Town of Reading
Meeting Minutes

Board - Committee - Commission - Council:

RMLD Board of Commissioners

Date: 2022-10-20   Time: 7:30 PM

Building: Reading Municipal Light Building   Location: Winfred Spurr Audio Visual Room

Address: 230 Ash Street   Session: Open Session

Purpose: General Business   Version: Draft

Attendees: **Members - Present:**

Philip Pacino, Vice Chair; John Stempeck, Commissioner; David Talbot, Commissioner; Robert Coulter, Commissioner; Marlena Bita, Chair.

Members - Not Present:

Others Present:

RMLD Staff: Gregory Phipps, Interim General Manager and Director of IRD; Erica Morse, Executive Assistant; Hamid Jaffari, Director of E&O; Julie Blackley, Communications Manager.

Citizens' Advisory Board: Vivek Soni, Reading Representative.

Minutes Respectfully Submitted By: Philip B. Pacino, Secretary Pro Tem

Topics of Discussion:

The meeting agenda and meeting materials can be found on the RMLD website in the BoC packet. The recording of this meeting can be viewed on the RMLD website and RCTV YouTube page.

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Call Meeting to Order
Chair Bita called the meeting to order at 7:30 PM and announced that the meeting would be held in person, remotely on zoom, and streamed live on RCTV and YouTube.

Opening Remarks and Introductions
Chair Bita read the RMLD Board of Commissioners (BoC) Code of Conduct and asked all remote attendees to identify themselves. Vivek Soni attended the meeting remotely. Vice Chair Pacino served as Secretary at the meeting.

Public Comment
There were no comments from the public or RMLD liaisons.

CAB Report
Vivek Soni said that the Citizens Advisory Board (CAB) meeting relative to the budget review was rescheduled to October 27th, 2022, 6:30 PM at Lynnfield Town Hall. The CAB conducts budget reviews by rotating the meeting location each year. Since there is significant capital spending this year, the CAB requested information from RMLD management relative to the availability of funds and how the expenses will be financed.

Report on the GM Search Committee

Taken out of order, originally agenda Item 7.

Chair Bita said the General Manager Search Committee (GSC) consists of Jason Small, CAB Chair plus Commissioners Coulter and Talbot.

Jason Small said that over the past three months the GSC met multiple times and reviewed numerous applications and resumes. The GSC narrowed down a short-list of qualified applicants to be interviewed.

The GSC conducted the short-list interviews and determined three finalists are to be presented to the RMLD BoC for interviews on Wednesday November 2nd, 2023, at 6:00 PM. The interviews will be conducted in open session. The finalists, in no particular order, are Johnathan Blair, Jared Carpenter, and Gregory Phipps.

Chair Bita asked a question relative to public participation. Commissioner Coulter confirmed the public is welcome to attend but will not be permitted to ask questions. The meeting will be broadcast on RCTV and YouTube.

Chair Bita asked if the BoC plans to decide on November 2nd. Jason Small said this is up to the BoC, as the appointment is a BoC decision. It was confirmed that the BoC would meet and announce a decision in open session on November 3, 2022, at 5:00 PM. Chair Bita thanked the GSC for their work.

Approval of Meeting Minutes

The approved April 21, 2022, April 29, 2022, and May 6, 2022 regular session meeting minutes can be found on the RMLD website. The draft minutes presented can be found in the BoC packet (attachment 1) on the RMLD website and linked **here** within the meeting minutes.

Vice Chair Pacino said there is a correction on page 8 section 7 "scheduling" of the May 6, 2022, minutes. The word "diced" should be "decided". This was made part of the main motion.

Vice Chair Pacino made a **motion**, seconded by Commissioner Stempeck, that the RMLD Board of Commissioners approve the minutes of the April 21, 2022, April 29, 2022, and May 6, 2022, meetings on the recommendation of the Interim General Manager and BoC Secretary. **Motion Carried: 5:0:0** (5 in favor; 0 absent, 0 abstained) Roll Call: Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye; Chair Bita, Aye.

Communications Update

Julie Blackley gave a communications presentation to the BoC. The presentation can be found in the BoC packet on the RMLD website and linked **here** within the meeting minutes.
Events: Ms. Blackley presented recent RMLD events and highlighted that RMLD's Public Power Open House had high attendance (around 800 people) received rave reviews from attendees.
Media Coverage: Ms. Blackley noted RMLD's recent media coverage and emphasized the positive stories relative to the proactive measures RMLD is taking to minimize rate hikes.
Social Media: Blackley provided an update on RMLD's social media and noted that RMLD's Facebook page went from 600 followers to over 753 followers.

Chair Bita asked a question relative to public commenting on Facebook. Blackley responded that commenting is hidden, but RMLD can view the comments as the administrator. Although there have been no negative comments, lifting this restriction will require further discussion.

Chair Bita said that her biggest concern is that customers may view Facebook as a means of communicating to RMLD verses calling customer service. Blackley said that RMLD can view

likes, messages, and comments. RMLD wanted to start by posting to Facebook and then discuss restrictions on comments.

Commissioner Talbot said RMLD should leave commenting off to avoid things getting out of control.

Interim General Manager (IGM) Phipps said RMLD is not appropriately staffed to monitor comments at this time.

Commissioner Coulter advised customers to refrain from using Facebook as a means of reporting issues. Customers should use the proper channels and call RMLD directly.

Upcoming Initiatives: Ms. Blackley discussed RMLD's upcoming initiatives. Blackley noted that the customer survey is anticipated to launch at the end of CY22 or beginning CY23. Blackley said RMLD is looking to redesign the newsletter (which reaches around 25 thousand people) to a clean, professional, and sleek look, using cost effective methods. Blackley noted that RMLD is exploring ways to continue the momentum of the summer Shred the Peak into the winter months.

Recent Power Outage: Ms. Blackley discussed the recent Downtown Reading power outage. RMLD immediately put out a statement to the media and communicated a resolution once the issue was resolved. Ms. Blackley will be meeting with the Town next week to work closely on a coordinated effort to put out streamlined communications.

Chair Bita asked about the cause and length of the outage. Mr. Jaffari responded that the outage was caused by a loose neutral, which is required for the return path to the source transformer. The issue was resolved once RMLD jumped the corroded neutral over to the solid neutral in the manhole. The outage lasted approximately two hours due to the tedious process of looking for the source of the problem in various manholes.

Chair Bita asked a question relative to future technology. Mr. Jaffari responded that there are some technologies available to put sensors underground, however it is hard to reach the signal and bring data back from the manholes. RMLD is continuously monitoring technology advances and setting up pilot programs accordingly.

Mr. Jaffari noted that if customers experience a situation where one half of the house is dimmed and the other is blowing bulbs to call RMLD immediately and turn the breakers off to prevent equipment damage.

Vice Chair Pacino asked if this issue could happen at other places in town. Mr. Jaffari responded yes, a loose neutral is not something utilities can prevent. Jaffari cited the example of wind taking off a neutral during storm conditions.

IGM Report
Mr. Phipps provided an IGM report to the BoC.

Talent Acquisition and Talent Management: IGM Phipps reported on talent acquisition and management. RMLD hired 12 new employees within the past month. There is positive feedback, a warm reception, and a lot of excitement about these individuals hitting the ground running. RMLD made several moves and promotions, which have gone incredibly well.

Mr. Phipps noted there are ten open positions that need to be filled, primarily in Integrated Resources (IRD) and Information Technology (IT). The team is working to make RMLD more visible to job seeker and is focusing on filling open positions with the right people.

Mr. Phipps said that RMLD is continuing to leverage the success of the summer internship program. RMLD continues to attend career nights at local colleges; Merrimack College and Endicott College being the most recent. RMLD is part of various initiatives which communicate the internship program to students nationwide.

Mr. Phipps noted that RMLD held the annual employee appreciation lunch following Public Power Week. Several employees celebrated work anniversaries ranging from 5-30 years. The morale was very positive.

Mr. Phipps said RMLD is accelerating and increasing employee training, with the intention to better equip the team.

Substation and Solar PV Update: IGM Phipps reported on the Wilmington Substation and Solar PV. RMLD's intention is to put in more within territory generation, which has both economic and resiliency benefits. To accomplish this, RMLD needs to acquire land, but there is limited open land available within our service territory.

Mr. Phipps noted that in the context of the recently passed Federal Inflation Reduction Act (IRA), RMLD is uniquely positioned to acquire land for good use. The IRA allows for RMLD, as a non-tax entity, to get access to investment and production tax credits for within generation assets and upgrades supporting electrification.

Phipps said building the new substation in Wilmington has created opportunities for RMLD to look at other parcels of land in addition to the land on Ballardvale.

Mr. Phipps said that over the past ten weeks RMLD has been pursuing Maple Meadow, a 75-acre piece of land located in the southern part of Wilmington. Of the total 75 acres only 30 acres are remotely useful, the remaining balance is wetlands. RMLD has a plan in terms of how to make the land valuable to support Wilmington and the ratepayers overall. The land has a challenged history, but the RMLD is interested in acquiring it to install approximately 10 MWs of Solar PV.

Last week, Mr. Phipps gave a presentation to the Wilmington Select Board, laying out the intention and purpose of RMLD's interest in Maple Meadow. The 10/11/2022 Wilmington Select Board meeting recording can be viewed on the Wilmington Community Television website.

Mr. Phipps said RMLD has conducted numerous meetings and received support from various key players relative to Maple Meadows. RMLD will continue to work towards owning the land without acquiring the associated historical liabilities.

Mr. Phipps said RMLD is also expressing interest in revisiting Route 125, which was thoroughly researched in past years as a potential substation location. The RMLD will continue moving forward with 326 Ballardvale (closed last week), which will remain the default location for the substation. In parallel, RMLD will investigate securing the land at Route 125. Pending access and timing, Route 125 will either become the primary location for the Wilmington substation or will be turned into a large-scale storage facility.

On that note, RMLD is issuing an RFP for several battery storage systems, which will include the option for a potential larger utility scale connection. RMLD is meeting with a group who presented at the NEPPA conference to express interest in hosting a potential pilot program in 2024. This would be advantageous for both groups and is both economically viable and beneficial for RMLD.

Mr. Phipps said that the potential pilot program underscores the value of having access to 326 Ballardvale as well as Route 125 and Maple Meadow in the works. RMLD is discussing various options with Lynnfield for additional storage pilots and projects.

Commissioner Stempeck asked a question relative to lithium ion or iron air batteries. Mr. Phipps responded that RMLD is looking at iron air, which needs more space but has longer duration. Mr. Phipps noted that the agreements will likely fall under an ESA or PPA structure. The Pilot program will potentially be a joint deal where RMLD would get the benefits in terms of load reduction which, ties into the Peak Management program. RMLD

will be well positioned to potentially turn the pilot into a more permanent installation.

Mr. Phipps said there are several companies that are doing alternative technologies and RMLD wants to be supportive. RMLD has the size, is nimble, and has both National Grid and Eversource connections. These are only a few factors that make RMLD a great pilot partner, and RMLD will continue to market itself as such.

Green Communities (GC): IGM Phipps reported on the GC program. RMLD continues to express support for the GC program within the service territory.

Mr. Phipps said that for Municipal Light Plants (MLPs), like RMLD, who service multiple towns, current legislation requires that if one town joins GC, then ratepayers in all towns within that territory must pay state mandated GC charge. New legislation was recently signed into place which will allow individual towns within the territory to join GC without requiring other towns to pay the GC charge.

Mr. Phipps said that GC is a complicated program that has been in place for over a decade. The new legislation is adding a layer of complexity; RMLD is breaking ground in terms of how to handle the mechanics.

Per the State Legislature, RMLD's role is to collect the GC charge dollars through customer utility bills. The legislation established a .0005 cent charge per KWH. This rate is set by the state and the monthly charge is tied to KWH usage by each individual customer.

Mr. Phipps noted that the Town of Reading has been actively pursuing the GC designation, RMLD's role in the process is purely the financial administrator. All billed meters are subject to the GC rate if the Town decides to move forward, which is the Town of Readings current intention. RMLD is working with a variety of industry and Reading partners to ensure all pieces are in place for the Town warrant in November.

Mr. Phipps said that if the GC designation moves forward, RMLD will be collecting GC funds on behalf of the Town and sending those funds to the State's Renewable Energy Trust Fund. This amounts to approximately $64K a year based on Reading's 2023 load forecast. An average customer charge works out to be under .50 cents per month.

Mr. Phipps confirmed that the GC charge applies to all billed meters, including Commercial and Industrial customers.

It was reiterated that the rate is part of the State program, not RMLD.

Chair Bita asked when RMLD can start collecting dollars. Mr. Phipps said the new legislation comes into effect in January, so realistically if everything lines up perfectly, RMLD could start collecting as early as February. However, there is a lot to be done between MASS CEC, the State Renewable Trust Agency, and the Town of Reading.

Mr. Phipps said that the GC charge will be a line item added to all RMLD bills. RMLD is meeting with the billing platform in November to discuss how to implement this. The biggest challenge RMLD foresees is keeping the bill down to one page. Many customers still have paper billing, which has an associated processing cost. RMLD is taking this opportunity to potentially streamline the presentation of customer bills and provide more information on historic usage.

Chair Bita asked a question to relative to when RMLD will receive funds back. Mr. Phipps responded that RMLD's role is only to collect the funds and send them to the Trust. The Town of Reading can apply for grant funding for various projects through a separate qualification process. The grant issuance is managed by the existing program at the state level and has nothing to do with the RMLD.

Mr. Phipps noted that RMLD could potentially participate in terms of applying for grants and will explore this further once the program is up and running.

Commissioner Stempeck confirmed that RMLD is essentially a financial service. The scale of getting anything back over time is dependent on the Town applying for grant funding. There is a disadvantage in not knowing how long rate payers will have to pay in before the Town gets something back.

Mr. Phipps said there is a fair amount of material that has been done at the Town level in terms of the magnitude of potential funds. Overall, this is a good program and helps accelerate electrification initiatives.

Commissioner Stempeck asked if RMLD would be the largest contributor. Mr. Phipps responded that the Investor-Owned Utilities (IOUs) who operate in MA contribute to the program and are larger by far. Commissioner Stempeck asked if RMLD is double counted as a customer of National Grid. Phipps responded that there is no double counting.

It was noted that Reading joining GC must be approved at Town Meeting and the topic of GC will be on the next BoC meeting agenda.

Chair Bita noted that other towns are receiving up to $250K within a few months of joining GC, but this is something the Town of Reading could not guarantee.

Commissioner Stempeck noted his concerns over where the money comes from and how it gets distributed. There should be sensitivity around inflation fears. National Grid and Eversource have confirmed rate increases for gas and electric by 30%-50% over the next year.

Commissioner Talbot asked a question relative to the anticipated GC bill increase for IOUs vs. MLPs. Phipps responded that the GC rate is the same rate across the board and monthly customer costs are tied to individual kWh usage.

Chair Bita asked if the Town starts paying into GC, is it a forever commitment? Phipps responded that once the Town starts paying into the program, it is a forever commitment. Joining the program is a decision that has nothing to do with RMLD and is solely up to the Town. RMLD's role is to provide support to the Town if they decide to move forward.

Mr. Phipps said that RMLD wanted to address the audience and make it clear that RMLD is very supportive of GC, but the Town is the decision maker.

It was confirmed that no BoC vote is needed to add the .0005 GC to RMLD bills.

Employee Survey Report
IGM Phipps provided an employee survey report to the BoC. The report can be found in the BoC packet on the RMLD website and linked **here** within the meeting minutes.

Mr. Phipps said that the intention is to complete the first way of employee surveys by the end of the year. RMLD spent a lot of time reviewing input from many individuals within the organization.

Mr. Phipps said that the key to the survey's success is to establish the objective prior to starting the program. The survey's objective is driven by the fact that RMLD is asking for employees' opinions so changes and improvements can be made. The intention of the survey is to solicit input from the employees to help RMLD operate better.

RMLD decided against the initial plan of conducting a long employee survey, which would lead to a large amount of data to be synthesized. This would create a lag time between distributing the survey and providing feedback and action around employees' responses.

Mr. Phipps said RMLD will conduct a series of short quarterly surveys to ensure survey responses are being addressed at a quicker pace. Once the surveys are distributed, Mr.

Phipps will digest the responses and report back within two weeks. Following this, it will likely take 6-8 weeks to implement any changes. Mr. Phipps noted that some suggestions will not be implementable.

Mr. Phipps said that over the past four weeks, RMLD has done a good job of dramatically improving internal communications through communications mechanisms such as the open-door policy and actively soliciting input and feedback. The employee survey is intended to be another more formalized mechanism.

Mr. Phipps cited examples of key pieces within the employee survey report.

Mr. Phipps said that instead of having 20 questions with a 1-5 scale, the first round of survey questions will be text-based so people can write as much as they want. Not everyone will contribute, and it will take time for people to feel comfortable contributing. Even if only 25 people contribute the first round, the goal is for them to provide thoughtful feedback that RMLD can implement and report back on.

Mr. Phipps noted that RMLD conducted extensive research on survey strategy and using external resources. It was decided that the Department does not need to bring in an external consultant at this time.

Mr. Phipps said that the survey is not meant to be a culture changer, as the culture is already changing. The survey is meant to be a feedback mechanism for the employees to make worthwhile suggestions on a disciplined basis. The employee survey differs from the customer survey, as the customer survey is more of a pulse.

Chair Bita asked a question on the change in concept from an anonymous pulse survey to an open-ended signed survey. Chair Bita said that an individual may think he or she will be punished for negative feedback. But this is not a morale pulse and is instead asking for opinions on how to make things better.

Mr. Phipps responded that current morale is fundamentally different than it was historically for a variety of reasons. A lot of little things have made a difference, and even though it is not perfect, it has improved.

Mr. Phipps said that RMLD is moving forward with the signed open-ended format instead because the pulse survey is not actionable. The management team has a good sense of what needs to be done but doesn't have it all. Everyone in the organization needs to be part of the solution.

Commissioner Coulter said that the whole point of the employee survey is to understand if employees are getting the correct training, if the right processes are in place, and if there is good communication. Specific questions must be asked to drive those answers. This is a different focus and is not an employee survey, it is more of an opinion page.

Commissioner Coulter said that whether the employee signs the survey should be their choice. It can sometimes be difficult for people to identify themselves and can cause participation to drop. RMLD should also be careful of survey paralysis by putting out too many surveys.

Mr. Phipps said if nothing changes because of the survey, it's a waste of time. If RMLD asks for opinions something needs to be done with that feedback. The first step is synthesizing and communicating what was heard and then solving that.

Mr. Phipps noted that not all suggestions can be solved. The organization has a good sense of the open-door policy and people can communicate if something from their feedback was not addressed. Once employees see that the survey has an impact, participation will increase.

Commissioner Stempeck said that he agrees with Commissioner Coulter, it is beneficial to get as broad of a base as possible.

Vice Chair Pacino said that an employee survey was conducted in the past and nothing was done with it. This was extremely detrimental to the organization.

It was noted that the proposed questions at the bottom of the employee survey report will be further refined, and commissioner input is welcome.

2022 IGM and Board Goals
Mr. Phipps presented the draft IGM and Board goals to the BoC. The presentation can be found in the BoC packet on the RMLD website and linked **here** within the meeting minutes.

Mr. Phipps said that the goals reflect what the IGM is working to start and/or complete for June CY22 to December CY22. The goals do not include day to day responsibilities.

Mr. Phipps discussed the format and structure of the IGM goals. The title reflects that the IGM functions as both a leader, navigating the ship to get things done, and a player, pulling the oar alongside the team. The objectives align with this theme, and the goals are the IGM goals for the organization. Mr. Phipps noted that the document is not meant to be an organizational structure but focuses on direction.

Vision: Mr. Phipps discussed vision related goals, and noted that before a problem can be solved, the specific problem and the environment that it is situated in needs to be considered. Mr. Phipps said context consists of more than just power supply; it also relates to supply chain issues, employee recruitment etc.

The core charter of RMLD is reliable, low-cost, non-carbon. This comes back to keeping the lights on, keeping costs low for the ratepayers, and ensuring legislative compliance.

Mr. Phipps said that RMLD is already being more engaged on the legislative side and cited the example of GC.

Team/Personnel: Mr. Phipps talked about the team and personnel and reiterated that training is a key focus. Since Mr. Phipps took the IGM role four months ago, RMLD has held three all hands meetings. These meetings include dialogue and feedback and are one mechanism for internal communication. Commissioner Stempeck suggested covering the employee survey at all hands meetings.

Mr. Phipps said there is a natural attrition of people retiring and coming in; and the group is physically spread out between two buildings. It is important to get people together to improve communications between all levels of the organization.

Mr. Phipps noted that all these initiatives feed into the goal of breaking down silos. In CY23, RMLD will focus on how people are measured. What is tracked is essential in terms of how to change behavior and recognize progress.

Mr. Phipps said that the world is rapidly changing, and with it, so are RMLD's needs. This shift in need has resulted in significant changes to the leadership team, and the hiring focus. Mr. Phipps cited the example of RMLD creating a new role around data enterprise to accommodate network automation.

Customers: Mr. Phipps discussed the goals related to RMLD's customers and noted that RMLD is pushing aggressively to recruit new customers to the territory. Not only are new customers beneficial to RMLD by providing new revenue; new business is beneficial to the entire community.

RMLD is being very supportive in encouraging people to come into the territory. RMLD will work hard not to turn any new customers away but will ensure all customers can be

supported. Mr. Phipps said that RMLD is being proactive, and will put together a plan where over the next two and a half years as entities grow, they will match into the new substation.

Mr. Phipps said that over the past two weeks, RMLD has successfully recruited a new six-megawatt load and is working on bringing in two additional customers with additional load. Although the discussions has centered on Wilmington, Reading is anxious to recruit new business as well.

Mr. Phipps noted that RMLD's relationships with the Towns have significantly improved. Opportunities for within territory generation are resulting from these relationships. Mr. Phipps said that RMLD is not the Town but helps make it easier for companies to come into the community, especially those where energy is a big part of the cost structure.

Vice Chair Pacino asked if the Towns or RMLD were providing incentives to entice new customers.

Mr. Phipps responded that being extremely responsive is the incentive that RMLD provides. Part of RMLD's added value is being responsive and flexible; larger organizations are not able to do that as easily.

Mr. Phipps said that another incentive is that RMLD has very good rates, and a large portion of the portfolio is non-carbon. Mr. Phipps noted that the non-carbon piece is beneficial to many companies coming in who must adhere to ESG goals. RMLD markets itself as being an MLP with a lot to offer, being easily accessible to potential customers, and having the economics built into the rates.

Platform: Mr. Phipps discussed RMLD platform goals. Mr. Phipps said that the 326 Ballardvale transaction for the new substation is complete, Jaffari is driving the permitting process. Mr. Phipps cited the example of the Maple Meadows land solving a problem and noted that the cost of the land is not the big value add for RMLD.

Funding: Mr. Phipps discussed funding and noted that RMLD is aggressively pursuing the IRA, as well as other federal and state grants and incentives. Mr. Phipps said that as RMLD builds out the network to support increased load (in the context of being compliant with non-carbon), RMLD has a responsibility to the ratepayers to minimize upward pressure on rates.

Power Supply: Mr. Phipps talked about power supply related goals and noted that RMLD has an interest in owning or operating leases for generation assets. Mr. Phipps cited an example of a big question RMLD is facing beyond the day to day, How will the RMLD prepare itself for an increasingly fragile Regional Network and maintain the ability to be provide reliable, low-cost and non-carbon?

It was confirmed that the proposed goals align with where the BoC would like Mr. Phipps to focus time, energy, and effort.

Energy New England (ENE) Legislative
Mr. Phipps gave a presentation on ENE legislative to the BoC. The presentation can be found in the BoC packet on the RMLD website and linked **here** within the meeting minutes.

Mr. Phipps said that based on the drive for non-carbon, there is more legislative work for the State to do to assist with making the goal of being non-carbon by 2050 a reality, as well as, reaching the intermediate goals in 2030 and 2040.

Mr. Phipps noted that there is a collective interest among the Commissioners, ENE, MA Municipal Wholesale Electric Company (MMWEC), and MLPs to influence the legislation that gets put into place. Coordinating as a group of MLPs is critical to accomplishing this. The coordinated process referenced within the presentation identifies the avenues that RMLD is pursuing as an equity owner of ENE. Mr. Phipps is tasked with bringing suggestions from RMLD's perspective to develop into potential legislative initiatives.

Mr. Phipps noted that the presentation identifies BoC opportunities to voice, influence, and support the legislative initiatives and strategies RMLD proposes. The BoC's role is to contribute to support, push these ideas.

Mr. Phipps clarified there is another non-quorum meeting where GMs and Commissioners can contribute directly, but this will not be the only opportunity to provide input.
Mr. Phipps clarified that the ENE strategies group is the organizer and pushes getting things done.

Mr. Phipps said that there is a new state government coming into play, which makes this an ideal time for RMLD/ENE to be early in the legislature to promote their ideas in a coordinated and consistent manner. This makes it easier for the legislator to make something happen.

Mr. Phipps explained the initial ideas that RMLD could bring to the ENE legislative strategies meeting. Mr. Phipps highlighted the significant influence of contractors on the adoption of Air Source Heat Pumps (ASHPs), and the intention to explore a legislative mechanism to encourage contractors to promote ASHP adoption.

Commissioner Stempeck suggested that the RMLD consider a monetary motivation within the whole value chain to increase involvement in the ASHP incentive program. Commissioner Stempeck cited an example of a client who saw increased involvement by changing the mechanism. Mr. Phipps said that RMLD's current incentives are focused on the ratepayers, and are evaluated regularly. Although there is no plan to change the heat pump program right now, RMLD will investigate making a different mechanism where there is an incentive to the contractor as well.

Commissioner Coulter asked a question relative to supply and how the MLP's will handle issues such as rolling blackouts as a group. Mr. Phipps responded that there is a group with ENE where MLPs have presented to encourage and allow for additional oil reserves for this January and February in particular. RMLD has been supportive to communicate and encourage that there should be some funding or a provision to allow for higher stockpiles of resources (oil).

It was decided that the BoC would share additional ideas and Mr. Phipps will present this topic again in the next few BoC meetings.

Policy Review

Mr. Phipps presented the policies for review to the BoC. The final approved policies can be found on RMLD website, under "RMLD Policies".

Policy 27 R3: Use of RMLD Information System review documents can be found in the BoC packet on the RMLD website and linked **here** within the meeting minutes.

Policy 29 R2: Identity Theft Prevention and Data Security review documents can be found in the BoC packet on the RMLD website and linked **here** within the meeting minutes.

Mr. Phipps said that the new Director of IT, John Pelletier, reviewed and updated both policies. Pelletier has a strong security background and has put additional procedures and tools in place for RMLD's benefit. Mr. Phipps cited the example of RMLD's new participation in various federal programs at no cost. The intention of updating both policies is to ensure that RMLD is aligned with the most up to date and best practices in areas such as email phishing, data security, etc.

Vice Chair Pacino made a **motion**, seconded by Commissioner Talbot, move that the Board of Commissioners approve Policy 27: Electronic Communications (Revision 3), as presented, on the recommendation of the Interim General Manager. **Motion Carried: 5:0:0** (5 in favor; 0 absent, 0 abstained) Roll Call: Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye; Chair Bita, Aye.

Vice Chair Pacino made a **motion**, seconded by Commissioner Talbot, move that the Board of Commissioners approve Policy 29: Identity Theft Protection (Revision 1), as presented, on the recommendation of the Interim General Manager. **Motion Carried: 5:0:0** (5 in favor; 0 absent, 0 abstained) Roll Call: Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye; Chair Bita, Aye.

Procurement Requests for BoC Approval
Hamid Jaffari, Director of Engineering and Operations, presented the procurement requests for approval to the BoC.

RFQ 2022-41 One (1) Electric Vehicle DC Fast Charger (DCFC) bid documents can be found in the BoC packet on the RMLD website and linked **here** within the meeting minutes.

IFP 2022-36 RMLD Station 4 115kV Relay Panels 6 & 7 bid documents can be found in the BoC packet on the RMLD website and linked **here** within the meeting minutes.

RFQ 2022-41 One (1) Electric Vehicle DC Fast Charger (DCFC): Jaffari said that this is the same unit that is being installed at the Reading library. The total cost includes the unit itself and the cost of construction.

Mr. Jaffari said that the entire industry is going through a change, due to supply chain disruption and inflation. This, among other factors, has caused a substantial rise in the cost of raw materials and shipping. Many bidders are now including an escalation clause for the rising cost of materials and labor.

Mr. Jaffari said that RMLD sent the RFQ to six statewide bidders and received one quote from Voltrek, LLC. Voltrek was the only bidder who could commit to a delivery time of 50 weeks from receiving RMLD's purchase order. All other potential bidders had to get into the manufacture queue and were unable to commit to a specific delivery time.

RMLD is planning to install the chargers along the major highway areas where there is generally a high volume of traffic. Jaffari cited examples of future EV charger technology and noted that currently, DCFCs (Fast Chargers) are the most advanced technology available.

Commissioner Stempeck asked a question relative to the capital budget amount. Mr. Phipps responded that there is no additional requirement in terms of changing the budget. The capital budget amount is $350K, with each charger costing ~ $100K. RMLD anticipated doing five DCFC when originally going through the budget process. This DCFC was part of the grant RMLD applied for last year. RMLD has already been approved for the grant, and once the charger is installed, the paperwork will be submitted to the state. Not only did

RMLD anticipate doing more units, but this unit also came down ~$8K in cost between last year and this year. Net-net, the cost will be less than $10K.
Commissioner Talbot asked a question relative to grant funding and amount of DCFCs RMLD intends to purchase with ratepayer funds. Mr. Phipps responded that the total cost is ~ $107K and $100K of that is grant funded. RMLD plans to purchase a total of 16 additional DCFCs through 2028.

Commissioner Talbot asked a question relative to the business case for purchasing additional DCFC chargers vs. using cheaper level 2 chargers. Mr. Phipps responded that this topic will be reviewed during the budget process. RMLD has spent significant time reviewing this in terms of the associated rates. DCFCs will have a higher associated rate. Regardless, installing DCFCs needs to make sense from a rate-payer perspective. The positive take is that this project is funded by grants, which will be a reoccurring theme over the next few years.

Commissioner Talbot and Commissioner Coulter noted pros and cons of DCFCs vs. level two chargers. Mr. Phipps said the various business models and tradeoffs will be discussed at a future meeting, and it relates back to the RMLD mission of reliable, low-cost, and non-carbon.

Vice Chair Pacino made a **motion**, seconded by Commissioner Coulter, that RFQ 2022-41 for one (1) Electric Vehicle DC Fast Charger (DCFC) be awarded to: Voltrek, LLC, in the amount of $106,603.43, pursuant to M.G.L. c. 30B, § 22 as the lowest responsible vendor, on the recommendation of the Interim General Manager. **Motion Carried: 5:0:0** (5 in favor; 0 absent, 0 abstained) Roll Call: Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye; Chair Bita, Aye.

IFP 2022-36 RMLD Station 4 115kV Relay Panels 6 & 7: Jaffari said that NERC is mandating IOUs and MLPs to upgrade transmission lines and associated equipment (relay systems, panels, etc.). These upgrades will improve the reliability of the system and the service to all customers in the region.

Mr. Jaffari said that the IFP was sent to 15 companies and received one response. The lack in response relates to supply chain disruption. Electrical Power Products, who anticipated the issues with the supply chain, was able to commit to delivery of the equipment in a reasonable time frame. RMLD is planning to receive and install this equipment in 2023, prior to the NERC audit.

Vice Chair Pacino made a **motion**, seconded by Commissioner Stempeck, that IFP 2022-36 for RMLD Station 4 115kV Relay Panels 6 & 7 be awarded to: Electrical Power Products, for $169,846.00, pursuant to M.G.L. c. 164 § 56D, on the recommendation of the Interim General Manager. **Motion Carried: 5:0:0** (5 in favor; 0 absent, 0 abstained) Roll Call: Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye; Chair Bita, Aye.

Transformers: Mr. Jaffari said that transformer vendors are adding escalation clauses to their bid responses and are unable to guarantee prices. Mr. Jaffari discussed the significant delays and noted that some transformers RMLD anticipated to receive in CY21 and CY22 are now scheduled to arrive in CY23. This is due to high demand and low availability of materials.

Mr. Jaffari said that this year the bids RMLD sent out for transformers have an increased overall cost of $226,687. Thus, RMLD took an opportunity to purchase 75 50 KVA pole mount transformers from Wesco. Wesco is already in the manufactures queue; the anticipated delivery date is April/May CY23. The total cost is $225,150, which will be included in the CY23 budget. Mr. Phipps noted that RMLD went through the proper 30B process when purchasing these transformers.

Commissioner Coulter asked a question relative to RMLD entering a contract with one supplier company rather than going out for individual bids. RMLD, as an MLP, is at a competitive disadvantage with the current process. Something needs to be done to make RMLD competitive in the market. Mr. Phipps agreed with Coulter and said a few ideas relative to this issue will be presented with the budget in December.

Commissioner Coulter confirmed National Grid was experiencing the same issues.

Scheduling
The BoC discussed the subsequent BoC meetings and the warrant schedule. No changes were made to the schedule or warrant listed on the October 20, 2022, agenda, which can be found on the RMLD website.

Executive Session
At 9:30 PM Vice Chair Pacino made a **motion,** seconded by Commissioner Stempeck, that the Board of Commissioners go into Executive Session pursuant to Massachusetts G.L. c.164 section 47D, exemption from public records and open meeting requirements in certain

instances, to discuss strategy with respect to collective bargaining or litigation if an open meeting may have a detrimental effect on the bargaining or litigating position of the public body and the chair so declares and return to regular session, for the sole purpose of adjournment. Note: Roll call vote required. **Motion Carried: 5:0:0** (5 in favor; 0 absent, 0 abstained) Roll Call: Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye; Chair Bita, Aye.

Adjournment
At 9:30 PM Vice Chair Pacino made a **motion**, seconded by Commissioner Stempeck, that the Board of Commissioners adjourn regular session. **Motion Carried: 5:0:0** (5 in favor; 0 absent, 0 abstained) Roll Call: Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye; Chair Bita, Aye.

A true copy of the RMLD Board of Commissioners minutes
As approved by a majority the Commission.

Philip B Pacino
Philip B Pacino (Mar 20, 2023 15:11 EDT)   Mar 20, 2023

Philip B. Pacino, Secretary Pro Tem
RMLD Board of Commissioners

Town of Reading
Meeting Minutes

Board - Committee - Commission - Council:

RMLD Board of Commissioners

Date: 2022-04-21 Time: 7:00 PM

Building: Location: Zoom

Address: Session: Open Session

Purpose: General Business Version: Draft

Attendees: **Members - Present:**

Robert Coulter, Chair; Philip Pacino, Vice Chair; John Stempeck, Commissioner; David Talbot, Commissioner; Marlena Bita, Commissioner.

Members - Not Present:

Others Present:

Public: Pam Daskalakis - 71 Lilah Lane, Reading
RMLD Staff: Coleen O'Brien, General Manager; Janet Walsh, Director of Human Resources; Hamid Jaffari, Director of Engineering & Operations; Gregory Phipps, Director of Integrated Resources; Wendy Markiewicz, Director of Business Finance.
Citizens' Advisory Board: Vivek Soni, Chair, Reading.

Minutes Respectfully Submitted By: Philip Pacino, Secretary Pro Tem

Topics of Discussion:

1. Call Meeting to Order
   Chair Coulter called the Board of Commissioner's (BOC) meeting to order at 7:00 PM and announced that the meeting would be held on Zoom and live on RCTV and YouTube.

   Opening Remarks and Introductions
   Chair Coulter read the RMLD BOC Code of Conduct and asked all remote attendees to identify themselves**.**

   Vice Chair Pacino served as Secretary at the meeting.

2. Public Comment
   Citizens' Advisory Board
   Vivek Soni, Citizens' Advisory Board (CAB), reiterated that each year the CAB recommends budgetary items to the BOC. This year, due to high price spikes and delays in equipment there are significant cost increases in the system. Moving forward, the CAB requests that the RMLD provide a comparison of the budget estimate and the expected price for reference.

   Liaisons to the RMLD Board
   Karen Herrick, Select Board, congratulated the re-elected Commissioners. The Town looks forward to working together.
   Karen noted that many residents and town staff are willing to be involved in the General Manager's search process, and hope that it will be open and transparent.

Public Comment
Pam Daskalakis of 71 Lilah Lane, Reading, made a public comment.
Pam highlighted the importance of the new General Manager role. Pam cited the example of the recent Town Manager Search Committee, which included two residents, two Select Board Members, and three professional employees. Pam respectfully requested that the BOC consider one or two selection committee positions for residents to apply to and participate in.

3. Reorganization of the RMLD Board of Commissioners
    Chair Coulter opened the floor to accept nominations for Chair.

    Commissioner Stempeck made a **motion**, seconded by Commissioner Coulter, to nominate Commissioner Pacino for Chair.

    Chair Coulter made a **motion**, seconded by Commissioner Talbot, to nominate Commissioner Bita for Chair.

    There were no further nominations. The Commission then proceeded to the election of the Chair.

    Nominee, Commissioner Pacino: **Motion Fails: 2:0:3** (2 in favor, 3 abstained) Roll Call Vote*:* Chair Coulter, Abstained; Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Abstained; Commissioner Bita, Abstained.

    Nominee, Commissioner Bita: **Motion Carried: 4:1:0** (4 in favor; 1 abstained) Roll Call Vote: Chair Coulter, Aye; Vice Chair Pacino, Aye; Commissioner Stempeck, Abstained; Commissioner Talbot, Aye; Commissioner Bita, Aye.

    At this point in the meeting, newly elected Chair Bita presided as Chair.

    Chair Bita opened the floor to accept nominations for Vice Chair.

    Chair Bita made a **motion**, seconded by Vice Chair Pacino, to nominate Commissioner Talbot for Vice Chair.

    Commissioner Stempeck made a **motion**, seconded by Commissioner Coulter, to nominate Commissioner Pacino for Vice Chair.

    There were no further nominations. The Commission then proceeded to the election of the Vice Chair.

    Nominee, Commissioner Pacino **Motion Carried: 5:0:0** (5 in favor) Roll Call Vote*:* Chair Bita, Aye; Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye.

    No vote was taken regarding Commissioner Talbot's nomination for Vice Chair.

    At this point in the meeting, newly elected Vice Chair Pacino presided as Vice Chair.

    Vice Chair Pacino noted that the representative from the RMLD BOC Sub-Audit Committee attends the Town of Reading Audit Committee meetings.

    Vice Chair Pacino made a **motion**, seconded by Commissioner Talbot, to nominate Vice Chair Pacino for the RMLD BOC Sub-Audit Committee.

Erica Morse, Executive Assistant, noted that per Policy 19, the second member of the Sub-Audit Committee acts as a back up to the primary member.

Commissioner Stempeck made a **motion**, seconded by Vice Chair Pacino, to nominate Commissioner Coulter for the RMLD BOC Sub-Audit Committee.

There were no further nominations. The Commission then proceeded to the election of the RMLD BOC Sub-Audit Committee Members.

<u>Nominees, Vice Chair Pacino and Commissioner Coulter</u> **Motion Carried: 5:0:0** (5 in favor)
Roll Call Vote*:* Chair Bita, Aye; Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye.

4. <u>GM Evaluation and 2021 GM and Board Goals</u>
   Coleen O'Brien, General Manager, stated that the 2021 goals were reviewed at the last meeting, but incentive for 2021 was not discussed.

   Chair Bita asked to re-visit the status of the employee survey.

   The General Manager reported on the process and progress of the employee survey. The 2021 goal was to hire a consultant to do an employee survey to be conducted in early 2022.

   The RMLD was able to find a consultant and work through the procurement process. Currently, the survey questions are being finalized. Once the BOC reviews the questions, a date will be arranged for the consultant to distribute the survey to RMLD staff.

   Discussion ensued regarding the status of the employee survey goal and whether this goal was met.

   Commissioner Talbot stated that at the last meeting the BOC asked for the draft questions to be circulated and for the survey to be conducted in end of 2022.

   The General Manager stated that this is an evaluation for 2021. The agreed upon 2021 goal called for the GM to hire a consultant in early 2022; thus, this goal is on schedule. Chair Bita and Commissioner Coulter agreed that their interpretation of the goal was for the survey to be completed by early 2022.

   It was decided that the status of this goal was "in progress".

   The General Manager noted that normally in the process, the goals are reviewed, and an incentive is decided for last year's accomplishments.

   At this point in the meeting Commissioner Coulter experienced technical difficulties, with his Zoom connection.

   Commissioner Stempeck suggested moving on until Commissioner Coulter returned.

   Commissioner Stempeck made a **motion**, seconded by Vice Chair Pacino, move that the RMLD Board of Commissioners provide Coleen O'Brien with a salary increase of 4% for 2021 in addition to a 4% bonus.

   Chair Bita asked a question; is it standard practice in the Municipal industry to pay cash bonuses to municipal employees? Commissioner Stempeck replied that the BOC has done

this for many years. The General Manager added that this is technically a merit increase and is usually ICMA, cash or a combination of the two.

Commissioner Coulter returned to the meeting at this time.

Commissioner Coulter moved to amend the **motion**, seconded by Commissioner Talbot, for a salary increase of 2% and merit increase of $5K.

Commissioner Talbot stated that the Board has approved significant raises over the last seven years ($165-$224) and the General Manager's current salary is situated at the top handful of salaries statewide. The General Manager noted that the 2022 salary survey has not been released yet.

Commissioner Talbot suggested a half year cash bonus of $10K. This option would put the BOC in a more advantageous position when negotiating with potential GM candidates. The General Manager clarified that the incentive in question is not just for 6 months; but for all CY21.

Discussion ensued regarding the GM evaluation and incentive process.

Wendy Markiewicz, Director of Business and Finance stated that the GM salary has changed since CY20. The General Manager received an incentive in CY21 for the CY20 performance evaluation. It was clarified that the incentive for CY21 is not a raise for CY22; it is an incentive for CY21 accomplishments that is retroactive to 1/1/2022.

Commissioner Coulter withdrew his motion to amend Commissioner Stempeck's motion.

Commissioner Coulter proposed a revised amendment, seconded by Chair Bita, of a 3% salary increase and a $5K merit increase.

Discussion ensued regarding the 3% salary increase.

Chair Bita was in favor of a 2% increase; noting that a 3% increase in base salary carries forward for a lifetime payment. Chair Bita cited concerns that the net 3% number is high from a rate payer perspective and clarified that her stance is not reflective of the performance of the GM.

Commissioner Stempeck disagreed, stating that the General Manager is managing the largest Municipal facility in the state, and has done a great job throughout her tenure. The BOC should reward and thank her for the work she has done to transform the RMLD into a modern organization and for bringing in exceptional staff to carry this legacy on.

Discussion ensued regarding the relationship between the merit increase, pension, and rate payers.

Vice Chair Pacino stated that he agrees with Commissioner Stempeck, the General Manager accomplished a lot to get the system up to date and functioning as it is.

Commissioner Stempeck amended the original **motion** to a 4% merit increase and $7K bonus.

The Board of Commissioners voted on Commissioner Coulter's amendment for a 3% increase and $5K bonus.

Motion Failed: 1:4:0 (1 in favor, 4 against). Roll Call: Chair Bita, Nay; Vice Chair Pacino, Nay; Commissioner Stempeck, Nay; Commissioner Talbot, Nay; Commissioner Coulter, Aye.

The Board of Commissioners voted on Commissioner Stempeck's amendment for a 4% increase and $7K bonus.

Motion Failed: 2:3:0 (2 in favor, 3 against). Roll Call: Chair Bita, Nay; Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Nay; Commissioner Coulter, Nay. The BOC discussed splitting the difference between Commissioner Stempeck's and Commissioner Coulter's motions.

Mr. Talbot made a **motion**, move that the RMLD Board of Commissioners approve that, reflective of the period from January 1, 2021, to December 31, 2021, Ms. O'Brien receive a salary increase of 2.5% in addition to a $5K paid out as Ms. O'Brien chooses, as ICMA, cash, or a combination of the two.

Commissioner Stempeck proposed a revised amendment; the Board of Commissioners voted on Commissioner Stempeck's amendment for a 3.5% increase and $6K bonus.

It was noted that Commissioner Talbot's motion and Commissioner Stempeck's motion were never seconded.

Mr. Talbot made a **motion**, seconded by Chair Bita, move that the RMLD Board of Commissioners approve that, reflective of the period from January 1, 2021, to December 31, 2021, Ms. O'Brien receive a salary increase of 3% in addition to a $5K paid out as Ms. O'Brien chooses, as ICMA, cash, or a combination of the two.

Motion Carried: 4:1:0 (4 in favor, 1 against, 0 abstained) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Aye; Commissioner Stempeck, Nay; Commissioner Talbot, Aye; Commissioner Coulter, Aye.

Vice Chair Pacino stated that the GM Evaluation needs to happen in January, and the Chair is responsible for putting forth a numeric recommendation.

4. Interim General Manager and General Manager Search Committee

Vice Chair Pacino made a **motion**, seconded by Chair Bita, move that the Board of Commissioners finalize GM interview questions and conduct interviews in Open Session for the Interim General Manager position. Meeting date to be determined.

Motion Carried: 5:0:0 (5 in favor, 0 abstained) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye.

Vice Chair Pacino made a **motion**, seconded by Commissioner Coulter, move that the Board of Commissioners appoint a GM Search Committee for the consideration of applicants and interviews for the GM position.

Discussion ensued relative to the appointment of a GM search Committee.

Commissioner Talbot stated that hiring a GM is the BOC's biggest responsibility. Chair Bita and Commissioner Stempeck agreed that all five Commissioners should be involved throughout the entire process.

Vice Chair Pacino noted that previously, the BOC appointed a screening committee, which met offsite to screen applications. The committee then made recommendations to the BOC, who conducted interviews of the finalists in open session.
Discussion ensued relative to the BOC hiring an outside professional to conduct the GM search.

Commissioner Stempeck stated that when this process was conducted in the past, the BOC did not initially hire an outside consultant. After receiving minimal response to the advertised position, the BOC hired a consultant who was able to solicit candidates from other municipal operations state-wide. It is important to note that this time there are qualified internal applicants.

Commissioner Coulter stated that when discussing process and candidates, there needs to be a distinction between Interim General Manager versa General Manager.

It was decided that the BOC would conduct interviews with the in house Interim General Manager candidates and once an Interim General Manager is appointed, that person will serve in that position for 1-3 months while the BOC continues with the GM search and process.

Vivek asked a question, and discussion ensued on the involvement of the CAB or Town in the Interim GM and GM search process.

Chair Bita stated that the CAB hold be involved in both the IGM and GM search process.

Commissioner Stempeck agreed with Chair Bita, but noted that in relation to the Town, the separation of the Town and RMLD is important to maintain. This issue us why the White Paper came to be, to keep the separate while remaining tied. Moreover, larger commissioners also tend to have a more difficult time reaching decisions.

Chair Bita stated that she would like the town involved at some capacity.

Commissioner Talbot stated that the CAB functions as a way for all towns to be involved.

Vice Chair Pacino suggested that Chair Bita and himself come up with a GM Search process come back next meeting with a recommendation.

The suggested motions relative to appointing a GM Search Committee were not voted on.

Discussion ensued on scheduling a date and time for the Interim GM interviews.

It was decided that the Interim GM interviews would take place on May 3rd, 2022, at 5:30 PM.

5. General Manager's Report
   MEAM Annual Meeting
   The MEAM Annual Meeting will be held on May 19 and 20, 2022. In Plymouth, MA.

   Vice Chair Pacino made a **motion**, seconded by Chair Bita, move that the Board approve Ms. O'Brien's travel to, and attendance at, the MEAM Annual Managers' Meeting to take place from May 19 and 20, 2022 in Plymouth, MA.

   Motion Carried: 5:0:0 (5 in favor, 0 against, 0 abstained) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Aye; Mr. Talbot, Aye; Mr. Stempeck, Aye; Mr. Coulter, Aye.

   Commissioner Coulter noted that any Board member who would like to attend the MEAM meeting should be able to.

Vice Chair Pacino made a **motion**, seconded by Chair Bita, move that the Board approve any Commissioner who wishes to travel to, and attendance at, the MEAM Annual Managers' Meeting to take place from May 19 and 20, 2022 in Plymouth, MA.

Motion Carried: 5:0:0 (5 in favor, 0 against, 0 abstained) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Aye; Mr. Stempeck, Aye; Mr. Talbot, Aye; Mr. Coulter, Aye.

Community Update
- The General Manager stated that the High School Art Contest Awards night will be held on May 12, 2022 at 7:30 PM. The winner's artwork will be featured on the cover of the Annual Report. Vice Chair Pacino and Commissioner Coulter agreed to present at the awards.

Bike Adoption
- The General Manager noted that RMLD is hosting the annual bike adoption event with the Town and Climate Action Committee. Bikes will be dropped off on Friday April 29, 2022, and the bikes will be available for adoption on Saturday April 30th 2022.

Future Board Meetings
- The General Manager reported that the RMLD is facing a supply chain issue with the IT equipment which will allow Hybrid Meetings.

  Discussion ensued on holding in person verses virtual meetings. Chair Bita noted her support of in person meetings, and Commissioner Stempeck requested an option for Zoom.

- Erica stated that the Audit Committee meeting will be held in person on May 23 or May 25, 2022 followed by a Joint meeting with the CAB.

- Erica reported that the Economic Development meeting is in the process of being scheduled.

6. RMLD Procurement Requests Requiring Board Approval

   IFP 2022-01 – Trouble Truck with Trade-In
   Hamid Jaffari, Director of E&O reported on IFP-2022-01.

   At the previous Board meeting, the BOC requested that Hamid look further into the Trouble Truck trade in options associated with this bid.

   James A. Kiley was the lowest responsible and responsive proposer; whereas Altec took to many exceptions, had a higher cost, longer delivery time, and could not guarantee the trade in value.

   The current proposal is good for 90 days; 60 days have since passed. If the proposal is not awarded in the next 30 days, the price and lead times will increase. Most industry members placed these orders in Q1 and there are no guarantees that RMLD will receive the truck for two years. Moreover, the truck will have to be maintained and in operations until RMLD gets a new truck and either retires or sells the current truck at auction. This would amount to approximately an additional 13K expense.

   Per the BOC's request, the RMLD staff spent hours researching and were unable to find anything on the secondary market that met the required specs.

   Hamid noted that he performed an independent verification and found two companies that are in the business of procuring and refurbishing used trucks. One company was not

interested and cited that the trucks they purchase need to be in flawless condition. Hamid cited the example of rust caused by salt on the roads as one issue with the truck's condition. Hamid was given a best guess estimate of $5K-$15K for what one of these companies would pay. The high end of 15K is only for vehicles in perfect condition.

Hamid discussed the options the BOC has moving forward with the current proposal.

Vice Chair Pacino made a **motion**, seconded by Commissioner Stempeck, that proposal IFP 2022-01 for one (1) Trouble Truck with Trade-In be awarded to: James A. Kiley Company for $252,419.00, pursuant to M.G.L. c. 164, §56D, on the recommendation of the General Manager.

Motion Carried: 5:0:0 (5 in favor, 0 against) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye.

7. Scheduling

It was deiced that the Board would meet on either May 23 or 25, 2022 following the Audit Committee meeting at 6:00 PM.

The May Accounts Payable and Payroll warrant signing schedule by Commissioners was reviewed.

8. Adjournment

Vice Chair Pacino made a **motion**, seconded by Chair Bita, move that the Board of Commissioners adjourn regular session.

Motion Carried: 5:0:0 (5 in favor, 0 against) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye.

Documents Used
2022-04-21 RMLD Board of Commissioners Regular Session Packet
Board Packet Attachment 1

Town of Reading
Meeting Minutes

Board - Committee - Commission - Council:

RMLD Board of Commissioners

Date: 2022-04-29   Time: 2:00 PM

Building: Location: Zoom

Address: Session: Open Session

Purpose: General Business   Version: Draft

Attendees: **Members - Present:**

Marlena Bita, Chair; Philip Pacino, Vice Chair; David Talbot, Commissioner; Robert Coulter, Commissioner.

Members - Not Present:

John Stempeck,Commissioner.

Others Present:

RMLD Staff: Coleen O'Brien, General Manager; Janet Walsh, Director of Human Resources, Erica Morse, Executive Assistant.

Minutes Respectfully Submitted By: Philip Pacino, Secretary Pro Tem

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Topics of Discussion:

1. Call Meeting to Order
Chair Bita called the Board of Commissioner's (BOC) meeting to order at 2:04 PM and announced that the meeting would be held remotely on Zoom.

   Opening Remarks and Introductions
   Chair Bita read the RMLD BOC Code of Conduct and asked all remote attendees to identify themselves.

   Those present and attending remotely Chair Bita, Vice Chair Pacino, Commissioners Talbot and Coulter

   Vice Chair Pacino served as Secretary at the meeting.

2. Public Comment
There was no comment from the public during this meeting.

3. Executive Session
At 2:05 PM, Vice Chair Pacino made a **motion,** seconded by Commissioner Talbot, move that the Board of Commissioners go into Executive Session pursuant to Massachusetts G.L. c.164 section 47D, exemption from public records and open meeting requirements in certain instances, to discuss the deployment of security personnel or devices, or strategies with respect thereto; and to conduct strategy sessions in preparation for negotiations with nonunion personnel or to conduct collective bargaining sessions or contract negotiations with nonunion personnel; and return to regular session, for the sole purpose of adjournment. Note: Roll call vote required.

   Motion Carried: **4:0:1** (4 in favor, 1 absent) Roll Call: Chair Bita, Aye; Vice Chair

Pacino, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye. Commissioner Stempeck was absent from the meeting.

After discussion in Executive Session the returned to Regular Session

4. Adjournment
At 3:30 PM, Vice Chair Pacino made a **motion**, seconded by Commissioner Talbot, move that the Board of Commissioners adjourn regular session. Note: Roll call vote required.

Motion Carried: **4:0:1** (4 in favor, 1 absent) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye. Commissioner Stempeck was absent from the meeting.

**Town of Reading
Meeting Minutes**

Board - Committee - Commission - Council:

RMLD Board of Commissioners

Date: 2022-05-06		Time: 2:30 PM	
Building: Reading Municipal Light Building		Location: Winfred Spurr Audio Visual Room	
Address:		Session: Open Session	
Purpose: General Business		Version: Draft	

Attendees: **Members - Present:**

Marlena Bita, Chair; Philip Pacino, Vice Chair; John Stempeck,Commissioner; David Talbot, Commissioner; Robert Coulter, Commissioner.

Members - Not Present:

Others Present:

RMLD Staff: Coleen O'Brien, General Manager; Janet Walsh, Director of Human Resources, Hamid Jaffari, Director of Engineering & Operations; Gregory Phipps, Director of Integrated Resources; Wendy Markiewicz, Director of Business Finance; Erica Morse, Executive Assistant.
Citizens' Advisory Board: Jason Small, Chair.
RMLD Liasons: Karen Herrick, Reading Select Board

Minutes Respectfully Submitted By: Philip Pacino, Secretary Pro Tem

Topics of Discussion:

1. Call Meeting to Order

Chair Bita called the Board of Commissioner's (BOC) meeting to order at 2:45 PM and announced that the meeting would be held remotely on Zoom and streamed live on RCTV and YouTube.

Opening Remarks and Introductions

Chair Bita read the RMLD BOC Code of Conduct and asked all remote attendees to identify themselves**.**

Vice Chair Pacino, Commissioner Coulter, and Coleen O'Brien, General Manager, participated in the meeting remotely on Zoom.

Vice Chair Pacino served as Secretary at the meeting.

2. Appointment of the Interim/Acting General Manager
Introduction

Chair Bita remarked on the importance of the decision to appoint the Interim/Acting General Manager and noted that the BOC is grateful for the dedicated pursuit of this position at RMLD.

In its 100 plus year history, RMLD has served a growing residential, commercial, and industrial customer base with near perfect reliability for its customers and safety for its employees.

The BOC is humbled to have three extraordinarily strong in-house candidates: Hamid Jaffari, Gregory Phipps, and Wendy Markiewicz. All of whom envision furthering their passion for the power industry with team collaboration. This passion and collaboration will innovatively drive mandated climate change goals by changing human habits.

Chair Bita stated that the General Manager position has been served dutifully by Coleen O'Brien for nine years, whose leadership has mentored all three candidates. The BOC wished the General Manager a happy and rewarding retirement and thanked her for providing constant leadership in a rapidly changing industry.

Nominations
Chair Bita explained the procedure for nominations. The Chair will state the names of each candidate, starting with the candidate who interviewed first. The BOC will indicate if the stated candidate is their first choice by show of hand.
- Hamid Jaffari, Director of Engineering and Operations
  By show of hand, Vice Chair Pacino voted for Hamid Jaffari as the first-choice candidate for the Interim/Acting General Manager position.

- Gregory Phipps, Director of Integrated Resources
  By show of hands, Chair Bita, Commissioner Stempeck, Commissioner Talbot, and Commissioner Coulter voted for Gregory Phipps as the first-choice candidate for the Interim/Acting General Manager position.

  It was stated that a majority of the BOC (4 in favor) voted for Gregory Phipps as the first-choice candidate for Interim/Acting General Manager.

Chair Bita congratulated Greg and noted that the BOC is grateful for his interview.
The BOC proceeded with the motion for the appointment of the Interim/Acting General Manager.

Chair Bita made a **motion**, seconded by Commissioner Talbot, move that the RMLD Board of Commissioners hereby appoints Gregory Phipps to serve as the Interim General Manager effective upon the retirement of the incumbent General Manager until a permanent appointment is made. The Employee also shall serve as the Acting General Manager during absences (such as vacation, sick leave, etc.) of the incumbent General Manager until the effective date of her separation from employment. While serving as the Interim or Acting General Manager, the Employee shall be responsible for his current duties as the Director of Integrated Resources.

Motion Carried: **4:1** (4 in favor, 1 abstained) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Abstain; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye
Vice Chair Pacino could not hear the motion and it was clarified that the motion was read from item #2 on the regular session posted agenda.

Commissioner Stempeck said he agreed with Chair Bita's remarks. Any one of the candidates would be able to fulfill this position. Commissioner Stempeck noted that he is proud of the candidates and the dedication that they put in, which was shown through the resumes and materials. Commissioner Stempeck said that the Q&A interview portion was spectacular, and from a historic viewpoint, the last interview process did not have anywhere near the level of sophistication and quality of individuals. The choice was extremely difficult.

Commissioner Talbot echoed what Commissioner Stempeck and Chair Bita said. Commissioner Talbot thanked the candidates and said it speaks so highly of RMLD that three people of this caliber work for the Department. Commissioner Talbot noted that it is a pleasure working with the candidates and he is glad to be back together in one room.

Commissioner Coulter echoed all the Commissioners' comments and noted that all of the

candidates were unbelievable and did a great job in the interviews. It was an extremely difficult choice and he appreciated everyone putting themselves forward.

Vice Chair Pacino noted that he was unable to hear Chair Bita and Commissioner Stempeck remarks. Vice Chair Pacino stated that these were three excellent and fully qualified candidates, and he appreciates all three for putting their names forward.

3. Executive Session
At 2:55 PM Chair Bita made a **motion**, seconded by Commissioner Stempeck, Move that the Board of Commissioners go into Executive Session pursuant to Massachusetts G.L. c.164 section 47D, exemption from public records and open meeting requirements in certain instances, to conduct strategy sessions in preparation for negotiations with nonunion personnel or to conduct collective bargaining sessions or contract negotiations with nonunion personnel; and return to regular session, for the continuation of regular session. Note: Roll call vote required.

Motion Carried: **5:0:0** (5 in favor) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye
After discussion in Executive Session the Board returned to Regular Session.

4. Adjournment
The BOC adjourned executive session and returned to regular session for the sole purpose of adjournment.
At 3:35 PM Vice Chair Pacino made a **motion**, seconded by Commissioner Stempeck, that the Board of Commissioners adjourn Regular Session.
Motion Carried: 5:0:0 (5 in favor) Roll Call: Chair Bita, Aye; Vice Chair Pacino, Aye; Commissioner Stempeck, Aye; Commissioner Talbot, Aye; Commissioner Coulter, Aye.

Communications Update

- Events
  - Successful RMLD Open House on 10/6
  - Event was listed in all local papers and online sources, Reading Post/RCTV attended
- Media Coverage
  - Received Patch media inquiry about rate hikes, and responded with a statement that led to 2 positive stories on Wilmington, Reading sites
- Social Media
  - RMLD continues to see steady, organic growth
  - Facebook reach up 115% over previous month
- Upcoming Initiatives
  - Customer survey, newsletter redesign, promotion of Shred the Peak program for winter months

RMLD **Reading Municipal Light Department** RELIABLE POWER

EMPLOYEE SURVEY REPORT

Objective: To solicit input from the employees to help RMLD operate better (employee morale, process efficiency, more streamlined procedures, better equipped employees, and improved communication).

Administration Highlights:

- Our intention is to take action on employee input suggestions.
- View feedback as part of ongoing process improvements.
- The feedback will require some time to synthesize, develop, and implement action items.
- All employee feedback can not be implemented at one time. The intention is to perform quarterly surveys and focus on high priority input each quarter.
- The survey will be an ongoing series that will be administered quarterly.
- The intention is not to be a pulse survey and it is recognized that an internal employee survey is very different from an external customer survey.

Process:

- The survey will be issued with just a few questions, primarily open text format rather than multiple choice or numbered scale.
- As the intent of the survey is to focus on process improvement; surveys will be submitted by identified individual employees. We realize that identification may initially limit the number of survey responses, but we expect the quality of those responses to be more thoughtful and actionable. Over time as the employees see changes from their feedback, we anticipate high levels of participation.
- It will be made clear to staff that the review audience will include the GM (consistent with the current open door, open communication approach) and immediate direct staff.
- The GM and review team will synthesize and share survey input with the employees.
- The leadership team will develop solutions and action items based on specific survey feedback.
- Action items are intended to be implemented or at least started before the next survey round.
- It is recognized that not all feedback will have a practical solution and the employees will be informed of that scenario as it occurs.

Timeline:

- Our intention is to start in Q4 2022 and continue quarterly through Q4 2023, then re-evaluate.

Proposed Questions:

1. Based on your understanding, describe what RMLD is trying to accomplish over the next 5-10 years.
2. Describe how your work contributes to the overall goals of RMLD
3. Describe your career path at RMLD.
4. Please list the top five things that RMLD should continue to do.

IGM Goals
Phipps Leading RMLD Team as Player/Coach

IGM goals for Jun through Dec 2022, excluding day-to-day responsibilities

Vision *(strategic direction)*

a)	Summarize RMLD context (view of next 5 – 35 years)	Nov
b)	Conduct proactive grid resiliency, modernization studies	ongoing
c)	Engage legislative (MLP strategies and RMLD specific support)	accelerate
d)	Create new strategic plan (revise RMLD mission, vision)	Dec

Team / Personnel *(recruit, equip, motivate)*

c)	Improve internal communications (open door, all hands meetings, …)	initiated
d)	Negotiate mutually beneficial union contracts	signatures
e)	Upgrade leadership team (hire 1-2 more positions)	in process
f)	Retool work force (recruit open positions, moves, promotions, …)	in process
g)	Restart intern / co-op program (ex. Summer 2022)	Jun-Aug 2022
h)	Recast organization structure	Nov

Customers *(rate payers, new businesses, Town(s) Leadership)*

i)	Implement intermediate rate increase (TOU, peak mgmt, …)	Dec
j)	Recruit new large customers (run associated reliability / grid studies)	in process
k)	Magnify customer communication (ex social media, …)	ongoing
l)	Rebuild teamwork with Town(s) Leadership	ongoing

Platform *(efficiently support electrification load growth)*

m)	Secure 326 Ballardvale (default site for new substation)	complete
n)	Pursue more land to create platform options (ex Rt 125)	in process
o)	Accelerate supply chain response (proactive opportunity pursuit)	in process
p)	Install EV chargers North Reading, Lynnfield	in process

Funding *(new strategy to reflect new context and operational changes)*

p)	Finalize 2023 operating and capital budget	Nov
q)	Apply for new funding sources (ex grants (IIJC, IRA, state, …))	Nov, ongoing

Power Supply *(increase resiliency, dampen upward cost pressure, ensure compliance)*

r)	Pursue within territory generation (ex Maple Meadow, …)	ongoing
s)	Pursue generation opportunities (ex hydro and solar ownership)	Nov
t)	Initiate large scale storage partnership opportunities	in process

Synchronized legislative strategies – 2023

coordinated process

1) Commissioners share ideas with GM's on the ENE BoD (now)

2) GM's bring ideas to ENE BoD meeting, where ideas are discussed and refined (next week)

3) ENE Strategies assembles another non-quorum Commissioner, with GM's, to further refine and prioritize (Nov)

4) Commissioners individually contact legislators to express support of these legislative topics (spring 2023)

5) ENE Strategies lobby legislators in support of these legislative topics (spring 2023)

1

initial ideas for discussion during open BoC meeting

a) Share data of EVs (battery and hybrid) within MLP territories to help accelerate adoption, place public chargers, and ensure network reliability

b) Help promote ASHP adoption within MLPs (example contractor engagement, workforce training, certification, licensing, …)

c) Mutually share regional load data (especially transmission) to help MLP's transition faster to non-carbon sourcing without sacrificing reliability

d) ??

RMLD

2022 ENE Board Meeting Schedule

The following dates are the tentative days for the 2022 ENE Board of Director's meetings:

Wednesday, March 30st	Mansfield
Wednesday, June 15th	Mansfield
Wednesday, August 10th	Woods Hole
Mon/Tues., Oct. 24/25th	Mansfield (Strategic Meeting)
Monday, Dec. 19th	Mansfield (Holiday dinner night before)

RMLD BOARD OF COMMISSIONERS MEETING

OCTOBER 20, 2022

POLICY 27: USE OF RMLD INFORMATION SYSTEMS: COMPUTER, EMAIL, INTERNET, AND OTHER INFORMATION SERVICES

In accordance with the Board's periodic policy review, please find attached the review package for Policy 27: Use of RMLD Information Systems (Revision 3).

Included are the following three components:

- Policy 27: Use of RMLD Information Systems (Revision 3) Summary & Highlights (This Page).
- Updated Policy 27: Use of RMLD Information Systems (Revision 3)
- Policy 27: Use of RMLD Information Systems (Revision 3) with red lines.

<u>SUMMARY</u>

Policy 27 (Revision 3) was revised to simplify the guidelines for the use of RMLD electronic devices, as outlined in the policy. Various sections were removed, and the remaining sections were refined for further clarity. Certain removed sections will be incorporated in the newly drafted *Public Records and Confidential Information Policy*.

<u>REVISION HIGHLIGHTS</u>

- **Overview**
    - Manager of Information Technology was changed to Director of Information Technology throughout.
    - Manager of Human Resources was changed to Director of Human Resources throughout.
- **Section I: Purpose**
    - "Internet" was added to the list of electronic devices applicable to Policy 27 guidelines.
- **Section III: Permitted Use**
    - <u>Subsection III: A: Permitted Uses – Generally</u>
        - Verbiage relative to the requirement of prior authorization for more frequent personal use of RMLD information systems was removed.
    - <u>Subsection III: B: Examples of Permitted Use</u>
        - Subsection III: B: Examples of Permitted Use was removed for redundancy.
- **Section IV: Prohibited Uses**
    - <u>Subsection IV: B: Specific Prohibited Uses</u>

- - Verbiage was added to clarify that the list of prohibited uses was non-exhaustive.
- **Section VI: Additional Responsibilities – Hardware and Software**
    - <u>Subsection VI: A: Cooperation</u>
        - Verbiage was modified to encompass "IT security" software.
    - <u>Subsection VI: C: Use of Existing Software</u>
        - Subsection VI: C: Use of Existing Software was removed for redundancy.
    - <u>Subsection VI: D: Passwords</u>
        - Verbiage was removed for redundancy.
    - <u>Subsection VI: F: Transmission of Confidential Information.</u>
        - Subsection VI: F: Transmission of Confidential Information was removed and will be incorporated in the newly drafted *Public Records and Confidential Information Policy*.

RMLD Policy No. 27
USE OF RMLD INFORMATION SYSTEMS:
COMPUTERS, E-MAIL, INTERNET AND OTHER INFORMATION SERVICES

Revision No. 3   Commission Vote Date _____

_____   _____
Interim General Manager/Date   Next Review Date

I. PURPOSE

The purpose of this Policy is to establish guidelines for the use of Reading Municipal Light Department's ("RMLD") electronic devices, including, but not limited to, computers, networks, software, Internet, Intranet, email systems, electronically stored or computerized voicemail systems, the Internet, and other RMLD information systems and services (may be referred to collectively as "information systems") by employees and the RMLD Board of Commissioners. RMLD recognizes that use of information technology and related systems and services has many benefits and can improve the efficiency and effectiveness of RMLD business and workplace communications. RMLD also recognizes that certain uses may place RMLD and others at risk or otherwise may be incompatible with a professional environment. Accordingly, RMLD has established these guidelines governing the use of RMLD information systems.

II. RESPONSIBILITIES

A. <u>General Manager</u>. The General Manager or his/her designee shall be responsible for the following:

1. Overall implementation of and compliance with this Policy;

2. Taking corrective or disciplinary action for violations of this Policy;

3. Recommending policy changes or procedures with respect to non-technical matters; and

4. Reporting to and interacting with the Board of Commissioners regarding this Policy.

B. <u>Director of Information Technology</u>. The Director of Information Technology shall be responsible for the following:

1. Recommending updates to this Policy regarding technical matters;

2. As may be authorized by the General Manager, monitoring activities involving the use of RMLD's information systems in accordance with RMLD's policies and procedures, and reporting any suspected violations or other suspicious behavior to the General Manager;

3. Providing assistance with investigations and disciplinary proceedings involving the use of information systems at the request of the General Manager;

4. Providing recommendations to improve the security of RMLD's information systems and protect against misuse; and

5. Providing information in response to questions by the General Manager and/or Board of Commissioners regarding RMLD information systems and this Policy.

C. Director of Human Resources. The Director of Human Resources shall be responsible for assisting the General Manager and/or Director of Information Technology with investigations and the imposition of disciplinary measures with respect to violations of this Policy.

D. The Board of Commissioners. The Board of Commissioners are responsible for approving policy changes and for using RMLD information systems in compliance with this Policy and the Open Meetings Law. Board members should be mindful that communications with another Board member could result in serial communications between a quorum of Board members in violation of the Open Meeting Law. Board members are cautioned against using email to communicate with other Board members except for purely educational, procedural or housekeeping matters. If an email is received by a Board member, the Board member should not forward the messages to other Board members. Board members also should refrain from discussing RMLD business, with the exception of procedural matters, in online forums or group messaging.

III. **PERMITTED USE**

A. Permitted Uses – Generally. RMLD's information systems are RMLD property and are to be used for RMLD business during work hours. Incidental and occasional brief personal use is permitted during non-working hours, so long as such use does not interfere with any employee's work or violate this or other RMLD policies. Employees also may use RMLD information systems on a limited basis for academic assignments during non-working hours.

IV. **PROHIBITED USES**

A. Prohibited Uses - Generally. RMLD information systems may not be used for any purpose or manner that may jeopardize RMLD's operations or image, cause harm

to its property or others, or is otherwise incompatible with a professional environment. RMLD Employees may not use RMLD information systems to engage in harmful or offensive activities, to appropriate proprietary information or in manner that is or may be inconsistent with RMLD's interests.

1. <u>Harmful and Offensive Activities</u>. RMLD specifically prohibits the use of information systems in ways that are disruptive, offensive to others or harmful to morale, including sending or receiving sexually explicit messages, images and cartoons, ethnic slurs, racial comments, off-color jokes or anything that could be construed as harassment or that shows disrespect for others, defames or slanders others, or otherwise harms another person or business.

   Employees may not use the Internet to access websites that contain any such harmful or offensive material, including any website that contains sexually suggestive or erotic content, any discriminatory messages or material that disparages any group. Employees may not use RMLD information systems for non-RMLD solicitations or commercial messages and for messages of a religious or political nature. E-mail and Internet access always should be used in such a way that all transmissions, whether internal or external, are accurate, appropriate, ethical and lawful.

2. <u>Proprietary Information</u>. Illegal duplication of software or violation of copyright laws by the duplication or sharing of software, or the distribution of copyrighted material, is strictly prohibited. Also, employees shall not use a password, access a file or retrieve a stored communication that is not normally accessible to that employee.

3. <u>Personal Opinions</u>. Employees and Commissioners shall not use RMLD information systems to convey personal or individual opinion(s) to the public or otherwise give the appearance that a personal opinion constitutes the official position of RMLD. Good judgment should always be used when acting as a representative of the RMLD in news groups, bulletin boards, social media, etc.

B. <u>Specific Prohibited Uses</u>. The following uses are prohibited, regardless of whether RMLD information systems are used for RMLD or personal business. The following is a non-exhaustive list.

- Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate RMLD purposes;

- Accessing networks, servers, drives, folders, or files to which the employee has not been granted access or authorization, including accessing confidential information of RMLD staff or customers;

- Installing or downloading software not authorized by RMLD, even if the software will be used for business purposes;

- Making unauthorized copies of RMLD's electronic files or other RMLD data;

- Destroying, deleting, erasing, or concealing RMLD files or other RMLD data, or otherwise making such files or data unavailable or inaccessible to RMLD or to other authorized users of RMLD systems;

- Misrepresenting oneself or RMLD;

- Violating any federal, state, or local laws and regulations;

- Violating any RMLD policies or standards of conduct;

- Engaging in other unlawful or malicious activities;

- Engaging in serial communications with Board members in violation of Open Meeting laws;

- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either RMLD's networks or systems or those of any other individual or entity;

- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages;

- Sending, receiving, or accessing obscene materials;

- Conducting a side business or activities that conflict with RMLD duties or obligations;

- Causing congestion, disruption, disablement, alteration, or impairment of RMLD networks or systems;

- Maintaining, organizing, or participating in non-work-related Web logs ("blogs"), Web journals, chat rooms, or private/personal/instant messaging;

- Failing to log off any secure, controlled-access computer or other form of electronic data system to which you are assigned, if you leave such computer or system unattended;

- Engaging in online sports betting and gambling;

- Playing recreational games; and/or

- Defeating or attempting to defeat security restrictions on RMLD systems and applications.

V. PRIVACY AND ENFORCEMENT

A. <u>No Expectation of Privacy.</u> RMLD information systems, including all devices, files, and services are RMLD property and RMLD employees shall have no expectation of privacy when using such information systems, devices, and services, even when used for authorized personal purposes and/or when such data or files are password protected.

B. <u>Monitoring and Inspections.</u> In accordance with authorization that the General Manager may give to certain RMLD managers and authorized staff, such RMLD managers and authorized staff may monitor and inspect RMLD information systems, including all active, backup and "deleted" files, and may monitor employee use. Even though files, data, or messages may appear to be "deleted", employees should be aware that such information may be available for retrieval and inspection. Internet and Intranet activity can be monitored.

C. <u>Use of Employee Data and Information</u>. RMLD may use any data or information retrieved from its information systems for any legitimate RMLD purposes, including disciplining RMLD employees and reporting violations of this policy or any laws to the appropriate authorities.

D. <u>Violations</u>. RMLD may impose corrective action or discipline, including termination of employment, for violations of this policy. Corrective action may include, but is not limited to, restricting access to RMLD information systems, including all devices, files, and services. Employees should notify their immediate supervisors or manager of any suspected violations of this policy or any potential security breach.

VI. ADDITIONAL RESPONSIBILITIES - HARDWARE AND SOFTWARE

A. <u>Cooperation</u>. All RMLD employees and Commissioners shall cooperate with the implementation of RMLD IT security software, hardware and software upgrades as directed by Information Technology ("IT") Department.

B. <u>Approval</u>. All employees and Commissioners shall obtain approval of the IT Department prior to installing or downloading any software.

C. <u>Protection of RMLD Property</u>. All users are expected to take reasonable care of RMLD information systems. Intentional damage (*i.e.,* vandalism) of hardware, software files and computer peripherals is prohibited and may result in disciplinary action up to and including termination. Accidental damage shall be reported immediately to the IT Department.

D. <u>Passwords</u>. Passwords are confidential and should be treated as such. Employees and Commissioners should not disclose their passwords to others and should change them periodically. Any unauthorized access to another employee's e-mail account, data files and voice mail is prohibited and may result in disciplinary action up to and including termination.

E. <u>Cybersecurity</u>. All RMLD employees and Commissioners shall comply with North American Electric Reliability Corporation (NERC) cybersecurity requirements as directed by the General Manager or the IT Department.

RMLD Policy No. 27
USE OF RMLD INFORMATION SYSTEMS:
COMPUTERS, E-MAIL, INTERNET AND OTHER INFORMATION SERVICES

Revision No. 3~~2~~   **Commission Vote Date** -_____

_____   _____
General Manager/Date   **Next Review Date**

I. PURPOSE

The purpose of this Policy is to establish guidelines for the use of Reading Municipal Light Department's ("RMLD") electronic devices, including, but not limited to, computers, networks, software, Internet, Intranet, email systems, electronically stored or computerized voicemail systems, the Internet, and other RMLD information systems and services (may be referred to collectively as "information systems") by employees and the RMLD Board of Commissioners. RMLD recognizes that use of information technology and related systems and services has many benefits and can improve the efficiency and effectiveness of RMLD business and workplace communications. -RMLD also recognizes that certain uses may place RMLD and others at risk or otherwise may be incompatible with a professional environment. Accordingly, RMLD has established these guidelines governing the use of RMLD information systems.

II. RESPONSIBILITIES

A. General Manager. The General Manager or his/her designee shall be responsible for the following:

1. Overall implementation of and compliance with this Policy;

2. Taking corrective or disciplinary action for violations of this Policy;

3. Recommending policy changes or procedures with respect to non-technical matters; and

4. Reporting to and interacting with the Board of Commissioners regarding this Policy.

~~B.~~ Director of Information Technology. -The ~~Manager~~ Director of Information Technology shall be responsible for the following:

~~C.~~B.

  1. Recommending updates to this Policy regarding technical matters;

  2. As may be authorized by the General Manager, monitoring activities involving the use of RMLD's information systems in accordance with RMLD's policies and procedures, and reporting any suspected violations or other suspicious behavior to the General Manager;

  3. Providing assistance with investigations and disciplinary proceedings involving the use of information systems at the request of the General Manager;

  4. Providing recommendations to improve the security of RMLD's information systems and protect against misuse; and

  5. Providing information in response to questions by the General Manager and/or Board of Commissioners regarding RMLD information systems and this Policy.

C. Director of Human Resources~~Human Resources Manager~~. The Director of Human Resources ~~Manager~~ shall be responsible for assisting the General Manager and/or ~~Manager~~ Director of Information Technology with investigations and the imposition of disciplinary measures with respect to violations of this Policy.

D. The Board of Commissioners. The Board of Commissioners are~~is~~ responsible for approving policy changes and for using RMLD information systems in compliance with this Policy and the Open Meetings Law. Board members should be mindful that communications with another Board member could result in serial communications between a quorum of Board members in violation of the Open Meeting Law. Board members are cautioned against using email to communicate with other Board members except for purely educational, procedural or housekeeping matters. If an email is received by a Board member, the Board member should not forward the messages to other Board members. Board members also should refrain from discussing RMLD business, with the exception of procedural matters, in online forums or group messaging.

III. PERMITTED USE

~~A.~~ Permitted Uses – Generally. RMLD's information systems are RMLD property and are to be used ~~primarily~~ for RMLD business during work hours. Incidental and occasional brief personal use is permitted during non-working hours, so long as such use does not interfere with any employee's work or violate this or other RMLD policies. Employees also may use RMLD information systems on a limited basis for academic assignments during

non-working hours. More frequent personal use of RMLD information systems shall require prior authorization.

B. Examples of Permitted Uses.

1. Examples of appropriate workplace use:
- Internal communications with other RMLD employees and/or Commissioners relating to business matters.

- External communications with customers, professional associations, vendors, outside professionals, etc.

- Accessing information for appropriate business purposes such as, researching business-related topics or online training;

- Participating in work-related online training, seminars or presentations.

- Managing services and customer accounts;

- Conducting online transactions, to the extent authorized;

- Posting notices and information authorized by RMLD;

- Accessing the Internet for RMLD-related reasons; and

- As otherwise authorized or necessary or convenient to perform one's job duties.

2. Examples of permitted personal use:

- Bbrief communications with family members;

- Bbrief communications with coworkers for personal matters, such as for lunch plans and breaks;

- Bbrief checks of traffic, weather, or other news;

- Ffor academic assignments in connection with RMLD's tuition reimbursement program — Policy No. 17, provided such use occurs during non-working hours; and

- for appointment scheduling and reminders.

IV. PROHIBITED USES

V.IV.

A   Prohibited Uses - Generally. RMLD information systems may not be used for any purpose or manner that may jeopardize RMLD's operations or image, cause harm to its property or others, or is otherwise incompatible with a professional environment. RMLD Employees may not use RMLD information systems to engage in harmful or offensive activities, to appropriate proprietary information or in manner that is or may be inconsistent with RMLD's interests.

1.   Harmful and Offensive Activities. RMLD specifically prohibits the use of information systems in ways that are disruptive, offensive to others or harmful to morale, including sending or receiving sexually explicit messages, images and cartoons, ethnic slurs, racial comments, off-color jokes or anything that could be construed as harassment or that shows disrespect for others, defames or slanders others, or otherwise harms another person or business.

Employees may not use the Internet to access websites that contain any such harmful or offensive material, including any website that contains sexually suggestive or erotic content, any discriminatory messages or material that disparages any group. Employees may not use RMLD information systems for non-RMLD solicitations or commercial messages and for messages of a religious or political nature. E-mail and Internet access always should be used in such a way that all transmissions, whether internal or external, are accurate, appropriate, ethical and lawful.

2.   Proprietary Information. Illegal duplication of software or violation of copyright laws by the duplication or sharing of software, or the distribution of copyrighted material, is strictly prohibited. Also, employees shall not use a password, access a file or retrieve a stored communication that is not normally accessible to that employee.

2.3.   Personal Opinions. Employees and Commissioners shall not use RMLD information systems to convey personal or individual opinion(s) to the public or otherwise give the appearance that a personal opinion constitutes the official position of RMLD. Good judgment should always be used when acting as a representative of the RMLD in news groups, bulletin boards, social media, etc.

~~C.~~ B. **Specific Prohibited Uses.** The following uses are prohibited, regardless of whether RMLD information systems are used for RMLD or personal business. The following is a non-exhaustive list. ~~:~~

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- Destroying, deleting, erasing, or concealing RMLD files or other RMLD data, or otherwise making such files or data unavailable or inaccessible to RMLD or to other authorized users of RMLD systems;

- Misrepresenting oneself or RMLD;

- Violating any federal, state, or local laws and regulations;

- Violating any RMLD policies or standards of conduct;

- Engaging in other unlawful or malicious activities;

- Engaging in serial communications with Board members in violation of Open Meeting laws;

- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either RMLD's networks or systems or those of any other individual or entity;

- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages;

- Sending, receiving, or accessing obscene materials;

- Conducting a side business or activities that conflict with RMLD duties or obligations;

- Causing congestion, disruption, disablement, alteration, or impairment of RMLD networks or systems;

- Maintaining, organizing, or participating in non-work-related Web logs ("blogs"), Web journals, chat rooms, or private/personal/instant messaging;

- Failing to log off any secure, controlled-access computer or other form of electronic data system to which you are assigned, if you leave such computer or system unattended;

- Engaging in online sports betting and gambling;

- Playing recreational games; and/or

- Defeating or attempting to defeat security restrictions on RMLD systems and applications.

VI.V.   PRIVACY AND ENFORCEMENT.

A. No Expectation of Privacy. RMLD information systems, including all devices, files, and services are RMLD property and RMLD employees shall have no expectation of privacy when using such information systems, devices, and services, even when used for authorized personal purposes and/or when such data or files are password protected.

B. Monitoring and Inspections. In accordance with authorization that the General Manager may give to certain RMLD managers and authorized staff, such RMLD managers and authorized staff may monitor and inspect RMLD information systems, including all active, backup and "deleted" files, and may monitor employee use. Even though files, data, or messages may appear to be "deleted", employees should be aware that such information may be available for retrieval and inspection. Internet and Intranet activity can be monitored.

C. Use of Employee Data and Information. RMLD may use any data or information retrieved from its information systems for any legitimate RMLD purposes, including disciplining RMLD employees and reporting violations of this policy or any laws to the appropriate authorities.

D. Violations. RMLD may impose corrective action or discipline, including termination of employment, for violations of this policy. Corrective action may include, but is not limited to, restricting access to RMLD information systems, including all devices, files, and services. Employees should notify their immediate supervisors

or manager of any suspected violations of this policy or any potential security breach.

~~VII.~~VI.   ADDITIONAL RESPONSIBILITIES - HARDWARE AND SOFTWARE

A. Cooperation. All RMLD employees and Commissioners shall cooperate with the implementation of RMLD ~~anti-virus~~ IT security software, ~~and all~~ hardware and software upgrades as directed by Information Technology ("IT") Department.

B. Approval. —All employees and Commissioners shall obtain approval of the IT Department prior to installing or downloading any software.

~~C. Use of Existing Software. RMLD employees and Commissioners are permitted to use RMLD software already installed on the computer for personal business consistent with this policy as long as the use or data will not significantly interfere with the overall capacity of the computer for its originally intended purposes.~~

~~D.~~C.   Protection of RMLD Property. All users are expected to take reasonable care of RMLD information systems. Intentional damage (*i.e.*, vandalism) of hardware, software files and computer peripherals is prohibited and may result in disciplinary action up to and including termination. Accidental damage shall be reported immediately to the IT Department.

~~E.~~D.   Passwords. Passwords are confidential and should be treated as such. Employees and Commissioners should not disclose their passwords to others and should change them periodically ~~per RMLD password policy~~. Any unauthorized access to another employee's e-mail account, data files and voice mail is prohibited and may result in disciplinary action up to and including termination.

~~Transmission of Confidential Information. Confidential customer or employee information (e.g., social security numbers, account and credit card information) shall only be transmitted through secure or authorized means.~~

~~F.~~E. Cybersecurity. All RMLD employees and Commissioners shall comply with North American Electric Reliability Corporation (NERC) cybersecurity requirements as directed by the General Manager or the IT Department.

RMLD BOARD OF COMMISSIONERS MEETING

OCTOBER 20, 2022

POLICY 29: IDENTITY THEFT PREVENTION AND DATA SECURITY

In accordance with the Board's periodic policy review, please find attached the review package for Policy 29: Identity Theft Prevention and Data Security (Revision 2).

Included are the following three components:
- Policy 29: Identity Theft Prevention and Data Security (Revision 2) Summary & Highlights (This Page).
- Updated Policy 29: Identity Theft Prevention and Data Security (Revision 2).
- Policy 29: Identity Theft Prevention and Data Security (Revision 2) with red lines.

<u>SUMMARY</u>

Policy 29 (Revision 2) was revised to provide clarity on "the Program" as required by Policy 29. Various sections were removed, and the remaining sections were refined for further clarity. Responsibilities were shifted from the Director of Business Finance to the Director of Information Technology and General Manager.

<u>REVISION HIGHLIGHTS</u>
- **Overview**
  - Manager of Information Technology was changed to Director of Information Technology throughout.

- **Section I: Purpose**
  - Verbiage was added to the purpose of the policy to include "maintenance of the program".
  - Verbiage relative to the Program was removed for redundancy.

- **Section II: Definitions**
  - <u>Subsection II: B: Identifying information</u>
    - Verbiage was modified to reflect the updated definition of PI from the department of labor website.

- **Section III: Program Elements**
  - Subsection III: Program Elements was removed for redundancy and will be incorporated into the Program.

- **Section VI: Data Security Measures**
  - Subsection IV: Data Security Measures was removed for redundancy and will be incorporated into the Program.

- **Section V: Responsibilities**
  - <u>Subsection V: A: RMLD Board of Commissioners</u>
    - Verbiage was modified to clarify the responsibilities of the RMLD BoC.
    - Verbiage was added relative to annual updates of the Program to the BoC.
  - <u>Subsection V: B: General Manager</u>
    - Subsection V: B: 2: Removed for redundancy.
    - Subsection V: B: 3: Verbiage was added relative to the overall development and implementation of the program.
    - Subsection V: B: 4: Verbiage was added relative to monitoring compliance and employee discipline.
    - Subsection V: B: 4 (Meeting): Removed for redundancy.
  - <u>Subsection V: C: Director of Business Finance</u>
    - Director of Business Finance was replaced with Director of IT.
    - Subsection V: C: 1: Responsibilities relative to certain program requirements was moved to the Director of IT.
    - Subsection V: C: 2: Responsibilities relative to retention and third-party service providers was moved to the Director of IT.
    - Subsection V: C: 2: (Reviewing): Verbiage relative to reviewing procedures was removed for redundancy.
    - Subsection V: C: 5: Verbiage was added to clarify training requirements.
    - Subsection V: C: 7: Verbiage was added relative to reporting requirements with data breaches.
    - Subsection V: C: 7 (Assistance): Verbiage was removed relative to assistance for the Director of Business Finance.
  - <u>Subsection V: D: Manager of IT</u>
    - All sections were combined with Section V:C: Director of IT
  - <u>Subsection VI: F: Transmission of Confidential Information.</u>
    - Subsection VI: F: Transmission of Confidential Information was removed and will be included in the *Public Records and Confidential Information Policy,* currently under internal review.

RMLD Policy No. 29

IDENTIFY THEFT PREVENTION AND DATA SECURITY POLICY

Revision No. 2   Commission Vote Date _____

_____   _____
Interim General Manager/Date   Next Review Date

I. <u>PURPOSE</u>

The purpose of this policy is to require the development, implementation, and maintenance of a written Identity Theft prevention program ("Program") including the data security measures to protect private and sensitive information. With the rise of Identity Theft, the Reading Municipal Light Department ("RMLD") recognizes the importance of safeguarding the private information of its customers and employees. Accordingly, RMLD shall establish and maintain a Program designed to detect, prevent, and mitigate Identity Theft consistent with standards and guidelines established by federal and Massachusetts Red Flag Rules. This policy does not replace but supplements other policies, procedures or practices developed and implemented by RMLD to prevent data security breaches and to comply with the requirements and standards of the North American Electric Reliability Corporation ("NERC") and other authorities.

II. <u>DEFINITIONS</u>

A. <u>Covered Account</u>. A "Covered Account" includes:

1. An account that a financial institution or creditor offers or maintains, primarily for personal, family, or household purposes, *e.g.*, residential accounts that involve or are designed to permit multiple payments or transactions, such as a credit card account, mortgage loan, automobile loan, margin account, cell phone account, utility account, checking account, or savings account; and

2. Any other account, *e.g.*, business accounts, that the financial institution or creditor offers or maintains for which there is a reasonably foreseeable risk to customers or to the safety and soundness of the financial institution or creditor from Identity Theft, including financial, operational, compliance, reputation, or litigation risks.

B. <u>Identifying Information</u>. "Identifying Information", commonly referred to as PII(personal identifiable information), is defined as a name or number that may be used, alone or in conjunction with any other information, to identify a specific

person, including name, address, telephone number, social security number, date of birth, government issued driver's license or identification number, alien registration number, government passport number, employer or tax identification number, unique electronic identification number or Internet Protocol (IP) address Personal Identifiable Information (PII) is defined as:

Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means. Further, PII is defined as information: (i) that directly identifies an individual (e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.) or (ii) by which an agency intends to identify specific individuals in conjunction with other data elements, i.e., indirect identification. (These data elements may include a combination of gender, race, birth date, geographic indicator, and other descriptors). Additionally, information permitting the physical or online contacting of a specific individual is the same as personally identifiable information. This information can be maintained in either paper, electronic or other media.

C. <u>Identity Theft</u>. "Identity Theft" means fraud committed using the "Identifying Information" of another person.

D. <u>Program Administrator</u>. The RMLD employee responsible for the development, implementation and oversight of the Program, as defined in Section I.

E. <u>Red Flag(s)</u>. A "Red Flag" is a pattern, practice, or specific activity that indicates the possible existence of Identity Theft. Examples of Red Flags include but are not limited to:

- Inconsistencies in Identifying Information and other information available to RMLD;
- Identifying Information that appears altered or forged or photos that do not match or confirm identity of holder;
- Warnings or notices from credit reporting agencies or alerts received from other sources; and
- Suspicious activity regarding the customer's account.

F. <u>Service Provider.</u> For purposes of this policy, Service Provider means a person or business entity that provides a service directly to RMLD relating to or connection with a Covered Account.

III <u>RESPONSIBILITIES</u>

A. <u>RMLD Board of Commissioners</u>. The RMLD Board of Commissioners shall be responsible to ensure that the Program is being maintained via an annual update from the General Manager and/or the Director of IT.

B. <u>General Manager.</u> The General Manager shall have the following responsibilities:

1. Establishing Red Flags Rule compliance obligations and any other state and federal requirements applicable to the protection of Personal Identifiable Information or prevention of Identity Theft. Responsible for overall implementation of this policy.

2. Ensuring that RMLD agreements with Service Providers include appropriate terms to protect and mitigate Identity Theft and to comply with Red Flags rules and data security standards and requirements and to protect RMLD from liability; and

3. Overall responsibility for the development and implementation of the Program.

4. Monitoring compliance with data security measures and recommending appropriate action, including discipline of RMLD employees that fail to comply with Program requirements.

C. <u>Director of Information Technology .</u> The Director of Information Technology in coordination with RMLD senior Management shall serve as the Program Administrator and shall be responsible for:

1. Developing, implementing, and updating data security measures and other Program requirements applicable to RMLD information systems.

2. Recommending the retention of and overseeing third party service providers providing electronic data and security services.

3. Developing customer service and account procedures and practices for identifying and responding to Red Flags for both new and existing Covered Accounts and preventing and investigating instances of Identity Theft;

4. Periodically reviewing and updating the Program to address changes or risks;

5. Training RMLD customer facing and IT staff regarding the detection of Red Flags and their duties relative to the implementation of the Program;

6. Preparing and/or overseeing the preparation of reports, that include among other things, an evaluation of the effectiveness of the Program, identification of any new threats or risks, identification of any significant incidents and responses, recommendations for changes to the Program, and such other information requested by the General Manager; and

7. Complying with reporting requirements for data breaches (*e.g.,* reporting data breaches to proper authorities, such as the Massachusetts Office of Consumer Affairs and Business Regulation and the Attorney General's Office).

D. <u>RMLD Staff</u>. The success of the Program depends on the cooperation and efforts of all RMLD staff. All RMLD staff are responsible for adhering to the Program requirements and procedures. Violation of procedures and protocols may result in corrective or disciplinary action. In addition, RMLD staff may be required to participate in surveys developed by the Program Administrator or Director of IT to evaluate the effectiveness of the Program with respect to opening accounts, existing accounts, service provider arrangements, personnel records, significant incidents involving Identity Theft and responses, data security, and recommendations for changes to the Program.

RMLD Policy No. 29

IDENTIFY THEFT PREVENTION AND DATA SECURITY POLICY

Revision No. 2~~1~~   **Commission Vote Date** _____

Interim General Manager/Date   **Next Review Date**

I.   PURPOSE

The purpose of this policy is to require the development, ~~and~~ implementation, and maintenance of a written Identity Theft prevention program ("Program") including the ~~and~~ data security measures to protect private and sensitive information. ~~W~~ith the rise of Identity Theft, the Reading Municipal Light Department ("RMLD") recognizes the importance of safeguarding the private information of its customers and employees. Accordingly, RMLD shall establish and maintain a Program designed to detect, prevent, and mitigate Identity Theft consistent with standards and guidelines established by federal and Massachusetts Red Flag Rules. ~~The Program shall be designed in a manner that is appropriate for RMLD given its size and the nature and level of the risk. In addition, RMLD recognizes that an important aspect of preventing Identity Theft involves the implementation of reasonable data security measures. As such, this policy also requires the implementation of appropriate security measures to protect Identifying Information as well as other confidential or sensitive information of RMLD, its customers, and employees.~~ This policy does not replace but supplements other policies, procedures or practices developed and implemented by RMLD to prevent data security breaches and to comply with the requirements and standards of the North American Electric Reliability Corporation ("NERC") and other authorities.

II.   DEFINITIONS

A. Covered Account. A "Covered Account" includes:

1. An account that a financial institution or creditor offers or maintains, primarily for personal, family, or household purposes, *e.g.*, residential accounts that involve or are designed to permit multiple payments or transactions, such as a

credit card account, mortgage loan, automobile loan, margin account, cell phone account, utility account, checking account, or savings account; and

2. Any other account, *e.g.*, business accounts, that the financial institution or creditor offers or maintains for which there is a reasonably foreseeable risk to customers or to the safety and soundness of the financial institution or creditor from Identity Theft, including financial, operational, compliance, reputation, or litigation risks.

B. <u>Identifying Information</u>. "Identifying Information", commonly referred to as PII(personal identifiable information), is defined as a name or number that may be used, alone or in conjunction with any other information, to identify a specific person, including name, address, telephone number, social security number, date of birth, government issued driver's license or identification number, alien registration number, government passport number, employer or tax identification number, unique electronic identification number, or Internet Protocol (IP) address or routing code. Personal Identifiable Information (PII) is defined as:

Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means. Further, PII is defined as information: (i) that directly identifies an individual (e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.) or (ii) by which an agency intends to identify specific individuals in conjunction with other data elements, i.e., indirect identification. (These data elements may include a combination of gender, race, birth date, geographic indicator, and other descriptors). Additionally, information permitting the physical or online contacting of a specific individual is the same as personally identifiable information. This information can be maintained in either paper, electronic or other media.

C. <u>Identity Theft</u>. "Identity Theft" means fraud committed using the "Identifying Information" of another person.

D. <u>Program Administrator</u>. The RMLD employee responsible for the development, implementation and oversight of the Program, as defined in Section I.

E. <u>Red Flag(s)</u>. A "Red Flag" is a pattern, practice, or specific activity that indicates the possible existence of Identity Theft. Examples of Red Flags include but are not limited to:

- Inconsistencies in Identifying Information and other information available to RMLD;
- Identifying Information that appears altered or forged or photos that do not match or confirm identity of holder;
- Warnings or notices from credit reporting agencies or alerts received from other sources; and
- Suspicious activity regarding the customer's account.

F. <u>Service Provider.</u> For purposes of this policy, Service Provider means a person or business entity that provides a service directly to RMLD relating to or connection with a Covered Account.

III. PROGRAM ELEMENTS

The Program shall include reasonable procedures for the identification, detection, and mitigation/response to Red Flags that indicate the possibility of Identity Theft for Covered Accounts. All utility accounts shall be treated as Covered Accounts for the purposes of this policy. The Identifying Information of RMLD employees also shall be subject to the Program requirements, to the extent applicable and appropriate.

A. Identification. Identification methods shall take into consideration risks specifically associated with opening utility accounts and warning signs. Warning signs may include alerts, notifications, and warnings from credit reporting companies or other companies, suspicious documents, such as discrepancies or the appearance of forgeries or alterations, inconsistencies or use of certain Identifying Information by others, and unusual account activity.

B. Detection. The Program shall include the use of reasonable detection measures and procedures, such as verification and authentication methods. To minimize risks, customers shall complete a written application when opening new accounts. In general, accounts shall be closedclosed, and a new account opened where changes are made to the service location or customer-of-record. The identity of the customer shall be verified when opening new accounts and for inquiries and transactions involving existing accounts, as appropriate. Consideration also shall be given to using procedures or tools to monitor account activity and behavior that indicate the possibility of fraud and Identity Theft.

C. Collection of Identifying Information. In developing the Program, consideration shall be given to the type of Identifying Information to be collected by customers and retained by RMLD. RMLD shall require only such Identifying Information as necessary to verify identity and to minimize risks. For instance, according to the Federal Trade Commission ("FTC"), it is sufficient to check a driver's license or identification card to confirm in-person identification. Accordingly, the storing of social security numbers and other Identifying Information of RMLD's customers should be limited to the extent possible.

D. Response to Red Flags. RMLD shall promptly take an appropriate response when a Red Flag is detected. The response taken shall be commensurate with the degree of risk posed. Possible responses include contacting the customer, changing passwords, closing accounts, and contacting law enforcement authorities, depending on the situation.

E. Protection of Identifying Information Personal Identifiable Information. The Program shall include reasonable safeguards to protect the security and confidentiality of Identifying Information Personal Identifiable Information received by RMLD, including proper disposal methods. The Program also should address the disposal of consumer report information under FACTA's Disposal Rule (16 CFR Part 682) so that such information cannot be read or reconstructed.

F. Service Providers. The Program shall include appropriate measures to ensure that Service Providers comply with applicable Red Flags Rules. Contracts with Service Providers should include compliance requirements and provide RMLD with appropriate remedies in the event of breach. Other contract provisions also may be appropriate.

G. Updates. The Program shall be reviewed and updated periodically to address changes in risks to customers and employees.

H. Program Reports and Approval. A report shall be prepared annually evaluating the effectiveness of the Program. The report shall explain the methods for monitoring the practices of RMLD's service providers, identify any significant incidents of Identity Theft and RMLD's response; and shall include recommendations for major changes to the Program. The RMLD Board of Commissioners shall approve the Program and any major revisions to the Program.

III. DATA SECURITY MEASURES

The Program also shall include requirements for securing Identifying Information Personal Identifiable Information and other confidential or sensitive data stored by RMLD, including Identifying Information Personal Identifiable Information that may be stored on digital copiers or other information systems. It is RMLD's objective to comply with industry standards and Massachusetts Red Flags rules and regulations governing computer system security. The Program should address threats associated RMLD's information systems, including but not limited to the following:

- Whether to electronically store Identifying Information; Personal Identifiable Information
- Measures to control existing and former employee access to Identifying Information Personal Identifiable Information, such creating separate user accounts or access levels;
- Authentication procedures, such the creation, storage and access to passwords, as well as methods to address widely-known security flaws to prevent hacking;
- The method of storing Identifying Information Personal Identifiable Information or other personal and confidential information (encryption and configuration) to protect against vulnerabilities and to ensure that such information remains secure throughout all stages and not only during transmission. Industry tested and accepted methods shall be used;used.
- Segmenting RMLD's network and monitoring activity, as appropriate;appropriate.
- Remote access security, including firewalls, VPN, antivirus software and other endpoint security measures;measures.
- Requirements to follow platform guidelines for security to protect against interceptions and other vulnerabilities;vulnerabilities.
- Follow industry best practices related to data encryption
- The verification and testing of privacy and security features;
- Selection and monitoring of Service Providers that process Identifying Information Personal Identifiable Information and other confidential or sensitive information and compliance verification processes;processes.
- Procedures to protect against ongoing or future threats and responses to vulnerabilities that may arise;arise.
- The security of RMLD devices; and
- The proper disposal of sensitive data and responses to security breaches.

V.   RESPONSIBILITIES

A. **RMLD Board of Commissioners.** The RMLD Board of Commissioners shall be responsible to ensure that the Program is being maintained via an annual update from the General Manager and/or the Director of IT.

A. for approving the Program and for reviewing and updating this policy to direct changes to Program requirements, responsibilities and other policy elements based on evolving threats and RMLD's needs.

B. <u>General Manager.</u> The General Manager shall have the following responsibilities:

1. Establishing Red Flags Rule compliance obligations and any other state and federal requirements applicable to the protection of ~~Identifying Information~~ <u>Personal Identifiable Information</u> or prevention of Identity Theft. Responsible for overall implementation of this ~~policy;~~<u>policy.</u>

2. ~~Reviewing and presenting reports and related information to the Board of Commissioners;~~<u>Commissioners.</u>

2. <u>Ensuring that RMLD agreements with Service Providers include appropriate terms to protect and mitigate Identity Theft and to comply with Red Flags rules and data security standards and requirements and to protect RMLD from liability; and</u>

3. <u>Overall responsibility for the development and implementation of the Program.</u>

~~3.~~4. <u>Monitoring compliance with data security measures and recommending appropriate action, including discipline of RMLD employees that fail to comply with Program requirements.</u>

4. ~~Meeting with the Director of Business Finance and Manager Director of IT regarding the adequacy of Program requirements and data security measures. The General Manager shall have authority to require the Director of Business Finance and Manager Director of IT to consider and address specific and/or additional risks and concerns.~~

C. <u>Director of</u> <u>Information Technology</u> ~~Business Finance~~. The Director of <u>Information Technology in coordination with RMLD senior Management</u> ~~Business Finance~~ shall serve as the Program Administrator and shall be responsible for:

1. <u>Developing, implementing, and updating data security measures and other Program requirements applicable to RMLD information systems.</u>

2. Recommending the retention of and overseeing third party service providers providing electronic data and security services.

1.3. Developing customer service and account procedures and practices for identifying and responding to Red Flags for both new and existing Covered Accounts and preventing and investigating instances of Identity Theft;

2. Reviewing procedures developed by the Manager of Information Technology ("IT") to secure Identifying Information Personal Identifiable Information in RMLD systems;systems.

3.4. Periodically reviewing and updating the Program to address changes or risks;

4.5. Training RMLD customer facing and IT staff service and accounting staff regarding the detection of Red Flags and their duties relative to the implementation of the Program;

5. Preparing and/or overseeing the preparation of reports, that include among other things, an evaluation of the effectiveness of the Program, identification of any new threats or risks, identification of any significant incidents and responses, recommendations for changes to the Program, and such other information requested by the General Manager; and

6.

Complying with reporting requirements for data breaches (e.g., reporting data breaches to proper authorities, such as the Massachusetts Office of Consumer Affairs and Business Regulation and the Attorney General's Office).

6. Overall responsibility for the development and implementation of the Program.

The Director of Business Finance shall be afforded reasonable in-house and/or outside assistance in order to develop, update, and implement the Program and to perform his/her duties under this policy.

D. ~~Manager~~ Director of IT. The ~~Manager~~ Director of IT shall have primary responsibility for the security of RMLD's electronic data. The ~~Manager~~ Director of IT shall be responsible for:

1. Developing, implementing, and updating data security measures and other Program requirements applicable to RMLD information ~~systems;~~systems.

2. Providing appropriate training of RMLD IT staff regarding data security requirements and ~~measures;~~measures.

3. Reviewing the Program and any reports regarding the protection of ~~Identifying Information~~ Personal Identifiable Information on RMLD information systems and to make recommendations for ~~improvements;~~improvements.

4. Periodically reviewing and making recommendations to the Program to reflect changes in risks to customers and employees by considering the RMLD's experiences with identity theft situations and/or data security issues, changes in detection and prevention methods and changes in RMLD's business arrangements with other ~~entities;~~entities.

5. Preparing and presenting reports to the RMLD Board of Commissioners on effectiveness of the Program with respect to data security measures and ~~issues;~~issues.

6. Monitoring compliance with data security measures and recommending appropriate action, including discipline of RMLD employees that fail to comply with Program ~~requirements;~~requirements.

7. Recommending the retention of and overseeing third party service providers providing electronic data and security ~~services;~~services.

8. Monitoring and updating RMLD information systems; and

9. Complying with reporting requirements for data breaches (*e.g.*, reporting data breaches to proper authorities, such as the Massachusetts Office of Consumer Affairs and Business Regulation and the Attorney General's Office).

~~E.~~D. RMLD Staff. The success of the Program ~~depends~~depends on the cooperation and efforts of all RMLD staff. All RMLD staff are responsible for adhering to the Program requirements and procedures. Violation of procedures and protocols may result in corrective or disciplinary action. In addition, RMLD staff may be required to participate in surveys developed by the Program Administrator or ~~Manager~~ Director of IT to evaluate the effectiveness of the Program with respect to opening accounts,

existing accounts, service provider arrangements, personnel records, significant incidents involving Identity Theft and responses, data security, and recommendations for changes to the Program.

DRAFT

PROCUREMENT REQUESTS FOR BOARD APPROVAL

ATTACHMENT 8

October 14, 2022

Town of Reading Municipal Light Board

Subject: RFQ 2022-41

Pursuant to M.G.L. c. 30B, § 22 on September 14, 2022, a Request for Quotes (RFQ) was sent to six (6) Statewide Contract VEH102 vendors requesting quotes for 'One (1) Electric Vehicle DC Fast Charger (DCFC)'.

The Quotes were submitted via email and opened on October 5, 2022, at 12:00 Noon. Quotes were received from one (1) company: Voltrek, LLC.

The quote was reviewed, analyzed, and evaluated by staff and recommended to the Interim General Manager.

> Move that RFQ 2022-41 for one (1) Electric Vehicle DC Fast Charger (DCFC) be awarded to: **Voltrek, LLC, in the amount of $106,603.43**[1], pursuant to M.G.L. c. 30B, § 22 as the lowest responsible vendor, on the recommendation of the Interim General Manager.

[1]See attached spreadsheet for quote detail.

The 2022 Capital Budget amount for this item is $70,000 each. The Budget includes a quantity of five (5) units for a total of $350,000.

_____
Ajey Pandey

_____
Gregory J. Phipps

RFQ 2022-41 ONE (1) ELECTRIC VEHICLE DC FAST CHARGER (DCFC) QUOTE DETAIL

			VOLTREK, LLC	
		Quantity	Unit Price	Total Price
1	ABB Terra 184 DCFC, Model T184 CJ	1	$82,916.25	$82,916.25
	Commercial Cloud Plan/ Software Costs (1 Year)	2	$620.00	$1,240.00
	Station Activation/ Set-up	1	$3,003.43	$3,003.43
	Shipping	1	$2,500.00	$2,500.00
			Total	**$89,659.68**

OPTIONAL PRICING		Quantity	Unit Price	Total Price
1	ABB Terra 184 DCFC, Model T184 CJ			
	Maintenance Plans/ Five (5) Year Warranty costs	2	-	$16,943.75

TOTAL PRICE OF UNIT PLUS MAINTENANCE PLAN/ FIVE (5) YEAR WARRANTY			$106,603.43

RMLD **Reading Municipal Light Department**
RELIABLE POWER

October 17, 2022

Town of Reading Municipal Light Board

Subject: IFP 2022-36 RMLD Station 4 115kV Relay Panels 6 & 7

Pursuant to M.G.L. c. 164 § 56D, on September 14, 2022, an invitation for proposals was placed as a legal notice in the Middlesex East Section of the Daily Times Chronicle requesting sealed proposals for RMLD Station 4 115kV Relay Panels 6 & 7.

An invitation for proposals was sent to fifteen (15) companies.

Sealed proposals were received from one (1) company: Electrical Power Products.

The sealed proposals were publicly opened and read aloud at 11:00 a.m. on October 5, 2022, in the Town of Reading Municipal Light Department's Audio Visual Spurr Room, 230 Ash Street, Reading, Massachusetts.

The proposal was reviewed, analyzed, and evaluated by staff and recommended to the Interim General Manager.

> Move that IFP 2022-36 for RMLD Station 4 115kV Relay Panels 6 & 7 be awarded to: **Electrical Power Products, for $169,846.00,** pursuant to M.G.L. c. 164 § 56D, on the recommendation of the Interim General Manager.

The 2022 Capital Budget amount for these items is $98,500.

Nick D'Alleva (Oct 17, 2022 10:45 EDT)
Nick D'Alleva

Hamid Jaffari (Oct 17, 2022 10:47 EDT)
Hamid Jaffari

Gregory J. Phipps

MATERIALS AVAILABLE BUT NOT DISCUSSED

AP

From September 9, 2022, to October 14, 2022, there were no Commissioner questions.

Payroll:

From September 5, 2022, to October 10, 2022 there were no Commissioner questions.

Erica Morse
Executive Assistant
Reading Municipal Light Department
O: 781-942-6489
C: 617-791-3304
www.rmld.com

	2022	2021
ASSETS		
Current:		
Unrestricted Cash	$ 21,335,856	$ 20,578,843
Restricted Cash	32,829,642	29,188,322
Restricted Investments	1,050,394	2,691,351
Receivables, Net	9,777,805	8,005,224
Prepaid Expenses	1,695,218	1,725,817
Inventory	2,293,371	1,864,161
Total Current Assets	68,982,286	64,053,718
Noncurrent:		
Investment in Associated Companies	964,409	874,497
Capital Assets, Net	86,448,244	84,571,936
Total Noncurrent Assets	87,412,654	85,446,432
Deferred Outflows - Pension Plan	6,754,497	5,360,409
TOTAL ASSETS	163,149,436	154,860,559
LIABILITIES		
Current		
Accounts Payable	10,138,213	6,216,591
Accrued Liabilities	546,680	401,949
Customer Deposits	1,631,327	1,452,246
Advances from Associated Companies	200,000	200,000
Customer Advances for Construction	2,627,763	2,486,188
Total Current Liabilities	15,143,983	10,756,975
Non-current		
Accrued Employee Compensated Absences	1,652,518	1,968,355
Net OPEB Obligation	4,158,698	7,166,506
Net Pension Liability	11,954,138	12,054,935
Total Non-current Liabilities	17,765,354	21,189,796
Deferred Inflows - Pension Plan	4,327,923	2,652,103
TOTAL LIABILITIES	37,237,260	34,598,874
NET POSITION		
Invested in Capital Assets, Net of Related Debt	86,448,244	84,571,936
Restricted for Depreciation Fund	12,534,610	9,261,798
Restricted for Pension Trust	6,814,713	4,459,696
Unrestricted	20,114,608	21,968,257
TOTAL NET POSITION	125,912,176	120,261,686
Total Liabilities and Net Assets	$ 163,149,436	$ 154,860,559

PRELIMINARY

PRELIMINARY - RESTRICTED INTEREST AND CAPITAL FUNDS TRANSFER NOT RECORDED

	Month Current Year	Month Last Year	Year to Date Current Year	Year to Date Last Year	Percent Change
Operating Revenues					
Base Revenue	$ 3,232,381	$ 2,643,901	$ 20,359,977	$ 18,566,623	9.7%
Fuel Revenue	4,338,139	2,508,579	24,362,585	17,227,829	41.4%
Purchased Power Capacity & Transmission	3,511,311	2,999,597	21,311,219	21,959,071	(3.0%)
Forfeited Discounts	102,359	77,482	539,700	524,722	2.9%
Energy Conservation Revenue	207,651	61,965	1,317,307	434,562	203.1%
NYPA Credit	(140,931)	(36,263)	(828,950)	(733,563)	13.0%
Total Operating Revenues	11,250,911	8,255,259	67,061,838	57,979,244	15.7%
Expenses					
Power Expenes:					
547 Purchased Power Fuel	4,224,249	2,905,082	24,614,213	19,082,951	29.0%
555 Purchased Power Capacity	1,428,500	1,387,702	10,121,725	11,406,339	(11.3%)
565 Purchased Power Transmission	1,885,361	1,573,212	10,997,997	10,413,869	5.6%
Total Purchased Power	7,538,109	5,865,996	45,733,935	40,903,159	11.8%
Operations and Maintenance Expenses:					
580 Supervision and Engineering	101,972	89,675	736,515	676,507	8.9%
581 Station/Control Room Operators	48,081	40,583	329,643	318,356	3.5%
582 Station Technicians	47,332	43,837	363,599	390,630	(6.9%)
583 Line General Labor	62,171	44,242	494,878	385,698	28.3%
586 Meter General	23,204	14,331	137,500	112,821	21.9%
588 Materials Management	36,502	32,201	288,576	272,802	5.8%
593 Maintenance of Lines - Overhead	25,614	40,692	204,465	219,332	(6.8%)
593 Maintenance of Lines - Tree Trimming	18,068	112,867	591,944	393,436	50.5%
594 Maintenance of Lines - Underground	7,382	(1,507)	131,272	17,963	630.8%
595 Maintenance of Line - Transformers	15,091	16,551	62,185	98,869	(37.1%)
598 Line General Leave Time Labor	32,646	30,517	264,278	218,894	20.7%
Total Operations and Maintenance Expenses	418,063	463,988	3,604,855	3,105,309	16.1%
General & Administration Expenses:					
903 Customer Collections	57,540	116,045	667,186	711,161	(6.2%)
904 Uncollectible Accounts	5,000	8,750	40,000	70,000	(42.9%)
916 Energy Audit	76,612	66,263	594,206	487,071	22.0%
916 Energy Conservation	173,545	111,989	868,241	932,496	(6.9%)
920 Administrative and General Salaries	166,146	159,156	1,318,501	1,257,970	4.8%
921 Office Supplies and Expense	1,698	758	10,145	9,590	5.8%
923 Outside Services - Legal	34,618	66,889	249,444	266,574	(6.4%)
923 Outside Services - Contract	41,455	9,469	209,191	181,518	15.2%
923 Outside Services - Education	7,312	555	34,393	12,176	182.5%
924 Property Insurance	32,768	33,111	283,448	295,744	(4.2%)
925 Injuries and Damages	1,000	800	7,705	22,719	(66.1%)
926 Employee Pensions and Benefits	461,762	189,756	2,675,918	2,296,728	16.5%
930 Miscellaneous General Expense	21,300	13,280	266,010	247,562	7.5%
931 Rent Expense	34,779	13,874	160,594	136,864	17.3%
933 Vehicle Expenses	35,830	36,711	183,410	231,701	(20.8%)
933 Vehicle Expenses - Capital	(36,724)	(32,561)	(276,007)	(233,447)	18.2%
935 Maintenance of General Plant	47,147	17,804	357,725	340,703	5.0%
935 Maintenance of Building & Garage	73,693	77,506	656,151	542,641	20.9%
Total General & Administration Expenses	1,235,482	890,153	8,306,260	7,809,770	6.4%

PRELIMINARY

2

	Month Current Year	Month Last Year	Year to Date Current Year	Year to Date Last Year	Percent Change
Other Operating Expenses:					
403 Depreciation	421,450	406,980	3,371,601	3,255,837	3.6%
408 Voluntary Payments to Towns	143,387	137,953	1,147,096	1,103,624	3.9%
Total Other Expenses	564,837	544,933	4,518,697	4,359,461	3.7%
Operating Income	1,494,420	490,189	4,898,092	1,801,545	171.9%
Non Operating Revenues (Expenses):					
419 Interest Income	9,617	6,522	93,603	114,008	(17.9%)
419 Other	(3,391)	78,338	565,256	695,174	(18.7%)
426 Return on Investment to Reading	(210,620)	(206,709)	(1,661,493)	(1,653,671)	0.5%
426 Loss on Disposal					0.0%
431 Interest Expense	(2,010)	(3,783)	(16,087)	(30,182)	(46.7%)
Total Non Operating Revenues (Expenses)	(206,405)	(125,632)	(1,018,722)	(874,672)	16.5%
Change in Net Assets	1,288,015	364,557	3,879,370	926,873	318.5%
Net Assets at Beginning of Year	122,032,806	119,334,812	122,032,806	119,334,812	2.3%
Ending Net Assets	$ 123,320,821	$ 119,699,370	$ 125,912,176	$ 120,261,686	4.7%

PRELIMINARY

	Actual Year to Date	Budget Full Year	Budget through AUGUST 2022	OVER/UNDER $	OVER/UNDER %
Operating Revenues					
Base Revenue	$ 20,359,977	$ 30,099,569	$ 20,066,379	$ 293,597	1.5%
Fuel Revenue	24,362,585	26,522,356	17,681,571	6,681,015	37.8%
Purchased Power Capacity & Transmission	21,311,219	35,435,495	23,623,663	(2,312,444)	(9.8%)
Forfeited Discounts	539,700	902,987	601,991	(62,291)	(10.3%)
Energy Conservation Revenue	1,317,307	1,991,651	1,327,767	(10,460)	(0.8%)
NYPA Credit	(828,950)	(1,057,302)	(704,868)	(124,082)	17.6%
Total Operating Revenues	67,061,838	93,894,756	62,596,504	4,465,334	7.1%
Expenses					
Power Expenses:					
555 Purchased Power Fuel	24,614,213	25,465,054	16,976,703	7,637,510	45.0%
555 Purchased Power Capacity	10,121,725	16,978,311	11,318,874	(1,197,149)	(10.6%)
565 Purchased Power Transmission	10,997,997	18,457,184	12,304,789	(1,306,793)	(10.6%)
Total Purchased Power	45,733,935	60,900,549	40,600,366	5,133,569	12.6%
Operations and Maintenance Expenses:					
580 Supervision and Engineering	736,515	1,153,589	769,059	(32,544)	(4.2%)
581 Station/Control Room Operators	329,643	538,942	359,295	(29,652)	(8.3%)
582 Station Technicians	363,599	674,564	449,709	(86,110)	(19.1%)
583 Line General Labor	494,878	1,124,845	749,897	(255,019)	(34.0%)
586 Meter General	137,500	197,788	131,859	5,642	4.3%
588 Materials Management	288,576	471,160	314,107	(25,531)	(8.1%)
593 Maintenance of Lines - Overhead	204,465	552,225	368,150	(163,685)	(44.5%)
593 Maintenance of Lines - Tree Trimming	591,944	907,776	605,184	(13,241)	(2.2%)
594 Maintenance of Lines - Underground	131,272	88,139	58,759	72,513	123.4%
595 Maintenance of Line - Transformers	62,185	373,160	248,773	(186,589)	(75.0%)
598 Line General Leave Time Labor	264,278	477,783	318,522	(54,244)	(17.0%)
Total Operations and Maintenance Expenses	3,604,855	6,559,972	4,373,315	(768,460)	(17.6%)
General & Administration Expenses:					
903 Customer Collection	667,186	1,176,246	784,164	(116,978)	(14.9%)
904 Uncollectible Accounts	40,000	105,000	70,000	(30,000)	(42.9%)
916 Energy Audit	594,206	987,280	658,187	(63,981)	(9.7%)
916 Energy Conservation	868,241	2,441,101	1,627,401	(759,159)	(46.6%)
920 Administrative and General Salaries	1,318,501	2,373,838	1,582,558	(264,057)	(16.7%)
921 Office Supplies and Expense	10,145	20,000	13,333	(3,188)	(23.9%)
923 Outside Services - Legal	249,444	455,918	303,945	(54,502)	(17.9%)
923 Outside Services - Contract	209,191	735,700	490,467	(281,276)	(57.3%)
923 Outside Services - Education	34,393	329,826	219,884	(185,491)	(84.4%)
924 Property Insurance	283,448	556,500	371,000	(87,552)	(23.6%)
925 Injuries and Damages	7,705	25,600	17,067	(9,362)	(54.9%)
926 Employee Pensions and Benefits	2,675,918	3,821,325	2,547,550	128,368	5.0%
930 Miscellaneous General Expense	266,010	580,127	386,751	(120,742)	(31.2%)
931 Rent Expense	160,594	212,000	141,333	19,261	13.6%
933 Vehicle Expense	183,410	379,000	252,667	(69,257)	(27.4%)
933 Vehicle Expense - Capital Clearing	(276,007)	(276,428)	(184,285)	(91,721)	49.8%
935 Maintenance of General Plant	357,725	713,120	475,414	(117,689)	(24.8%)
935 Maintenance of Building & Garage	656,151	929,718	619,812	36,339	5.9%
Total General & Administration Expenses	8,306,260	15,565,872	10,377,248	(2,070,989)	(20.0%)

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Other Operating Expenses:

403 Depreciation	3,371,601	5,058,876	3,372,584	(983)	(0.0%)
408 Voluntary Payments to Towns	1,147,096	1,707,839	1,138,559	8,537	0.7%
Total Other Expenses	4,518,697	6,766,715	4,511,143	7,554	0.2%
Operating Income	4,898,092	4,101,648	2,734,432	2,163,661	79.1%

Non Operating Revenues (Expenses):

419 Interest Income	93,603	300,000	200,000	(106,397)	(53.2%)
419 Other Income	565,256	710,000	473,333	91,923	19.4%
421 Intergovernment Grants	-	90,000	60,000	(60,000)	(100.0%)
426 Return on Investment to Reading	(1,661,493)	(2,528,587)	(1,685,725)	24,231	(1.4%)
426 Loss on Disposal	-	(100,000)	(66,667)	66,667	(100.0%)
431 Interest Expense	(16,087)	(40,000)	(26,667)	10,579	(39.7%)
Total Non Operating Revenues (Expenses)	(1,018,722)	(1,568,587)	(1,045,725)	27,003	(2.6%)
Change in Net Assets	$ 3,879,370	$ 2,533,061	$ 1,688,707	$ 2,190,663	129.7%

PRELIMINARY

	2022	2021
ASSETS		
Current:		
Unrestricted Cash	$ 20,343,892	$ 23,428,658
Restricted Cash	30,940,360	28,539,311
Restricted Investments	2,107,835	2,699,065
Receivables, Net	10,334,470	7,957,493
Prepaid Expenses	2,399,451	1,973,098
Inventory	2,223,945	1,799,668
Total Current Assets	68,349,953	66,397,294
Noncurrent:		
Investment in Associated Companies	964,409	874,495
Capital Assets, Net	86,427,375	84,260,801
Total Noncurrent Assets	87,391,784	85,135,296
Deferred Outflows - Pension Plan	6,754,497	5,360,409
TOTAL ASSETS	162,496,234	156,892,999
LIABILITIES		
Current		
Accounts Payable	10,768,219	8,718,742
Accrued Liabilities	573,836	370,024
Customer Deposits	1,606,254	1,445,483
Advances from Associated Companies	200,000	200,000
Customer Advances for Construction	2,630,487	2,419,723
Total Current Liabilities	15,778,796	13,153,971
Non-current		
Accrued Employee Compensated Absences	1,652,518	1,968,355
Net OPEB Obligation	4,158,698	7,166,506
Net Pension Liability	11,954,138	12,054,935
Total Non-current Liabilities	17,765,354	21,189,796
Deferred Inflows - Pension Plan	4,327,923	2,652,103
TOTAL LIABILITIES	37,872,073	36,995,870
NET POSITION		
Invested in Capital Assets, Net of Related Debt	86,427,375	84,260,801
Restricted for Depreciation Fund	12,109,691	8,852,356
Restricted for Pension Trust	6,801,573	6,598,960
Unrestricted	19,285,522	20,185,011
TOTAL NET POSITION	124,624,161	119,897,128
Total Liabilities and Net Assets	$ 162,496,234	$ 156,892,999

PRELIMINARY

1

	Month Current Year	Month Last Year	Year to Date Current Year	Year to Date Last Year	Percent Change
Operating Revenues					
Base Revenue	$ 2,835,763	$ 2,662,315	$ 17,127,595	$ 15,922,723	7.6%
Fuel Revenue	3,567,143	2,413,829	20,024,446	14,719,250	36.0%
Purchased Power Capacity & Transmission	3,220,452	2,932,873	17,799,908	18,959,474	(6.1%)
Forfeited Discounts	41,062	55,147	437,341	447,240	(2.2%)
Energy Conservation Revenue	183,007	59,731	1,109,656	372,597	197.8%
NYPA Credit	(89,193)	(88,438)	(688,020)	(697,300)	(1.3%)
Total Operating Revenues	9,758,234	8,035,458	55,810,927	49,723,984	12.2%
Expenses					
Power Expenes:					
547 Purchased Power Fuel	4,105,919	2,743,600	20,389,963	16,177,869	26.0%
555 Purchased Power Capacity	1,140,799	1,344,256	8,693,226	10,018,637	(13.2%)
565 Purchased Power Transmission	1,613,114	1,899,985	9,112,636	8,840,657	3.1%
Total Purchased Power	6,859,832	5,987,841	38,195,825	35,037,163	9.0%
Operations and Maintenance Expenses:					
580 Supervision and Engineering	87,817	74,480	634,543	586,832	8.1%
581 Station/Control Room Operators	40,203	35,524	281,562	277,773	1.4%
582 Station Technicians	68,770	19,673	316,267	346,793	(8.8%)
583 Line General Labor	64,939	38,336	432,707	341,457	26.7%
586 Meter General	16,773	13,585	114,296	98,490	16.0%
588 Materials Management	32,262	29,053	252,075	240,601	4.8%
593 Maintenance of Lines - Overhead	(3,620)	11,536	178,851	178,640	0.1%
593 Maintenance of Lines - Tree Trimming	153,965	131,233	573,876	280,570	104.5%
594 Maintenance of Lines - Underground	23,765	14,135	123,890	19,470	536.3%
595 Maintenance of Line - Transformers	1,248	6,179	47,093	82,318	(42.8%)
598 Line General Leave Time Labor	32,451	30,262	231,632	188,377	23.0%
Total Operations and Maintenance Expenses	518,573	403,997	3,186,792	2,641,321	20.7%
General & Administration Expenses:					
903 Customer Collections	55,813	74,153	609,645	595,117	2.4%
904 Uncollectible Accounts	5,000	8,750	35,000	61,250	(42.9%)
916 Energy Audit	112,394	66,390	517,594	420,807	23.0%
916 Energy Conservation	150,562	68,977	694,696	820,507	(15.3%)
920 Administrative and General Salaries	131,703	144,165	1,152,355	1,098,815	4.9%
921 Office Supplies and Expense	1,815	3,117	8,447	8,832	(4.4%)
923 Outside Services - Legal	8,361	48,378	214,826	199,685	7.6%
923 Outside Services - Contract	14,266	28,692	167,736	172,049	(2.5%)
923 Outside Services - Education	2,163	1,200	27,081	11,621	133.0%
924 Property Insurance	32,768	33,111	250,679	262,633	(4.6%)
925 Injuries and Damages	4,955	10,335	6,705	21,919	(69.4%)
926 Employee Pensions and Benefits	338,045	350,371	2,214,156	2,106,973	5.1%
930 Miscellaneous General Expense	8,731	23,192	244,709	234,282	4.5%
931 Rent Expense	13,828	14,437	125,815	122,990	2.3%
933 Vehicle Expenses	26,533	23,154	147,579	194,989	(24.3%)
933 Vehicle Expenses - Capital	(32,476)	(23,606)	(239,282)	(200,886)	19.1%
935 Maintenance of General Plant	41,352	33,159	310,577	322,899	(3.8%)
935 Maintenance of Building & Garage	57,800	66,442	582,458	465,135	25.2%
Total General & Administration Expenses	973,613	974,416	7,070,778	6,919,617	2.2%

2

	Month Current Year	Month Last Year	Year to Date Current Year	Year to Date Last Year	Percent Change
Other Operating Expenses:					
403 Depreciation	421,450	406,980	2,950,151	2,848,858	3.6%
408 Voluntary Payments to Towns	143,387	137,953	1,003,709	965,671	3.9%
Total Other Expenses	564,837	544,933	3,953,860	3,814,529	3.7%
Operating Income	841,379	124,271	3,403,672	1,311,356	159.6%
Non Operating Revenues (Expenses):					
419 Interest Income	13,380	16,493	83,986	107,486	(21.9%)
419 Other	4,314	38,064	568,647	616,835	(7.8%)
426 Return on Investment to Reading	(210,620)	(206,709)	(1,450,873)	(1,446,962)	0.3%
426 Loss on Disposal					0.0%
431 Interest Expense	(2,006)	(3,784)	(14,077)	(26,399)	(46.7%)
Total Non Operating Revenues (Expenses)	(194,933)	(155,936)	(812,317)	(749,039)	8.4%
Change in Net Assets	646,446	(31,664)	2,591,355	562,316	360.8%
Net Assets at Beginning of Year	122,032,806	119,334,812	122,032,806	119,334,812	2.3%
Ending Net Assets	$ 122,679,252	$ 119,303,148	$ 124,624,161	$ 119,897,128	3.9%

PRELIMINARY

	Actual Year to Date	Budget through JULY 2022	OVER/UNDER $	OVER/UNDER %
Operating Revenues				
Base Revenue	$ 17,127,595	$ 17,558,082	$ (430,487)	(2.5%)
Fuel Revenue	20,024,446	15,471,374	4,553,072	29.4%
Purchased Power Capacity & Transmission	17,799,908	20,670,705	(2,870,797)	(13.9%)
Forfeited Discounts	437,341	526,742	(89,402)	(17.0%)
Energy Conservation Revenue	1,109,656	1,161,796	(52,140)	(4.5%)
NYPA Credit	(688,020)	(616,760)	(71,260)	11.6%
Total Operating Revenues	55,810,927	54,771,941	1,038,986	1.9%
Expenses				
Power Expenses:				
555 Purchased Power Fuel	20,389,963	14,854,615	5,535,349	37.3%
555 Purchased Power Capacity	8,693,226	9,904,015	(1,210,789)	(12.2%)
565 Purchased Power Transmission	9,112,636	10,766,691	(1,654,055)	(15.4%)
Total Purchased Power	38,195,825	35,525,320	2,670,505	7.5%
Operations and Maintenance Expenses:				
580 Supervision and Engineering	634,543	672,927	(38,384)	(5.7%)
581 Station/Control Room Operators	281,562	314,383	(32,821)	(10.4%)
582 Station Technicians	316,267	393,496	(77,229)	(19.6%)
583 Line General Labor	432,707	656,160	(223,453)	(34.1%)
586 Meter General	114,296	115,376	(1,080)	(0.9%)
588 Materials Management	252,075	274,843	(22,769)	(8.3%)
593 Maintenance of Lines - Overhead	178,851	322,131	(143,280)	(44.5%)
593 Maintenance of Lines - Tree Trimming	573,876	529,536	44,340	8.4%
594 Maintenance of Lines - Underground	123,890	51,415	72,475	141.0%
595 Maintenance of Line - Transformers	47,093	217,677	(170,583)	(78.4%)
598 Line General Leave Time Labor	231,632	278,707	(47,075)	(16.9%)
Total Operations and Maintenance Expenses	3,186,792	3,826,650	(639,858)	(16.7%)
General & Administration Expenses:				
903 Customer Collection	609,645	686,144	(76,498)	(11.1%)
904 Uncollectible Accounts	35,000	61,250	(26,250)	(42.9%)
916 Energy Audit	517,594	575,914	(58,319)	(10.1%)
916 Energy Conservation	694,696	1,423,976	(729,280)	(51.2%)
920 Administrative and General Salaries	1,152,355	1,384,739	(232,383)	(16.8%)
921 Office Supplies and Expense	8,447	11,667	(3,220)	(27.6%)
923 Outside Services - Legal	214,826	265,952	(51,126)	(19.2%)
923 Outside Services - Contract	167,736	429,158	(261,423)	(60.9%)
923 Outside Services - Education	27,081	192,399	(165,318)	(85.9%)
924 Property Insurance	250,679	324,625	(73,946)	(22.8%)
925 Injuries and Damages	6,705	14,933	(8,229)	(55.1%)
926 Employee Pensions and Benefits	2,214,156	2,229,106	(14,950)	(0.7%)
930 Miscellaneous General Expense	244,709	338,407	(93,698)	(27.7%)
931 Rent Expense	125,815	123,667	2,148	1.7%
933 Vehicle Expense	147,579	221,083	(73,504)	(33.2%)
933 Vehicle Expense - Capital Clearing	(239,282)	(161,250)	(78,033)	48.4%
935 Maintenance of General Plant	310,577	415,987	(105,409)	(25.3%)
935 Maintenance of Building & Garage	582,458	542,336	40,122	7.4%
Total General & Administration Expenses	7,070,778	9,080,092	(2,009,314)	(22.1%)

PRELIMINARY

Other Operating Expenses:

403 Depreciation	2,950,151	2,951,011	(860)	(0.0%)
408 Voluntary Payments to Towns	1,003,709	996,239	7,470	0.7%
Total Other Expenses	3,953,860	3,947,250	6,609	0.2%
Operating Income	3,403,672	2,392,628	1,011,045	42.3%

Non Operating Revenues (Expenses):

419 Interest Income	83,986	175,000	(91,014)	(52.0%)
419 Other Income	568,647	414,167	154,480	37.3%
421 Intergovernment Grants	-	52,500	(52,500)	(100.0%)
426 Return on Investment to Reading	(1,450,873)	(1,475,009)	24,136	(1.6%)
426 Loss on Disposal	-	(58,333)	58,333	(100.0%)
431 Interest Expense	(14,077)	(23,333)	9,256	(39.7%)
Total Non Operating Revenues (Expenses)	(812,317)	(915,009)	102,692	(11.2%)
Change in Net Assets	$ 2,591,355	$ 1,477,619	$ 1,113,736	75.4%

PRELIMINARY

Good morning Erica,

I am sending this email to inform you that there were NO Surplus Items of Substantial Value that were disposed of in September 2022.
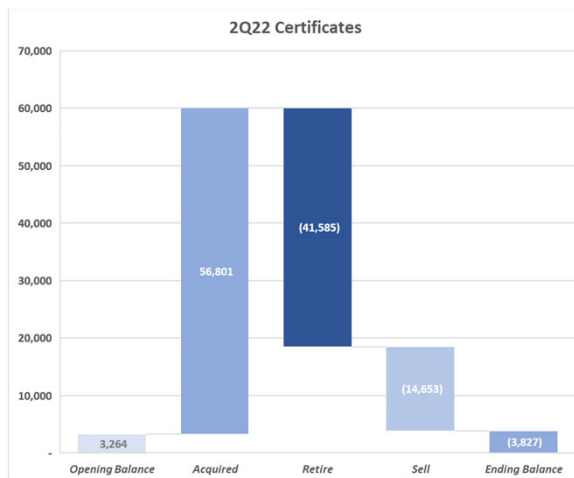
Thank you,
Maureen

Maureen Sullivan

Assistant Materials Manager

Reading Municipal Light Department (RMLD)

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Reading, MA 01867

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2Q 2022 Certificates – quarterly report

56,800 certificates acquired in 2Q22
- 2Q typically lowest quarter of year in terms of kWh sales and related certificate purchases
- All certificates associated with energy purchases (no greenwashing)
- Minted Oct 15th

Retiring 26% of quarterly retail sales (Policy 30)
- all EFECs plus several Maine Class 2's
- Consistent with Policy 30 to reach 2030 compliance without rate shock

Selling 80% of certificates above 26%
- ~$490,000 from 2Q22 certificate sales

Balance banked per regular procedure

Source: 2Q22 RMLD certificate waterfall 2022-10-17; preminary totals (pricing may change due to some hydro cert qualifying for Class 1 instead of Class2