

2016 Customer Utilities Regional Service Center Review

September 30th, 2016

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Overview

- Visited 3 regional service/operations centers during 2016
 - PacifiCorp, Yakima 
 - Mason PUD #3 near Shelton 
 - Inland Power & Light, Spokane 
- Focus was on learning from others, best practices & lessons learned
- Report will identify key take-aways

Background -

- PacifiCorp was built in the 90's and in today's environment it is basically a large shell with minimal staffing
- Value-added site visit but minimal take-ways for Chelan PUD customer-focused aspirations
- They did demonstrate best practices in equipment and material storage, pictures are included



PacifiCorp - Fleet



CHELAN COUNTY
POWER

www.chelanpud.org

Background – Inland Power

- 14 acre site
- Constructed in 2009 for ~\$11.5M
 - Admin \$6.475M
 - Warehouse \$2.635M
 - Fleet \$ 2.436M
- Admin building is ~25,000 sq./feet
- Should accommodate 110 employees
- ALCS Architect / Leone & Keeble Contractor
- Price included office furnishings sourced from the surplus market



Inland Power
Admin Bldg



Inland Power Multi-purpose Training room



Inland Power
Break room



Inland Power
Employee
Stretching room



Inland Power
Admin
hallway



Inland Power Customer Svc & Admin





Inland Power - Fleet



Takeaways – Inland Power



- Furnishings were sub-standard
- Utilized a 10x12 standard workspace
- Building design and layout created noise issues
- Many details were overlooked – quality of cabinets/storage
- Office & work cube spatial challenges
- Siting of work groups created re-work

Takeaways – Inland Power



- Building layout did not take into consideration the seasonal impact of the sun
- Grounds are not considered attractive – xeriscape to meet LEED designation
- Change of management brought a new perspective and ability to do some remodeling
- Overall a very attractive campus for the price

Background – Mason County



- LEED Gold campus
- Future goal of Net Zero Energy
- Houses three Mason County PUD warehouses, field operations, vehicle maintenance, and administrative functions
- Interdisciplinary collaborative process with the architect and civil engineer created site stormwater management facilities that harvest 20,000 gallons of rainwater for irrigation
- Native plants throughout the site help meet the project's sustainability goals, expand protective habitat for native fauna, and provide seasonal color in flowers and foliage.

Background – Mason County



- 50 acre site
- Constructed in 2010/2011 for \$ 34.9M
- 43,000 – 2 story admin/office building
- 3 buildings for fleet, warehouse and craft related shops

Takeaways – Mason County



- Strong pride in ownership demonstrated by employees
- Promoted as the community “front door”
- Highlighted wood products to support the tie-in to the local community
- Leveraged improving the local water system as part of this project
- Temperate environment for open vehicle storage





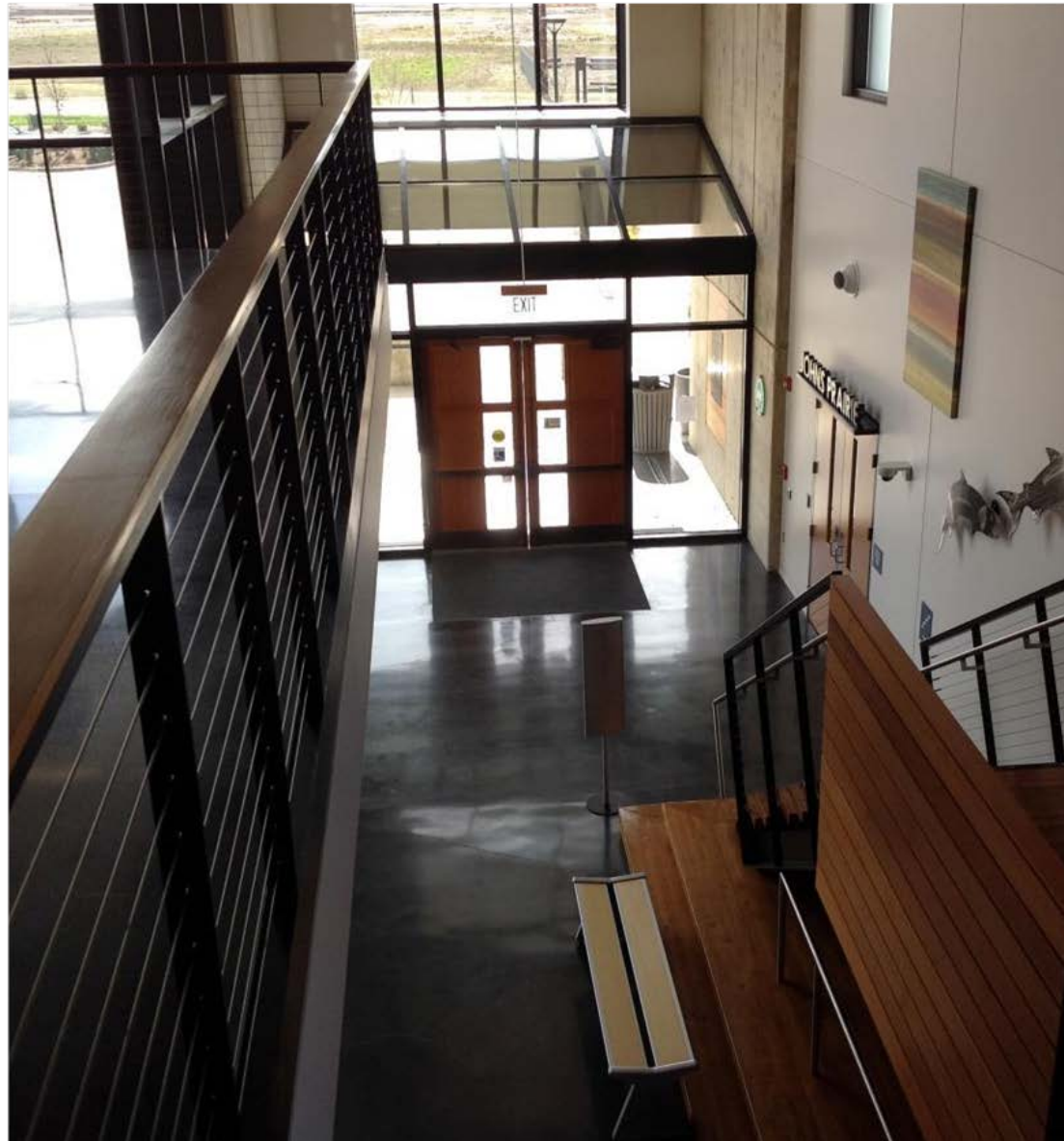
Front door to
Mason PUD 3
-Easy access /
egress
-Plenty of
customer parking



Front door to Mason PUD 3



Mason PUD 3 Customer lobby



Mason PUD 3 Customer lobby



Mason PUD 3 – Board / Auditorium





Mason PUD 3 –
Board / Auditorium



Mason PUD 3 Engineering workspace

Mason PUD 3 – Multi-use Kitchen for employees and storm response





Mason PUD 3 – Bull room and lockers with boot dryers





Mason PUD 3 Bull room / patio



Mason PUD 3 Meter and Transformer Shop

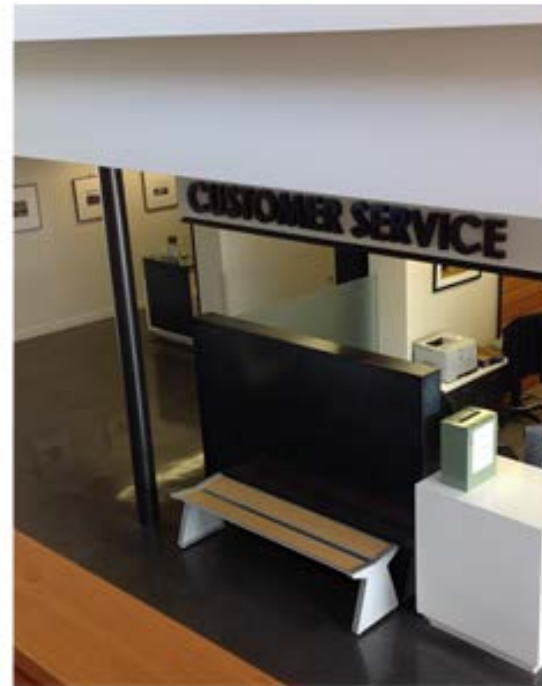




Mason PUD 3 Employee break area



Mason PUD 3 Customer facing





Mason PUD 3
Open but covered
Fleet storage







Mason PUD 3
Open but covered
wire storage



Conclusions

- Seeing these 3 sites was extremely valuable to gain a better perspective
- Both Mason PUD 3 and Inland Power benefitted from the bidding climate during the 2009 recession
- Opportunity to locate work groups by function/nexus is leveraged
- Indoor vehicle and equipment storage is highly valued and improves the life of the equipment as well as pride in ownership by the employees



Conclusions

- Plenty of space to allow for drive thru adds safety and efficiency
- When done right, these projects can improve customer satisfaction
- Storage in both office and shop environments needs proper attention
- Similarly the location of copiers and common areas is important
- Employee stretching/workout facilities were a consideration

Conclusions

We are well-behind the efforts of our peers in providing our customers and employees at Chelan County PUD a service and operational center that meets a reasonable standard