

CANBY UTILITY
REGULAR BOARD MEETING
JANUARY 20, 2022
Rescheduled from January 11, 2022
7:00 P.M.

AGENDA

Due to the COVID-19 Pandemic, the Board of Directors and staff will be attending the meeting virtually. The public is invited to attend the meeting virtually or in person at Canby Utility's office, with measures in place to comply with the Governor's Executive Order regarding social distancing.

- I. CALL TO ORDER
- II. AGENDA
 - Additions, Deletions or Corrections to the Meeting Agenda
- III. CONSENT AGENDA
 - Approval of Agenda
 - Approval of Regular Meeting Minutes of December 14, 2021 (pp. 1-4)
 - Approval of Write-Offs
 - Approval of Payment of Water and Electric Bills
- IV. NOMINATIONS FOR 2022 BOARD CHAIRPERSON
- V. CITIZEN INPUT ON NON-AGENDA ITEMS
- VI. RECOMMENDATION Green Power Donation for City Parks and Transit Mall – Cindy Dittmar, Customer Service Supervisor (pg. 5)
- VII. RECOMMENDATION Revise Procedure 500, Equal Employment Opportunity Anti-Harassment and Anti-Discrimination Policies – Barbara Benson, Human Resources/Administration Manager (pp. 6-13)
- VIII. BOARD REPORT
 - Chair Comments
 - Board Member Comments
- IX. STAFF REPORTS

Operations Manager:

 - Quarterly Reliability (pg. 14)

Customer Service Supervisor:

 - Share the Warmth Program (pg. 15)

Interim General Manager Updates
- X. ADJOURN

CANBY UTILITY REGULAR BOARD MEETING MINUTES DECEMBER 14, 2021

Due to COVID-19 Pandemic, the Board of Directors and staff attended the meeting virtually. The public was invited to attend the meeting virtually or in-person at Canby Utility's office, with measures in place to comply with the Governor's Executive Order regarding social distancing.

Board Present: Chair Thompson; Members Hill, Horrax, and Gustafson

Absent: Member Wagner

Staff Present: Carol Sullivan, Interim General Manager; Barbara Benson, Board Secretary; Jason Berning, Operations Manager; Sue Arthur, Purchasing Agent; Cindy Dittmar, Customer Service Supervisor; and Jason Peterson, Operations Field Supervisor

Others Present: David Bajorin, City Council Liaison; and Keith Simovic of Moss Adams LLP

Chair Thompson called the Regular Board Meeting to order at 7:05 p.m.

Chair Thompson presented the meeting agenda for consideration. She asked for any additions, deletions, or corrections to the meeting agenda, and there were none.

Chair Thompson presented the consent agenda for approval. Member Gustafson made the *MOTION to approve the consent agenda, consisting of the meeting agenda, special and executive session meeting minutes of November 1, 2021, regular minutes of November 9, 2021, write-offs in the amount of \$496.61, and payment of the electric and water department bills in the amount of \$883,331.55. Member Horrax seconded, and the motion passed unanimously.

Chair Thompson asked for citizen input on non-agenda items, and there was none.

Interim General Manager Carol Sullivan introduced Moss Adams' Senior Manager Keith Simovic. Sullivan stated that Moss Adams LLC has been conducting Canby Utility's audit since 2015 and is presenting the audit for the fiscal year 2021.

Keith Simovic presented the 2021 fiscal year financial audit, noting that their team was able to return to some onsite fieldwork. The previous year's audit was entirely virtual due to COVID-19. Simovic reviewed the nature of the services provided, including the Independent Auditor's Report on the individual and combined financial statements; assistance with, and technical review of, the financial statements for compliance with GAAP; disclosures and independent auditors' comments required by the Minimum Standards for Auditors of Oregon Municipal

Corporations; and the Communications to Those Charged with Governance. The significant audit areas of focus were in work orders, customer billing, IT access, land purchase transaction with the City of Canby, and compliance with federal laws and regulations and Oregon Minimum Standards.

Canby Utility received an unmodified (clean) opinion on the financial statements. They offered one compliance recommendation for the Oregon Minimum Standards related to the documentation of Sole-Source procurements. The state law allows this type of procurement, and Moss Adams provided Canby Utility with sample forms to document the sole-source procurement to ensure compliance with the law.

Simovic reviewed the required communications and highlighted there were no material audit adjustments. Moss Adams offered two best practices recommendations. These recommendations were related to the timing of closing work orders and documenting Sole-Source procurements. Their prior year's recommendations were all resolved.

Simovic also discussed a new accounting standard change that will go into effect on June 30, 2022. This new standard is the GASB 87 that applies to operating leases. This change requires any leased land or equipment to be recorded as if you owned the asset.

Simovic thanked the staff for their excellent facilitation of the audit process. Simovic answered questions board members had related to work order closing. Chair Thompson thanked Simovic for the presentation. Then he departed the meeting at 7:31 p.m.

Chair Thompson reported that the Canby City Council appointed Councilor David Bajorin to serve as the Board's liaison to the Council. Member Bajorin shared his objectives for providing unity between Canby Utility and the City Council and welcomed the opportunity to be of service to the Board.

Chair Thompson acknowledged staff on the Employee Recognition Event held in December. The event was a lot of fun and much appreciated.

Board Secretary Barbara Benson reported that Carol, Jason, and she met with Chair Thompson recently, and improving communications during critical incidents was discussed. This discussion stemmed from the February 2021 ice storm. Benson shared the staff's critical incident communications plan that will help to improve communications with the public. The ideas included: 1) Management team group text to communicate on needs and activities; 2) utilize office staff to answer phones when calls from the answering service begin to infringe upon the crew's effectiveness at restoring services; 3) two management-level employees have access to the website at all times and will post alerts and updates on events; 4) recording messages about outages on our telephone system so that when a customer calls, they can receive information that the outage is already known. Additional actions staff is considering include 1) subscribing to Flash Alert, 2) posting on Canby Now Facebook Page, and 3) utilizing the Everbridge System formerly referred to as Reverse 911. Discussion ensued regarding lessons

learned from the February 2021 event. Chair Thompson shared her experience with utilizing the Flash Alert system.

Interim General Manager Carol Sullivan reported on the progress of the Combined Service Center Phase 2 construction project. She stated that the building is ready for the certificate of occupancy to be signed. We currently have a temporary certificate of occupancy that enabled the crew to move in. The Certificate of Substantial Completion was signed last week, starting the two-year warranty period on November 5, 2021. There are some remaining change orders and miscellaneous items being addressed. The move from the shops will begin on Wednesday.

Sullivan reported that the Columbia Bank signatures would be updated with the Board's approval of the November meeting minutes.

Sullivan reported that the fire department completed a walk-through of buildings A and B. The keys are in the Knox boxes for each building and the gate as requested by the fire department.

Sullivan reported that she and Jason Berning met with the City Administrator, Scott Archer, and Public Works Director Jerry Nelzen to discuss the Ivy St project and change the inter-governmental agreement (IGA) scope. The IGA change will have Canby Utility employees perform the work instead of overseeing work performed by contractors. Sullivan said that they were both very receptive to this idea. Operations Manager Jason Berning talked about the challenges with the road closure permitting through Clackamas County, staff's progress in developing a firm project cost estimate, and noting that materials were purchased.

Sullivan reported that a 401k plan meeting was held and during the meeting, employees elected a new trustee. Sullivan also became the lead trustee and HR/Administration Manager Barbara Benson was added to assist in the plan's administration.

Sullivan reported that Mayor Hodson requested Canby Utility's opinion regarding signing a letter to Senator Wyden supporting modifications to income exclusion for conservation subsidies. Sullivan shared that staff supports the mayor signing the letter so that conservation subsidies would not be taxable.

Sullivan reported that the holiday office closures are Friday, December 24; Monday, December 27; and Friday, December 31.

Chair Thompson thanked Sullivan and Berning for their innovative thinking regarding the changes with the IGA between Canby Utility and the City of Canby. The new approach will work better for Canby Utility and will benefit the city.

Chair Thompson also thanked Sullivan for serving in the interim general manager position.

Member Hill made the *MOTION to adjourn the meeting. Chair Thompson seconded, and the motion passed unanimously.

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December 14, 2021
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There being no further business, the meeting adjourned at 8:00 p.m.

Melody Thompson, Chair

David Horrax, Member

Tim Gustafson, Member

Robert Hill, Member

Todd Wagner, Member

Barbara Benson, Board Secretary



MEMORANDUM

January 4, 2022

TO: Chairman Thompson, Member Wagner, Member Hill, Member Horrax and Member Gustafson

FROM: Cindy Dittmar, Customer Service Supervisor

SUBJECT: Continue Green Power Donation for City Parks and Transit Mall

Recommendation: Continue to make a monthly donation of Green Power on behalf of the city parks and transit mall.

Background: Canby Utility has made a monthly donation of Green Power since January 2008 to the City of Canby. We donate 45 blocks (1 block = 100 kWh) of environmentally preferred power (EPP) to "green-up" the parks and transit mall each month. The cost is \$0.92 per block or a monthly cost of \$41.40. The Board has authorized donations through December 31, 2021. Staff is requesting approval to extend the donation an additional year.

Canby Utility used the donation to the city parks and transit mall as a way to promote Green Power. In December we had 214 customers purchase \$1,111.36 for 1,208 blocks of green power. The number of customers that purchase green power remains fairly consistent over the course of the year.

I will be available at the meeting to answer any questions the Board may have.



MEMORANDUM

January 17, 2022

TO: Chair Thompson; Members Hill, Wagner, Horrax, and Gustafson

FROM: Barbara Benson

SUBJECT: Update Equal Employment Opportunity Non-Discrimination and Anti-Harassment Policies

Suggested Motion: Move to adopt updated Procedure 500, Equal Employment Opportunity Non-Discrimination and Anti-Harassment Policies for Canby Utility.

Background: In February 2020, the Board of Directors adopted the non-discrimination and anti-harassment policies following new employment laws, established in the 2019 legislative session. Oregon employers were required to establish new written policies and procedures, and these policies apply to all employees, public officials, volunteers, and interns.

The law, referred to as the Workplace Fairness Act, has a provision that was not adequately addressed in the previous policy version. In Section 3(2)(b), it states that the written policy must “identify the individual designated by the employer who is responsible for receiving reports of prohibited conduct, including an individual designated as an alternate to receive such reports.” To address this, we have identified the Human Resources/Administration Manager as the individual designated to receive reports and the General Manager as the alternate.

In addition to the policy clarification, another new law took effect this year that was incorporated into the updated policy. The Creating a Respectful and Open World for Natural Hair (CROWN Act). This law expanded the definition of race by including physical characteristics that are historically associated with race, including but not limited to natural hair, hair texture, hair type, and protective hairstyles.

I will be available to answer any questions.

CANBY UTILITY

PROCEDURE 500

REVISED: JANUARY 2022

NON-DISCRIMINATION AND ANTI-HARASSMENT POLICIES

Canby Utility Board (CU) takes its Equal Employment Opportunity Policies seriously. These policies and expectations apply to all employees, volunteers, interns and public officials for CU in accordance with applicable law.

A. NON-DISCRIMINATION POLICY

It is CU's policy to provide equal employment opportunities to all qualified persons without regard to regard to race (including traits associated with race such as hair texture/styles), color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, mental or physical disability, uniformed/military service or veteran's status, use of the worker's compensation system, expunged juvenile records, or any other protected status or activity in accordance with applicable law. It is CU's policy to make employment decisions based on its evaluation of an individual's qualifications, ability and contribution to the success of CU.

B. POLICY AGAINST HARASSMENT

It is also CU's policy that its employees, volunteers, interns and public officials should work in an environment where individual dignity is respected. CU strictly prohibits Workplace Harassment, including sexual assault.

"Workplace Harassment" is defined by statute under Oregon law, and includes:

- Conduct that constitutes discrimination prohibited by ORS 659A.030 (i.e., discrimination because of race, color, religion, sex, sexual orientation, national origin, marital status, or age of employee or person associated with employee, or employee's expunged juvenile record), including conduct that constitutes sexual assault.
- Conduct that is prohibited by ORS 659A.082 (i.e., discrimination against an individual based on uniformed service); or
- Conduct that is prohibited by 659A.112 (i.e., employment discrimination against persons with disabilities).

"Sexual Assault": Sexual assault means unwanted conduct of a sexual nature that is inflicted upon a person or compelled through the use of physical force, manipulation, threat or intimidation.

We expect all employees and other people covered by this policy to accomplish their work in a business-like manner with concern for their coworkers and others they come into contact with through their jobs. Any conduct that could reasonably be viewed as harassment of employees, volunteers, interns, public officials, etc. by employees or others covered by this policy is not permitted, regardless of working relationship or supervisory status. Likewise, CU does not permit others on our worksites to engage in any conduct that could reasonably be viewed as harassment of our employees, volunteers, interns and public officials.

Specifically forbidden is conduct related to an individual's race, color, national origin, ancestry or ethnic background, religion, sex, sexual orientation, gender identity, mental or physical disability, age, veteran status, marital status, or other legally protected status or activity.

Prohibited conduct of a sexual and gender-based nature includes conduct such as:

- Unwelcome sexual advances; innuendoes; requests for dates
- Unwelcome touching or sexual assault
- Unwelcome visual conduct, such as leering or making sexual gestures
- Telling dirty jokes
- Making offensive or derogatory comments about a person's gender
- Making derogatory remarks about alternative lifestyles, including comments about individuals who are gay, lesbian, or transgender
- Talking about your sex life or asking about other people's sex lives
- Spreading rumors or telling stories about other people's (such as a coworker's) sex life
- Displaying sexually suggestive objects, pictures, cartoons or posters
- Use of CU computers or other communication systems to access, send, receive or store material of a sexual/gender, etc. based nature
- Any other verbal, graphic, electronic or physical conduct of a sexual or gender-based nature, which has the purpose or the effect of creating a hostile or offensive work environment or otherwise unreasonably interfering with another employee's or other covered individual's work.

Prohibited conduct of a **racial, ethnic, religious, age or disability, etc. based** nature includes conduct such as the following:

- Making racial slurs or offensive ethnic comments
- Telling racial or ethnic jokes
- Displaying cartoons, printed material or other objects which are racially or ethnically offensive
- Displaying racist symbols
- Making derogatory comments or jokes about, or mimicking a person's physical or mental limitations
- Unwelcome pushing of your religious beliefs on others
- Criticizing or making fun of another person's religious beliefs
- Making derogatory age-based comments or jokes
- Using CU computers or communications systems to access, send, receive or store racially, ethnically, age-related, disability related or religiously, etc. offensive material; and
- Other verbal, graphic, electronic, physical or other conduct of a racial, religious, ethnic, age or disability related nature, which creates a hostile or offensive work environment or unreasonably interferes with another employee's or other covered individual's work.

These are just examples of conduct that is prohibited by this policy. Employees and other covered individuals are expected to exercise common sense and refrain from other similar kinds of conduct. Also, it is important to understand that:

- Conduct of this nature is prohibited even if it occurs off-duty, if it creates an offensive work environment or unreasonably interferes with another employee's or covered individual's work.
- ***You are expected to assume that conduct of this nature is unwelcome and will offend others.*** Therefore, you are expected to refrain from engaging in such conduct, regardless of the circumstances. It is not an acceptable excuse that others participated in the conduct or did not appear to be offended.

- No one should suggest or threaten that an individual's cooperation with or tolerance of conduct of this nature will have any effect on that person's employment or status as a volunteer, intern or public official. CU does not make decisions on that basis.

C. POLICY AGAINST RETALIATION

CU respects the rights of its employees and others in our workplace to raise harassment and discrimination concerns and expects individuals in our workplace to participate in investigations. CU does not permit employees or others to retaliate against individual(s) who report harassment or discrimination, cooperate with investigations, testify in harassment proceedings or assist in enforcement of our policies against discrimination and harassment.

"Retaliation" is broadly construed and may include on-duty or off-duty conduct, whether related to employment or not, that could discourage an employee or other covered individual from making a complaint of discrimination, harassment or retaliation, or from testifying, assisting or participating in an investigation, proceeding or hearing. Retaliation includes treating another employee or covered individual differently because they or someone close to them reported harassment, complained about discrimination or engaged in any of these types of activities.

It also includes giving an employee or covered individual "the cold shoulder" or treating an employee or covered individual rudely because they or someone close to them reported harassment, withholding information or cooperation necessary for them to do their job, changing work assignments or hours, because of their complaint or participation in enforcement of this policy etc. are examples of retaliation. Retaliation also includes discouraging an employee or other covered individual from reporting harassment or criticizing an employee or other covered individual who reports harassment or cooperates in an investigation. Examples of this kind of retaliation include telling someone not to "rat" on another employee or covered individual who is committing harassment.

D. REPORTING PROCEDURES

If you believe you have been subjected to conduct in violation of these policies, including:

- Discrimination in violation of CU policy or equal employment opportunity laws;
- Any type of harassment or conduct prohibited by the Policy Against Harassment, whether by an employee, volunteer, intern, Public Official or by anyone else you come into contact with through your job (vendors, citizens/customers, or other business visitors, etc.);
- Retaliation for the reporting of discrimination or harassment, opposing discrimination or harassment or cooperating with investigations; or
- If you have observed behavior or overheard comments that raise concerns regarding compliance with CU's Non-Discrimination Policy, Anti-Harassment Policy, or Policy Against Retaliation toward others

You should promptly contact the HR/Administration Manager at 503-263-4312 or the General Manager, whomever you are most comfortable reporting to. If your concern is about the General Manager, contact the Chair of the Board of Directors. Do not report your concern only to the person who you believe has (or is accused of having) violated this policy. If your concern involves one of the people listed above, you are expected to report the concern to one other person on this list.

Any supervisor or manager who receives information about conduct that may violate these policies is required to immediately notify the HR/Administration Manager or the General Manager, and to provide the employee with a copy of this policy. When the HR/Administration Manager or the General Manager receives a report of alleged discrimination, harassment or retaliation, they must document what is reported and provide the employee with a copy of this policy. All employees and covered individuals who believe that they have been subject to or witnessed conduct in violation of CU's Equal Employment Opportunity Policies are also advised to document those incidents.

We encourage our employees, volunteers, interns and public officials to report complaints and work with us to voluntarily disclose and report information regarding incidents of workplace harassment and informally resolve problems involving violations of our Equal Employment Opportunity policies. Covered individuals have a legal right to report Workplace Harassment under Oregon law for up to four (4) years from the date on which the alleged harassment occurred. However, *CU does not place any time limits on the ability to report violations through CU's internal complaint procedures*. Regardless, all covered individuals are expected to report these incidents at the earliest opportunity in order to maximize CU's ability to conduct a thorough investigation and prevent further occurrences of prohibited conduct. Our ability to resolve these kinds of problems is dependent on your cooperation in reporting incidents that create an offensive or hostile work environment for you. We believe that all of our employees, volunteers, interns and public officials have an affirmative obligation to promptly report violations of our policy and cooperate with investigations.

E. INVESTIGATIONS AND VIOLATIONS

All complaints of violations of CU's Equal Employment Opportunity policies are promptly investigated by the HR/Administration Manager, CU's legal counsel, or other person designated by CU, such as a contracted outside investigator. The goal of the investigation is to determine the facts related to the complaint. Consistent with applicable law, the name of the complainant is kept confidential during the investigation. Other witnesses and information related to the investigation is kept confidential to the extent we determine confidentiality can be maintained while allowing us to comply with our legal obligations, including the responsibility to conduct a thorough investigation and maintain a workplace free of the types of unwelcome conduct prohibited above.

CU prides itself on its commitment to equal employment opportunities and restricts the types of behavior outlined in its policies, above, regardless of whether that conduct constitutes a legal violation. If CU finds that an employee or other covered individual has violated its policy, appropriate disciplinary action up to and including immediate discharge (or discontinuation of internship, volunteer service, etc.) is taken. The level of disciplinary action depends on the circumstances of the offense, including severity, pattern or frequency and may include verbal counseling, written reprimand, suspension without pay, demotion or discharge, etc. In addition, other corrective action, such as individualized training and other steps may be taken as CU determines appropriate.

F. FOLLOW-UP WITH COVERED INDIVIDUALS

Consistent with applicable law and best practices, it is our policy to follow up with the victim of alleged harassment at least once every three months for the calendar year following the date on which we received the report to ensure that any harassment or other policy violations have stopped and that the victim is not subject to retaliation. These follow-up contacts will occur unless the victim objects in writing to this practice. CU may, in its discretion, also follow up with witnesses

and others who cooperated in an investigation, including employees and other covered individuals who reported conduct that was not determined to be a violation of this policy, for the purpose of enforcing anti-retaliation prohibitions.

Employees, volunteers, interns and public officials who have questions or concerns about our Equal Employment Opportunity Policies are encouraged to contact the HR/Administration Manager or follow the Reporting Procedures outlined in these policies.

G. RECORDS RELATING TO HARASSMENT

Notices of leave pending investigation, notice of interviews, due process notices and disciplinary notices are generally maintained in personnel files. If documents are removed from a personnel file as required by an applicable collective bargaining agreement or any other reason, they will nevertheless be retained by CU as required by other applicable law(s).

Other documents related to complaints and investigations are maintained in confidential files for a *minimum* period of the 5-year statute of limitations or the minimum retention period required under Oregon law, whichever is longer. Such records are generally released only as CU determines appropriate to defend against legal claims, establish consistency and lack of discrimination, to establish that an employee or covered individual received notice of standards of conduct required under this policy, and when otherwise required by applicable law.

H. NON-DISCLOSURE AND NON-DISPARAGEMENT AGREEMENTS

All employees and other covered individuals should be aware that CU does not require or coerce any employee or covered individual to enter into any non-disclosure or non-disparagement agreement that would prohibit them from discussing alleged discrimination, harassment (including sexual assault) in the workplace. This includes any conduct that occurs between employees/covered individuals, between an employer and the employee/covered individual in the workplace or at a work-related event coordinated by CU, or that occurs between an employee/covered individual and the employer off of CU property.

Employees and other covered individuals claiming to be aggrieved by Workplace Harassment (including sexual assault) may, however, voluntarily request to enter into an agreement (e.g., separation, severance or settlement agreements) containing a confidentiality, non-disparagement and/or no-rehire provision(s). Although CU is not obligated to offer or agree to any such separation, severance or settlement agreement, an employee or other covered individual who enters into such an agreement on or after October 1, 2020 will also have the option to revoke the agreement within seven days after it is signed.

Under this policy, a nondisclosure agreement is any agreement by which one or more parties agree not to discuss or disclose information regarding any complaint of Workplace Harassment, discrimination, or sexual assault.

A non-disparagement agreement is any agreement by which one or more parties agree not to discredit or make negative or disparaging written or oral statements about any other party.

I. EMPLOYEE RESOURCES

Employees and covered individuals who believe they need counseling or other support services are encouraged to use CU's Employee Assistance Program (EAP). Additional information on the

EAP can be found in the Employment Benefits section of this Handbook. The Oregon Health Authority or the Oregon Board of Licensed Professional Counselors and Therapists may also have additional information to help connect you with counseling and other support services. More information can be found on the websites for these agencies at: <https://www.oregon.gov/oha/pages/index.aspx> and <https://www.oregon.gov/oblpc/Pages/Websites.aspx>.

J. OTHER COMPLAINT AND ENFORCEMENT OPTIONS

All employees and other individuals covered by these policies should also be aware that they have the right make complaints to and seek remedies through the Oregon Bureau of Labor and Industries' (BOLI) complaint resolution process or by filing claims in court as well as to pursue their rights under other available laws, whether civil or criminal. CU does not provide any employee or other covered individual with legal advice. However, all employees and covered individuals should be aware that time limits apply to the ability to pursue civil and criminal complaints. For example, claims made with BOLI for alleging discrimination or harassment under Oregon law [based on race, color, religion, disability, uniformed/military service, sex, sexual orientation, national origin, marital status or age (18 or older), (or because of this status of anyone the employee associates with), or because of an individual's expunged juvenile record], must generally be filed within 5 years from the date of the alleged unlawful practice if the conduct occurred on or after October 1, 2019. The same statute of limitations applies to such claims filed without first going through BOLI. Please also be aware that Oregon law requires that individuals bringing claims against a public officer, employee or agent of a public body or a public body (e.g., CU) must first provide a notice of claims (often referred to as a Tort Claims Notice). Except as otherwise provided by ORS 30.275, the Tort Claims Notice must generally be provided within 180 days of the alleged loss or injury.

Different time limitations apply under federal law (*generally* claims must be filed within 180 days with the federal EEOC or within 300 days if state or local law prohibits the same conduct and a state or local agency enforces a law that prohibits employment discrimination on the same basis). The statute of limitations for criminal complaints vary based on the nature and degree of the conduct. CU

Covered individuals who want more information may contact the Oregon Bureau of Labor and Industries (<https://www.oregon.gov/boli>), local law enforcement, or contact an attorney of their choosing. The Oregon State Bar provides a referral service through which employees may be connected with attorneys. Information regarding this service can be found at: <https://www.osbar.org/public/ris/>. For employees and others whose legal rights are determined to have been violated, additional remedies, such as back pay, counseling or medical costs; attorney fees, pain and suffering, and punitive damages may be available.

1. PREGNANCY AND DISABILITY ACCOMMODATION POLICY

CU is also committed to complying fully with state and federal pregnancy and disability accommodation laws for its employees who are covered by these laws. If you require workplace modifications or other assistance to accommodate your pregnancy (including but not limited to pregnancy, childbirth or a related medical condition, such as lactation) or disability, it is your responsibility to contact the HR/Administration Manager to make sure we are aware of not only your pregnancy or disability, but also your need for accommodation. Reasonable accommodations may include obtaining or modifying equipment or devices, schedule

modifications, and other job modifications that are intended to enable a pregnant or disabled employee to perform their essential job duties.

When you advise us of a condition that you believe requires accommodation, we work with you to analyze your medical condition, job limitations, etc., and discuss with you to determine what, if any, reasonable accommodations can be made to enable you to perform your job duties in a safe and satisfactory manner. All employees are expected to cooperate with this process, including our requests for medical confirmation of their condition and the nature and extent of any job-related restrictions or limitations.

CU does not create positions that do not exist to accommodate employees. If, even after any required reasonable accommodation, an employee is unable to perform their essential job duties, we then explore opportunities to place disabled employees in other existing and available positions that are, with or without reasonable accommodation, suited to their skills and limitations.

If you have been provided an accommodation that you feel is not effective for any reason, you should promptly notify the HR/Administration Manager.

K. RELIGIOUS ACCOMMODATION POLICY

CU is also committed to complying fully with its reasonable accommodation obligations for the religious beliefs and practices of its employees. If you require scheduling or other workplace modifications for your religious beliefs and practices, please contact the HR/Administration Manager.

OUTAGE AVERAGES Jan 2021 THROUGH Dec 2021

MONTH	YEAR	NUMBER OF OUTAGES	NUMBER OF CUSTOMERS AFFECTED	TOTAL CUSTOMER MINUTES OFF	MONTHLY NUMBER OF CUSTOMERS IN THE SYSTEM	NUMBER OF MOMENTARY INTERRUPTIONS
Jan	2021	1	19	1360	7786	1
Feb	2021	1	7800	22464000	7800	4
March	2021	0	0	0	7813	0
April	2021	0	0	0	7851	0
May	2021	0	0	0	7864	1
June	2021	2	264	122784	7871	1
July	2021	0	0	0	7887	0
Aug	2021	0	0	0	7879	0
Sep	2021	1	8	264	7884	1
Oct	2021	1	2	272	7908	3
Nov	2021	0	0	0	7928	0
Dec	2021	0	0	0	7950	1
12 MONTH TOTALS		6	8,093	22,588,680	94,421	12
12 MONTH AVERAGE		0.50	674	1,882,390	7,868	1.0

			C.U.	Industry Typical Value
SAIDI =	$\frac{\text{Sum of all customer interruption minutes}}{\text{Total number of customers}}$	$= \frac{22,588,680}{7,868}$	$= 2870.8037$	87.0
SAIFI =	$\frac{\text{Total number of customer interruptions}}{\text{Total number of customers}}$	$= \frac{8093}{7,868}$	$= 1.03$	0.93
MAIFI=	$\frac{\text{Total number of cust. momentary interruptions}}{\text{Total number of customers}}$	$= \frac{12}{7,868}$	$= 0.002$	0.96
CAIDI =	$\frac{\text{Total interruption minutes for 12 months}}{\text{Total number of interruptions}}$	$= \frac{2,791}{6}$	$= 465$	107.25



MEMORANDUM

January 4, 2022

TO: Chair Thompson, Member Wagner, Member Hill, Member Horrax, and Member Gustafson

FROM: Cindy Dittmar, Customer Service Supervisor

SUBJECT: Share the Warmth Update

The table below is a yearly accounting of funds disbursed, customers assisted, intake fees paid, customer donations, and the number of customer donations for calendar year 2018 through 2021. Please note that the program is based upon a calendar year while funding is for Canby Utility's fiscal year, July 1 through June 30. The Canby Adult Center (CAC) receives \$5 for each intake and is paid on a quarterly basis.

Year	Disbursed to Customer Accounts	Number of Customers Assisted/ Intakes	Intake Fees Paid to CAC	Total of Customer Donations	Number of Customer Donations
2018	\$49,698	246	\$1,230	\$6,435	117
2019	\$46,799	237	\$1,185	\$2,235	43
2020	\$42,154	211	\$1,055	\$10,502	134
2021	\$47,400	223	\$425	\$11,606	145

Donations are up for FY2021 from previous years. The donations made were from customers, local organizations, businesses, and some from outside our service area. The Board's annual donation of \$40,000 truly ensures the success of this program and allows us to assist many customers.