

GVEA Member Advisory Committee

Minutes of the Meeting 02/10/21 (send to pr@gvea.com)

The meeting was called to order at 02/10/21 6:30 p.m. by chair Richard Theilmann

MAC in Attendance: (Teams Virtual Meeting) The roll call was taken. A = Absent E = Excused P = Present

P Dan Beck	P Korene Long
P Mike Bradley	P Matthew Mund
P Audrey Brown	E Alyssa Norris
P Alison Carter	P Bobbie Ortiz
P Carol Colp (audio only)	P Angela Richie
P Carol-Lee Gho	P Rodney Rutherford
P Ben Gorman	P Karm Singh (audio only)
P Anita Hartman	P Richard Theilmann
P Bob Hildebrant	P Harmony Tomaszewski
P Terry Hinman	P Enlow Walker
P Russell Johnston	
P John Kelleher	
P Benjamin Loeffler	

8 audio only on teams total of 28 signed in

GVEA staff present (from agenda): Meadow Bailey, Ashley Bradish, Abigail Dillard, Kathryn Strle

Board Members present (from agenda): Rick Solie

Visiting Members present (list names): none known

Safety Moment Topic: Meadow Bailey- Heart awareness month,

The agenda was approved: without amendments. Audrey abstains from voting as she did not have an agenda.

The minutes from the last meeting were approved: with corrections. Audrey was present last meeting.
Bess = Battery Energy Storage System

FOR ALL SECTIONS BELOW – LIST PERSON SPEAKING AND BRIEF DESCRIPTION OF TOPICS COVERED (not verbatim)

Allison will be Feb 22 representative to the board meeting.

Visiting Member Comments: declined comment

New Business Topic (from agenda):

Meadow Bailey - Member survey overview from Dec. over 482 responses. Random selection to the connection date and district. Numbers are up from previous year. Customer service and retention percentage is slightly lower. Electric cost appears to be the highest key driver of satisfaction, Members had a healthy loyalty index. GVEA will be looking for ways to improve member loyalty, increase member satisfaction and increase communications through various platforms.

Update from On-Bill - The presentation was given to the board last month. It was very well received.

Board Report topics covered (not verbatim – list topics covered):

Rick Solie: This is his first MAC presentation as a board member. The on-Bill presentation is still being processed by the board. They may present more questions and bring back to the MAC with more directions. Safety is the highest priority of GVEA and is taken seriously. A full year report was just completed and was very transparent. There will be improvements made through a culture of trust. Right of way is a 5-year circle. Benevolent funds update. Board of Directors meeting next week

Unfinished Business: none

MAC Roundtable: Thank you for the board report and we are glad to have more guidance for the on-bill committee. Please open up for on-bill committee for new members to join. Benevolent does not accommodate for people without internet, it is difficult for elderly or people with difficulty filling it out, everything should be available over USPS. Internet accessibility is a big concern for GVEA members. Delta is not convenient for paying in cash; the kiosk is in the wind. Motions passed in the board meetings should say unanimous or be transparent in who voted and how. The new messenger is a great format and we would like the on-Bill

presentation. Look into bio-mass. Kudos to the repair team who dealt with outages. Please remember to mute phones. Yay for tree giveaways. We are at a good place of not enough and too many renewables. We have a very low response rate less then 2% rate to the member survey. Nominating group has a few candidates. Thank you to GVEA Crew who fixed issues this week. Thank you for listening to MAC comments and concerns

The meeting adjourned at 7:52 pm