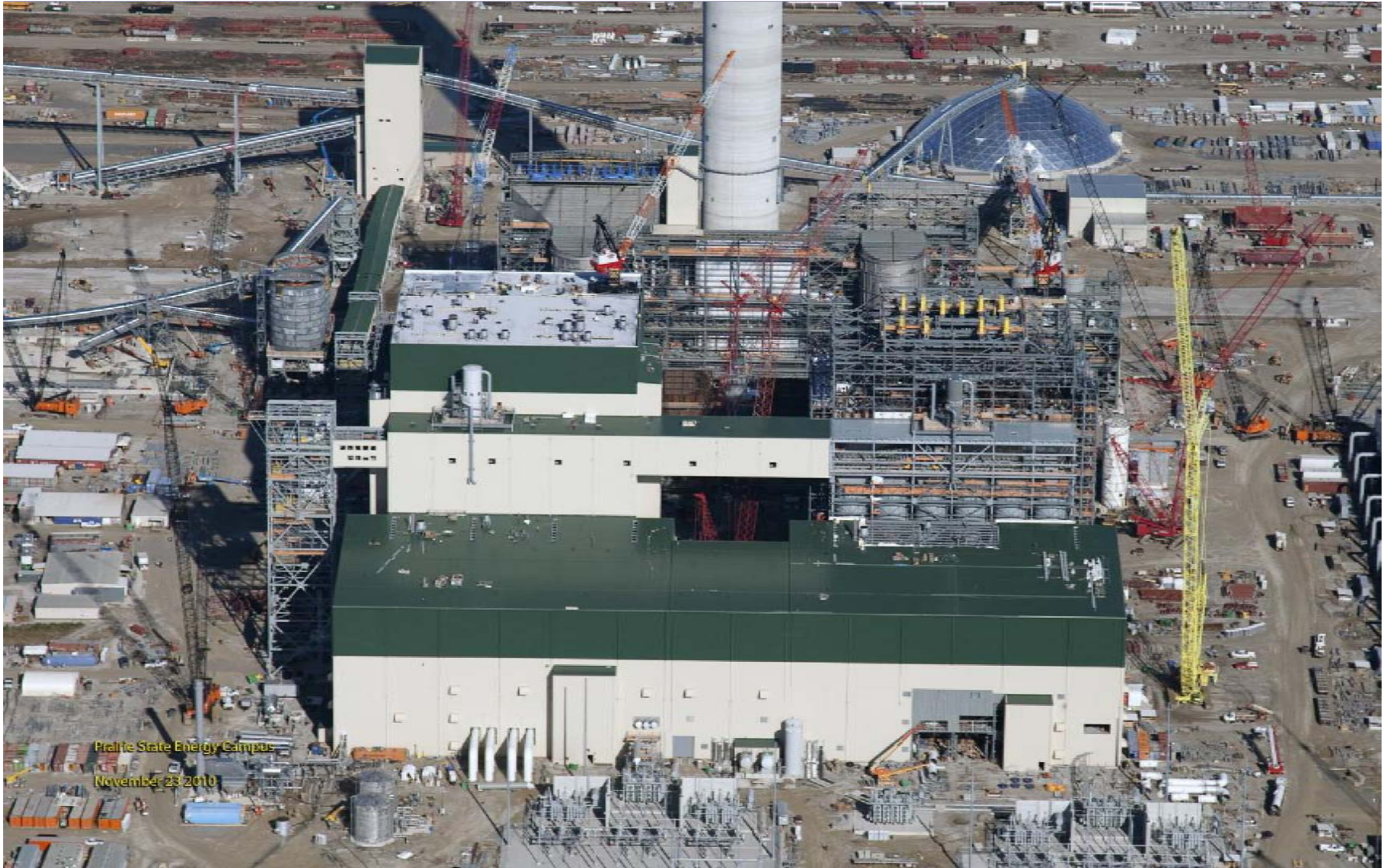
d) AMP Generation Projects

- AMPGS replacement plant
 - AMP Fremont Energy Center 600 MW
 - Natural Gas

- Prairie State (1,500 MW total and **CPP's 25 MW share**)

- Hydro (835 MW total and **CPP's 50 MW share**)
 - Smithland
 - Meldahl
 - Cannelton
 - Willow Island
 - Greenup

Prairie State construction is on schedule and at budget



Prairie State Energy Campus
November 23, 2010

Meldahl Slurry Trench Construction



#4 Increase Market Expansion within the Current Footprint

TASK 4(1) Increase Market Expansion within the current footprint

- **SUBTASK 1** Increase residential customer base within the current footprint
- **SUBTASK 2** Increase commercial customer base within the current footprint
- **SUBTASK 3** Increase industrial customer base within the current footprint
- **SUBTASK 4** Increase market expansion through aggregation

TASK 4(2) Enhance Marketing & Advertising

- **SUBTASK** Develop aggressive promotional efforts for CPP's products

Increase Market Expansion within the Current Footprint

CPP SPTs Assigned To These Tasks

- 1.Capacity Expansion (CAP EXP) Team
- 2.Residential Outreach Campaign (ROC) Team
- 3.Electronic Billboard Team

The **CAP EXP** focus with this initiative is to strategically add new distribution feeders and to shift existing loads away from heavily loaded feeders. This will enable CPP to serve customers where we currently turn away requests for new service.

SUBTASK 1 Increase Residential Customer Base Within The Current Footprint

THE ROC New Residential Customers

Year	Transfers to CPP
2008	821
2009	796
2010	765

TASK 4 (2) Enhance Marketing & Advertising



Electronic Billboard



#5. Enhance Communication And Knowledge Management

TASK 5(1) Improve Communication and Knowledge Management

- ❑ **SUBTASK 1** Improve intradepartmental communication
- ❑ **SUBTASK 2** Improve intra-divisional communication within CPP
- ❑ **SUBTASK 3** Develop knowledge continuity

TASK 5(2) Enhance Business Practice Realignment

- ❑ **SUBTASK** Develop appropriate succession strategies

TASK 5(3) Improve Corporate Culture

- ❑ **SUBTASK 1** Encourage a culture of information sharing
- ❑ **SUBTASK 2** Encourage a culture of knowledge documentation
- ❑ **SUBTASK 3** Develop a mechanism for documenting and communication CPP's shared vision

Enhance Communication And Knowledge Management

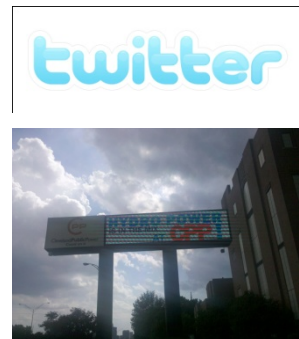
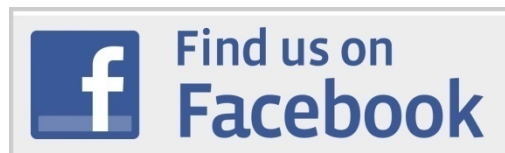
CPP EITs and SPTs Assigned To These Tasks

1. Banner Utilization Team
2. Billing Process Team
3. Electronic Billboard Team
4. Mission, Vision, Values and Branding Team
5. Website Development Team

TASK 5(1) Improve Communication

CPP Website 2010 Highlights

- ❑ Averaged **16,000** visitors to the site per month
- ❑ Averaged **9,500** payments taken on CPP.ORG
- ❑ Resulting in an average of **\$1,049,258** per month received online
- ❑ Advanced Energy Technology Fair Photos
- ❑ Facebook /Twitter Links
- ❑ Restrict paying online with a check thru Banner
- ❑ Started CPP Intranet in October 2010
 - ❑ You can also find CPP on



SUBTASK 2 Improve Interdivisional Communication Within CPP

CPP's Intranet – A Big Success! 977 visitors 1st month

CPP-Intranet - Mozilla Firefox

http://cppintranet/intranet/home/view.cfm?MenuID=1

Cleveland Public Power
Count on it

admin | stats | feedback | email page

show admin view

Welcome to CPP-INTRANET!

Hi Keith Monsori

What's New

What's New for December 2, 2010

Published On

Congratulations to the Employee of the Month Sue Norton! update! 48 minutes ago
Photo Albums
Employee of the Month (December)

Congratulations to the 50/50 Raffle Winner Philip Dates! update! 11/30/10
Photo Albums
50/50 winner Philip
Dates and
Commissioner Ivan Henderson

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Source Title: CNN.com - Technology
Link: http://www.cnn.com/TECH/?eref=rss_tech
Description: CNN.com delivers up-to-the-minute news and information on the latest top stories, weather, entertainment, politics and more.

WikiLeaks stores files in 'James Bond' bunker
Published: Thu, 02 Dec 2010 17:36:55 GMT
Amazon dumped the controversial site WikiLeaks from its computer servers on Wednesday.

✦ Email this ✦ Add to del.icio.us
✦ Digg This! ✦ Share on Facebook
✦ Stumble It!

Events Calendar

December 2010

SUN	MON	TUE	WED	THUR	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11 [1]
12	13	14	15	16	17	18
19	20	21	22	23 [1]	24 [1]	25 [1]
26	27	28	29	30 [1]	31 [1]	

[view more](#)

Corporate Info.

- Intranet Home Page
- CPP Recognition
- Policies
- Documents
- Events Calendar
- Photo Albums
- What's New
- Company Blogs
- Suggestion Box

Employee Info.

- Job Center
- Employee Directory
- Knowledge Center
- Share Recipes
- CPP Classified Ads

Quick Links

- Follow CPP on Twitter
- Follow CPP on Facebook
- CPP website

SUBTASK 3 Develop knowledge continuity

Apprentice Class 2010



Apprentice Program Status

- 2008 – 11 hired
10 successfully completed
- 2009 – 12 hired
11 successfully completed
- 2010 – 10 hired
10 successfully completed
- 2011 – Goal for 2011 is 10 new Apprentice from CMSD



Apprentice Program

Schools from which students have been hired include:

Schools Recruited

(6) Max Hayes	(2) Collinwood	(1) Schuler
(3) John Marshall	(1) John Adams	(5) Rhodes
(1) Garrett Morgan	(3) Lincoln West	(1) East High
(1) Success Tech	(4) East Tech	(1) South High
(1) Jane Adams		

SUBTASK 3 Develop a mechanism for documenting and communicating CPP's shared vision

The Mission, Vision, Values and Branding Team was and is a critical influence focused on improving corporate culture

- All employees received MVVB training in 2009
- New hires receive MVVB training as part of their CPP orientation
- CPP Team Affirmation is recited at Team meetings and special events

CPP VALUES:

<i>Collaboration</i>	<i>Competency</i>	<i>Diversity</i>
<i>Empowerment</i>	<i>Innovativeness</i>	<i>Integrity</i>
<i>Passion</i>	<i>Reliability</i>	

MVVB Special Events and Corporate Culture



**Pofok Substation
Ceremony**



**Halloween
Costume Ball**



**Peer-to-Peer
Recognition**



**APPA
Rodeo
Pep Rally**

6 Enhance Technology

TASK 6(1) Implement new or enhance current IT Applications

- **SUBTASK 1** Analyze INDUS/BANNER utilization
- **SUBTASK 2** Implement the customer service module of the Banner system
- **SUBTASK 3** Implement INDUS work scheduling module

TASK 6(3) Automate the Meter Reading Process

- **SUBTASK 1** Replace all manual meter with automatic meter readers

Enhance Technology

CPP EITs and SPTs Assigned To These Tasks

1. Billing and Meter Team
2. Electronic Billboard Team
3. Emergency Catastrophic Failure Team
4. Website Development Team
5. Work Order & Inventory Management Team
6. Energy Efficiency & Conservation Team
7. Banner Utilization Team

a) Automated Meter Project Projected vs. Actual

<u>Contractor Estimate</u>		<u>Actual using CPP forces</u>	
Meter Costs	\$4,772,856	Meter Costs	\$4,982,821
Labor Costs	\$15,263,727	Labor Costs	\$766,856
Misc. Costs	\$294,239	Misc. Costs	\$386,253
Projected Costs	<u>\$20,330,822</u>	Actual Costs	<u>\$6,135,930</u>

Total Avoided Cost \$14,194,892

CPP's AMR Lessons Learned

- Communication with customers is paramount
- Cost/benefit the "Do it yourself" option
- Reassurance to staff is key
- Rely on meter readers to determine which areas are most difficult to read, thereby creating an efficient use of resources
- Residential customers screamed the loudest. If their neighbor had an automated meter, they wanted one too.

b) Tri-C SMART Grid Technology

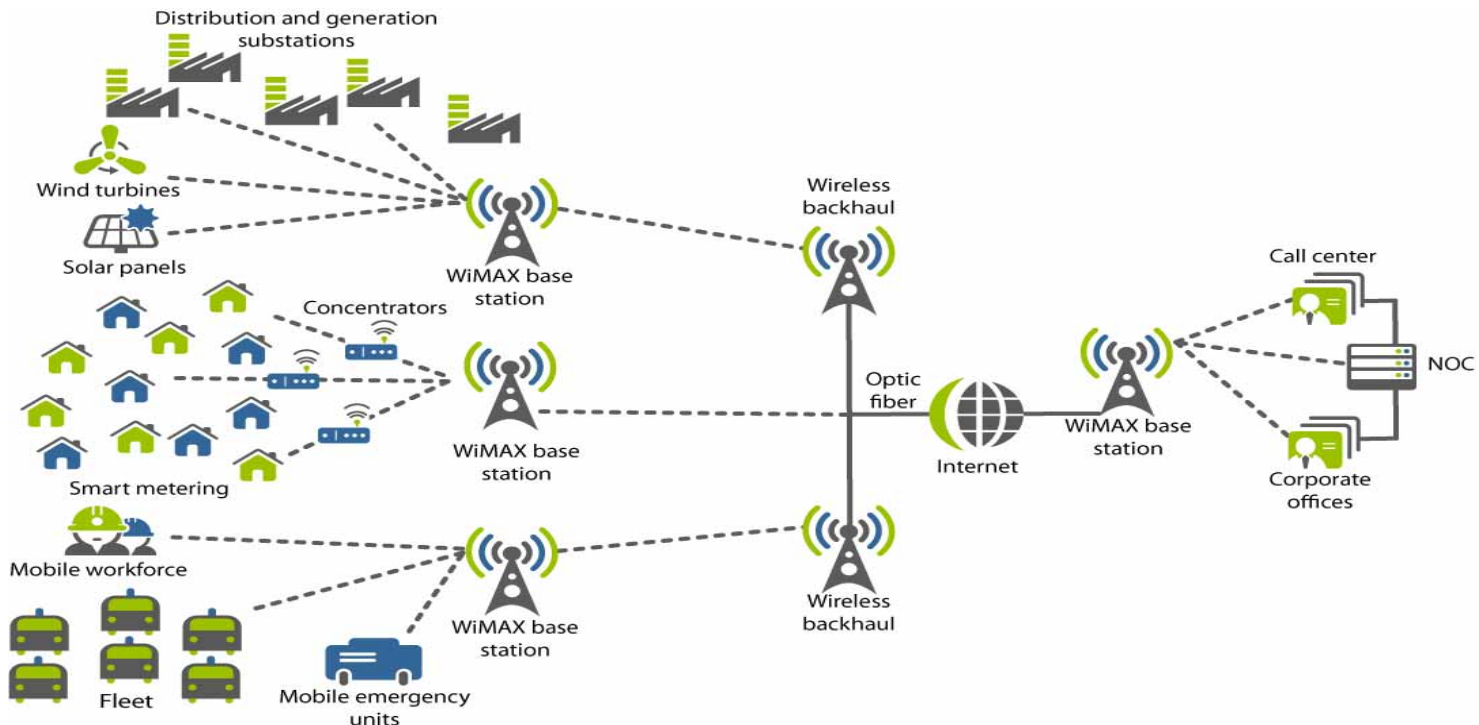
- **3 SBP Recommendations involved with this initiative**
 - #5 Enhance Communication & Knowledge Management
 - #6 Enhance Technology
 - #7 Improve Performance Management & Professional Capacity

September 2010, CPP and Tri-C received federal stimulus dollars in the amount of \$750,000.00 for a period of 3 years.

- To develop and implement training curriculum for SMART Grid technology for the Power Sector.
 - This training is to provide current and future CPP employees with training needed to successfully perform jobs using SMART Grid technology.

Tri-C SMART Grid Technology

- The first phase (developmental) of this program began in early December of 2010 – 2nd quarter of 2011. The design phase will occur during the 3rd quarter of 2011. Actual training programs to commence 4th quarter of 2011.



c) Work Order/Inventory Management

GOALS

- ❑ Eliminate all silo processes, manual systems and/or stand alone systems associated with the work order process.
- ❑ Eliminate the usage of the current CPP EWQ work order software program and replace it with an application that will completely automate the work order process.
- ❑ Incorporate Inventory processes directly into the work order process.

#7 Improve Performance Management & Professional Development

TASK7(1) Improve Performance Management & Professional Development

- ❑ **SUBTASK 1** Provide clear and accurate internal job descriptions
- ❑ **SUBTASK 2** Develop effective Human Resource policies and procedures
- ❑ **SUBTASK 3** Provide comprehensive performance management functions
- ❑ **SUBTASK 4** Provide adequate and continuous training and mentoring

TASK7(2) Enhance Business Practice Realignment

- ❑ **SUBTASK 1** Separate CPP billing (non-IT related) functions and the IT Department

#7 Improve Performance Management & Professional Development

- ❑ **SUBTASK 2** Consolidate Engineering and Program Management
- ❑ **SUBTASK 3** Evaluate avenues for effective use of resources to achieve billing efficiency

TASK7(3) Improve Corporate Culture

- ❑ **SUBTASK 1** Encourage a culture that appreciates continuous learning
- ❑ **SUBTASK 2** Develop a culture that rewards performance/innovation
- ❑ **SUBTASK 3** Encourage a culture that values data-informed decision-making
- ❑ **SUBTASK 4** Develop a shared vision for CPP

Improve Performance Management & Prof. Dev.

CPP EITs and SPTs Assigned To These Tasks

1. MVVB Team
2. Safety Development Team
3. Apprentice Development Team

Additional Work:

1. Team Building
2. Performance Management
3. Change Management
4. Train the Trainer

#8 IMPROVE NON-POWER PROCUREMENT

TASK8(1) Enhance Procurement Technology

- **SUBTASK** Implement inventory management software

TASK8(2) Enhance Business Practice Realignment for Non-power Procurement

- **SUBTASK 1** Develop standard operating procedures (SOP) for inventory management
- **SUBTASK 2** Develop standard operating procedures (SOP) for inventory procurement
- **SUBTASK 3** Develop standard operating procedures (SOP) for manpower scheduling
- **SUBTASK 4** Develop standard operating procedures (SOP) for inventory scheduling

IMPROVE NON-POWER PROCUREMENT

CPP EITs and SPTs Assigned To These Tasks

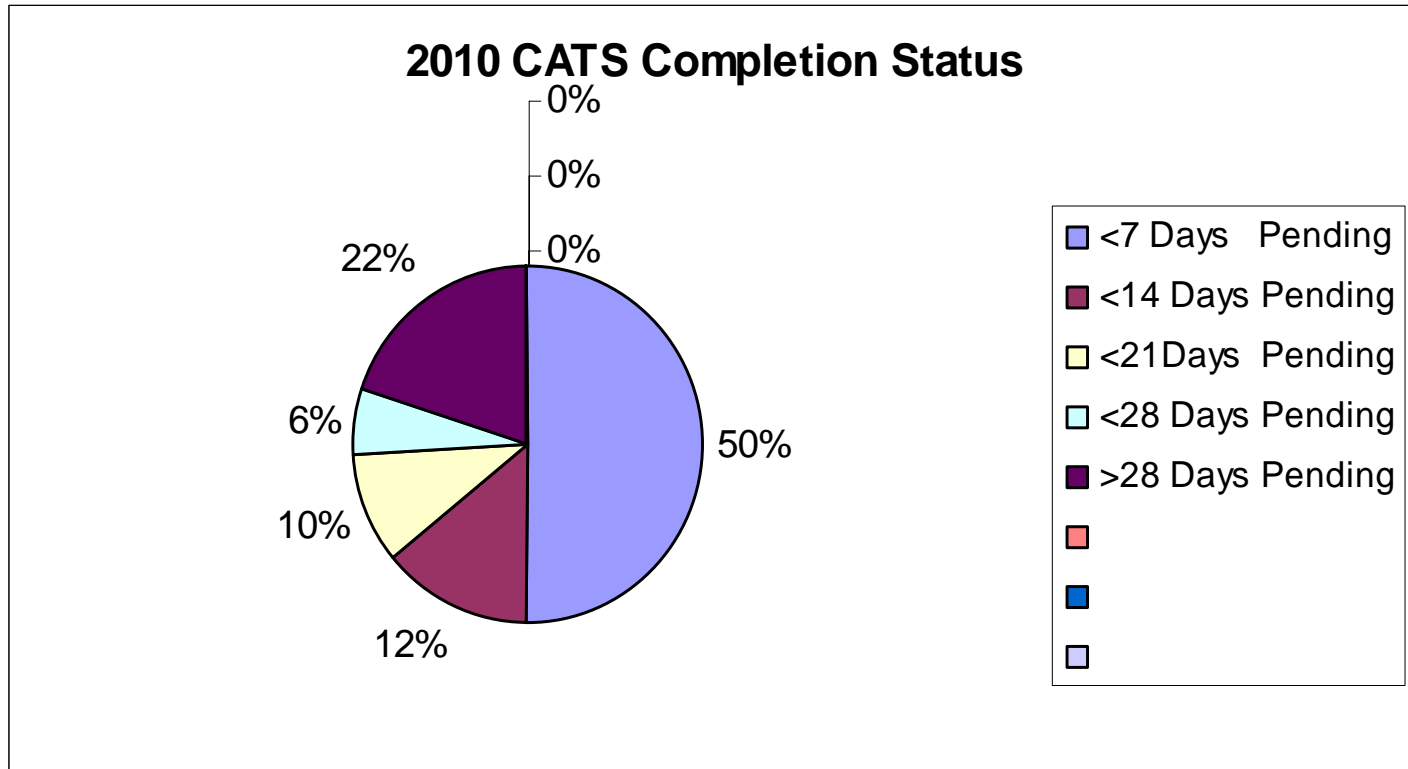
1. Inventory Management
2. Inventory Control
3. Streetlights

Additional work:

- Inventory Standard Operating Procedures
- Streetlight Processes and Procedures

Bureau of Streetlights

2010 Accomplishments **17,628** Complaints resolved



Note: In 2009 CPP addressed just under 15,000 CATS complaints.

3 Street Light Maintenance Crews

3 Night Bulber Crews

New Photo Cell Technology Initiatives

Photo Cell Pilot Program

- What

- This new streetlight monitoring system will provide real-time information through wireless technology

- Why

- This system will assist in increasing CPP's overall street lighting efficiencies by immediately identifying day burners, cycling lamps, inoperable luminaries, down poles and more

- How

- On a 9 month trial basis, the vendor will be required to install 100 units in preselected areas

LED Update

- ❑ The City rejected the two bids it received on the LED ITB
- ❑ Next Steps are under consideration and will be made public shortly
- ❑ CPP will go out for bid for LED lighting for the New Service Center
 - This facility will have state of the art LED lighting and meet the City's green building code requirements

New Service Center – 9103 Buckeye



We are in the process of selecting the contractor for the project

#9 PARTICIPATE PROACTIVELY IN POLITICAL, LEGAL, AND REGULATORY ISSUES

TASK9(1) Improve Collaboration/Strategic Alliances

- ❑ **SUBTASK 1** Improve collaboration with CPP governing bodies
- ❑ **SUBTASK 2** Build a strategic alliance with AMP-Ohio to address common issues (e.g., federal transmission issues and state electric deregulation issues, etc.)

TASK9(2) Enhance Political Positioning

- ❑ **SUBTASK 1** Increase communication and education with City Council and the Office of the Mayor

TASK 9(3) Enhance Participation in Legislative and Regulatory Issues that have Potential Impact on CPP

- ❑ **SUBTASK1** Expand CPP involvement in legal issue identification and feedback to decision makers
- ❑ **SUBTASK2** Enhance involvement (i.e., through APPA, AMP-Ohio) in seeking to mitigate the impact of legislation and regulatory issues on CPP's operations

SUBTASK 2 Enhance Involvement to Mitigate Impact of Legislation and Regulation

CPP disclosed to RFC that CPP had not reached compliance with certain standards. CPP is now in compliance with all of the standards at issue.

The following specific violations were resolved in the settlement:

TOP-004, R6 – Documentation of system operating limits

EOP-001, R3 – R7 – Lack of documented emergency plans

EOP-005, R1 – R7 – Lack of documented system restoration plan

TPL-001 – TPL-004 – Lack of formal written assessments of transmission system and evidence that system meets specified reliability criteria

FAC-009, R1 – Lack of documented facility ratings methodology and ratings

PRC-005, R2 – Lack of formal transmission protection system maintenance and testing program

PER-002, R1, R4 – Lack of documentation of 5 day training for operators

PER-003, R1 – Lack of NERC-certified transmission operators

SUBTASK 2 Enhance Involvement to Mitigate Impact of Legislation and Regulation

CPP chose NERC's voluntary settlement process to resolve the matter.

- ❑ Regulatory Compliance Section. CPP has created a new 5-person Regulatory Compliance Section and has agreed to continue staffing the section in the future.
- ❑ Consulting Services. CPP agreed to keep contracts in place to supply temporary certified personnel as needed and to assist CPP in future compliance activities.
- ❑ System Upgrades. CPP committed to complete certain transmission system upgrades for which CPP has already obtained legislation and bond financing.
- ❑ Training Seminars. CPP agreed to sponsor several training seminars.

SUBTASK 2 Enhance Involvement to Mitigate Impact of Legislation and Regulation

Recent Highlights: CIP Audit

- NERC Audit: Oct. 5th & 6th
- NERC Audit Team
 - Reviewed Documents
 - Interviewed Employees
- Focus: Computer controlled “Critical Assets”
 - Control room, substations, transmission lines
 - Audit team approved CPP methodology
 - Audit team approved CPP’s Cyber Asset Policy
- Result: **ZERO violations**

#10 INCREASE CUSTOMER SATISFACTION

TASK 10(1) Increase Value-added Services

- ❑ **SUBTASK 1** Implement a comprehensive automated call system
- ❑ **SUBTASK 2** Develop a user friendly and interactive website
- ❑ **SUBTASK 3** Provide energy audits

TASK 10(2) Implement new or enhance current IT Applications

- ❑ **SUBTASK 1** Full Utilization of TASKE (Phone Application)
- ❑ **SUBTASK 2** Implement the customer service module of the Banner system

INCREASE CUSTOMER SATISFACTION

TASK 10(3) Enhance Business Practice Realignment

- ❑ **SUBTASK 1** Consider consolidating Account Services and Customer Services within CPP
- ❑ **SUBTASK 2** Offer flexible/affordable payment options including but not limited to PIPP/HEAP

TASK 10(4) Improve Corporate Culture

- ❑ **SUBTASK 1** Create a culture of caring
- ❑ **SUBTASK 2** Create a culture of competency
- ❑ **SUBTASK 3** Create a culture of accountability
- ❑ **SUBTASK 4** Create a mechanism for making data informed decisions

INCREASE CUSTOMER SATISFACTION

CPP EITs and SPTs Assigned To These Tasks

1. Website Development Team
 2. MVVB Team
 3. Streetlight Team
 4. Energy Efficiency & Conservation Team
 5. Billing and Meter Team
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- Additional work:
 - Streetlight CATS
 - New Customer Bill

Customer Service

- ❑ Today's Cleveland Public Power competes not as the low cost provider.
- ❑ Today our competitive strength is our superior service, shorter outage time, faster response time, higher ratio of lineworkers/customers, and sole focus as Cleveland's own municipal electric provider.

Upcoming 2011 CPP Legislation

- VEIC Energy Efficiency Program
- CPP Rate Study
- CPP Rate Sunset
- CPP 5 – Year Business Plan
- New AMP Power Plant AMP Fremont Energy Center to replace AMPGS
- APPA Lineworkers' Rodeo

Questions?

2011 Theme:

Defining Excellence

Mission:

To provide reliable and affordable energy and energy services to the residents and businesses in the City of Cleveland.

Vision:

A Leader In Municipal Power, A Leader In the Electric Utility Industry.