



## **MINUTES GLENDALE WATER & POWER COMMISSION**

### **VIA TELECONFERENCE**

**Monday, March 07, 2022, 4:00 PM**

Due to the ongoing COVID-19 pandemic, social distancing requirements, and health recommendations from LA County Public Health Department, this meeting was conducted remotely. All GWP Commission members and staff utilized video conferencing in order to virtually participate in the meeting.

#### **1. ROLL CALL**

The meeting was called to order at 4:08 p.m.

Present: President Flanigan, Commissioners Kedikian, Jazmadarian, Lall, and Peterson (joined the meeting late).

#### **2. GWP COMMISSION/STAFF COMMENTS**

General Manager Mark Young responded to questions by President Flanigan and Commissioner Lall regarding the Grayson Repowering Project and the proposed Sunrun Virtual Power Plant Project.

#### **3. ACTIONS**

##### **a. GWP Commission Election (President and Secretary)**

Christine Godinez, Principal Assistant City Attorney, opened the nominations for the President and Secretary positions. A vote was held for each office. President Flanigan nominated Commissioner Peterson for the position of President. Commissioner Kedikian nominated Commissioner Jazmadarian for the position; however, Commissioner Jazmadarian declined the nomination. Commissioner Peterson was unanimously appointed as the President of the Commission.

Commissioner Jazmadarian nominated Commissioner Kedikian for the position of Secretary. Commissioner Kedikian was unanimously nominated for Secretary. Outgoing President Flanigan finished the remainder of the meeting at the request of newly-elected President Peterson.

#### **4. REPORTS - INFORMATION**

##### **a. Customer Service Update**

General Manager Mark Young introduced Ms. Ederle Allen, Customer Services Operations Manager, who presented the Customer Services update.

Ms. Allen addressed three key Customer Services areas: continued assistance being provided to customers, fiscal impact and customer service performance measures. She discussed GWP's continued service as customers continue to adjust during the COVID-19 pandemic (e.g. suspended late fees, service disconnections, and informing customers of available financial assistance programs). Several payment assistance programs (external and internal) were highlighted in addition to federally funded financial assistance programs such as the California Arrearage Payment Program (CAPP) for electric customers, and the

California Water and Wastewater Arrearage Payment Program (CWWAPP) for water customers.

Additionally, Ms. Allen discussed the electric and water aging revenue, improvements in Customer Service metrics. Ms. Allen commended four new Customer Service representatives whom have contributed to the success of the Customer Service operations.

Ms. Allen addressed Commissioner Lall's questions regarding utility bill relief under the CAPP and CWWAAP programs, and responded to President Flanigan's question regarding one of the external funding sources (PaceLA).

## **5. ORAL COMMUNICATIONS**

None.

## **6. AGENDA FORECAST**

The Commissioners reviewed and approved the following agenda for the April 4, 2022 meeting:

- Legislative Update
- Strategic Plan Update
- Electric Reliability Report
- Clean Energy Update

Commissioner Kedikian suggested adding a budget presentation to the May 2, 2022 Commission Meeting; including a breakdown of household income in Glendale. President Flanigan seconded the request.

Commissioner Lall asked to agendize for June 6, 2022 a discussion of the consequences and projected ongoing cost of a nine-month delay in Council action on the Grayson Repowering Project/Wartsila Units. Commissioners Flanigan and Kedikian concurred.

## **7. ADJOURNMENT**

Outgoing President Flanigan thanked the GWP Commissioners and staff for their tremendous hard work, especially during COVID-19 and the Grayson Project. General Manager Mark Young thanked the Commission and President Flanigan for making the GWP Commission for being informative and with strong leadership skills in solving very difficult issues. Commissioner Lall echoed the same sentiments regarding President Flanigan and his leadership.

Motion to Adjourn:

Moved by: Commissioner Kedikian

Seconded by: Commissioner Jazmadarian

Motion Passed.

The meeting was adjourned at 4:56 p.m.