

# PASCOAG Utility District Annual Meeting – Dec. 2014



**Craig at 2014 Lineman Rodeo**



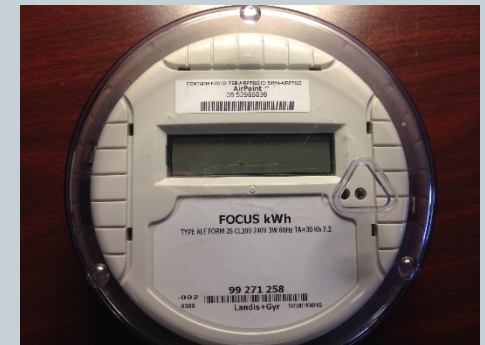
**Pascoag Utility District &  
Burrillville Parks and Recreation  
- 2014 Green Festival -**



**Test Drilling for new Water Source**



**State plow meets PUD Pole**



**2014 Electric  
AMR meter project**

# Major Accomplishments - 2014



- **Year started out with extremely high power prices due to gas pipeline constraints, but PUD moved quickly to stabilize power costs (Standard Offer)**
  - PUD immediately hedged the rest of the year from 93% up to 100% of its requirements
  - PUD also secured a 2015-2017 deal for 100% hedging to mitigate ongoing pipeline constraints in the winter months for the next few years
  - We were able to stabilize PUD pass-through rates for 2015, asking for a slight decrease in rates, even though other utilities are raising their rates by up to 37% (others in Rhode Island by 24%)
- **Successful conversion to state-of-the-art billing/accounting system called iVue**
  - Flexible software to improve total customer service experience
  - Allows us to greatly enhance automated call system, outage management, maintenance management, etc.
  - On-line bill payment options greatly improved
  - Allows for easy transition to monthly water billing
- **Moving to Automated Meter Reading (AMR) in Electric division**
  - Significant savings by purchasing used/refurbished AMR meters
  - Automates what was previously a constant manpower drain of reading meters each month manually
  - Fits in extremely well with new iVue Billing/Accounting system
  - Modeled after successful implementation of AMR water meter system in 2012/13

# Major Accomplishments – 2014 - continued

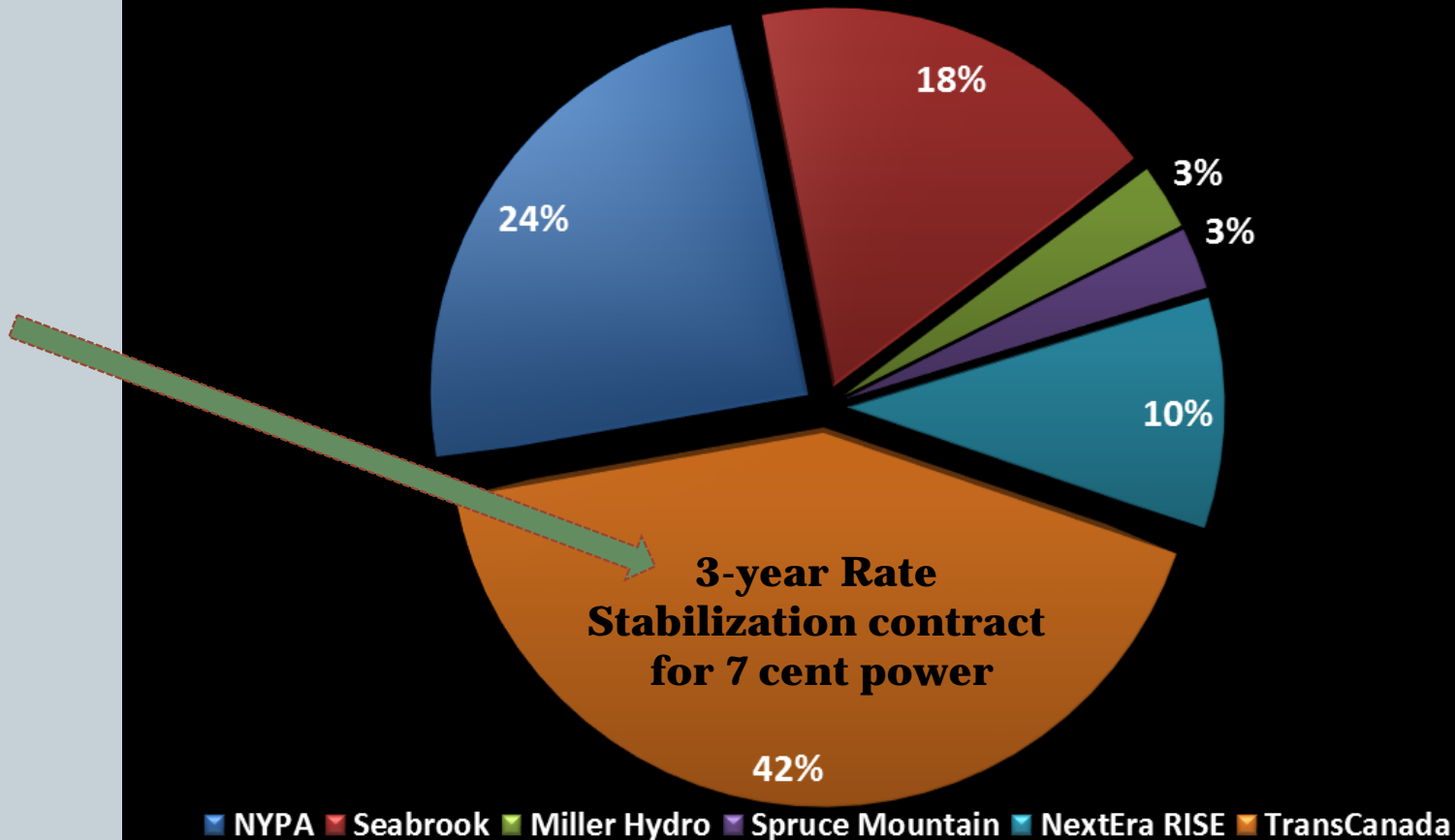


- **Water Supply exploration showing significant promise**
  - Have identified two potential water sources
  - Currently working on permitting application process with state agencies
- **Pascoag awarded \$62,500 state grant from Regional Greenhouse Gas Initiative funds**
  - Will be used for further roll-out of our successful LED Street-lighting program
  - PUD designated for funds due to track record on successful Conservation efforts
  - Efforts recognized by State Energy Office

# 2015 Power Supply



## Pascoag 's 2015 Power Supply Resources



**48% of our supply is non-carbon based (hydro, wind, solar, nuclear)**



- **Continue to evaluate and work through permitting for *new water source***
  - Development of new clean water supply using Exxon Settlement Funds is a priority
- **Continue roll-out of electric Automated Meter Reading program**
  - Work towards changing meters for most of 4,700 electric customers by year-end
- **Continue focus on technology to become more efficient, cost effective and customer-friendly**
  - Implement more features of new iVue billing and accounting system as staff becomes efficient and effective in using it
  - Continually evaluate business software and tools for efficiency gains and improved customer experience (*example: Water SCADA project has been invaluable in operation of our water system and enhancing water quality*)

# Rhode Island PUC quote re: PUD



- **PUC Order No. 21612 issued to Pascoag Utility District regarding the change in pass-through rates:**

*“The Commission is reassured by the expertise of Mr. Kirkwood and Ms. Allaire and their ability to constantly adjust and modify their practices to meet their customers' needs. **It is impressive to the Commission that this small utility is able to secure contracts at such low prices especially during these economic times and in light of the significant pipeline constraints that exist in this region of the country.** The Commission believes the proposed rates were carefully vetted by the Division and are fair, reasonable, and in the best interest of Pascoag's ratepayers.”*