

# Safety Report

March 2023



Safety@Grant



## Our Commitment to Safety

*We believe that a safe workplace and community is founded upon an environment where **all voices can and will speak up, ask questions, and be heard without reprisal.***

*We will provide and maintain the proper training, tools, job layout, equipment and employees to perform work safely.*

# CXO Talking Points



# Injuries Reported

Overview	Body Part	Description	Date	Response
Scraped Skin	Thumb	While reloading the toilet paper in the bathroom, employee didn't move thumb fast enough and scraped some skin off, requiring a band aid.	2/16	A Facilities service request will be created to review the design and take appropriate steps to mitigate this condition.
Slip & Fall	Left Foot	Employee was walking around service truck, slipped and fell on a patch of ice and injured left foot. Safety Dept will follow up with injured employee.	2/23	Safety Dept. will follow up with injured employee.
Slip & Fall	Shin & Ankle	While moving a large cardboard sheet, employee slipped on a layer of ice on the edge of the loading dock. Employee's foot fell into the space b/n the lift gate and platform, causing a fall that resulted in a scraped and bruised shin and mildly swollen ankle.	2/19	Safety Dept. will follow up with injured employee. An action has been assigned to review improvement opportunities at this location.

# Injuries Reported

Overview	Body Part	Description	Date	Response
Injury	Right Knee	While moving a handrail in windy conditions, one of the handrail pieces blew over. The employee jumped out of the way and in the process hit his right knee.	2/23	Safety Dept. will follow up with injured employee. Reminder to take all necessary precautions during inclement weather.

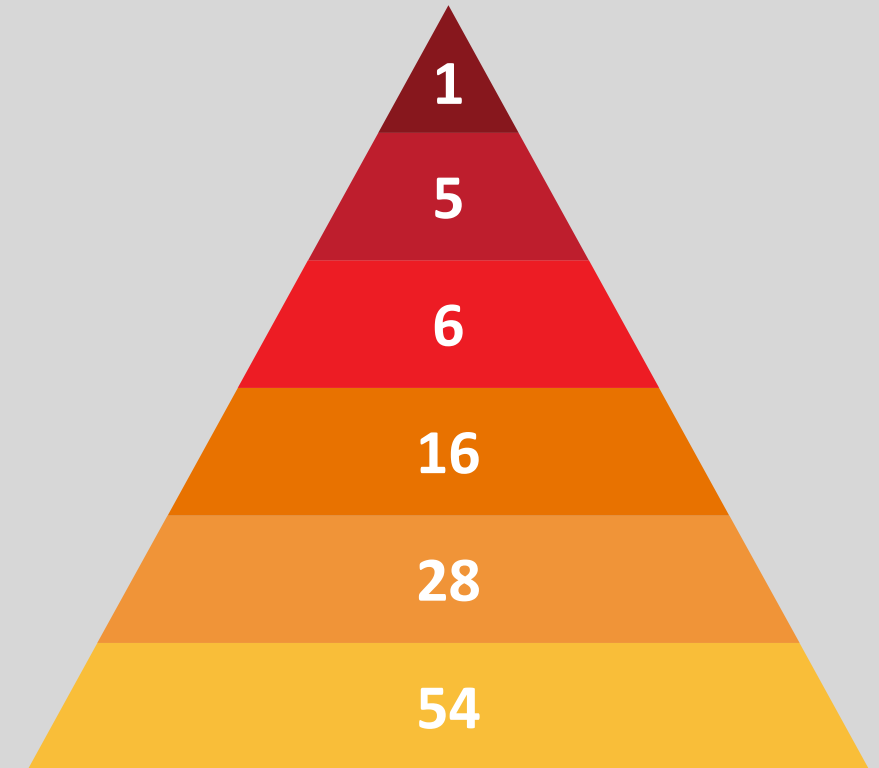
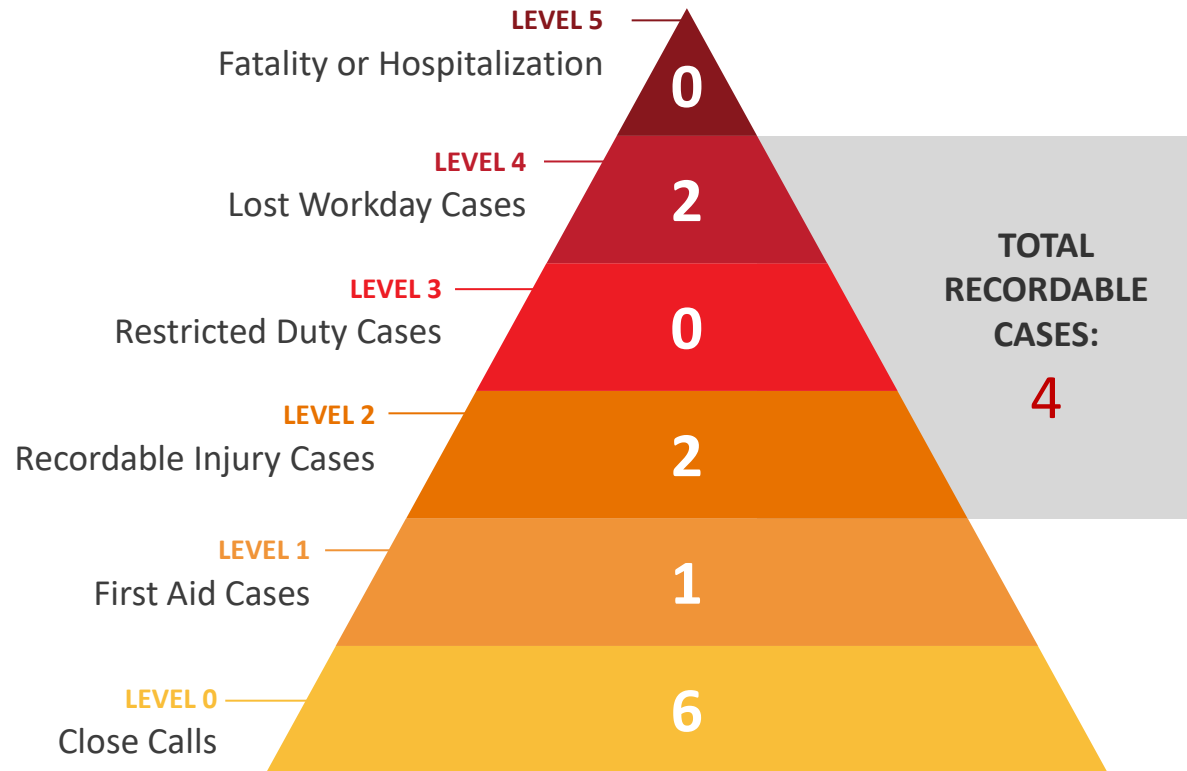


	Last Month	Year-to-Date
Total Injuries Reported	4	8
Recordable Case(s)	0	2
Restricted Duty Case(s)	0	0
Lost Workday Case(s)	0	2

# 2023 Incidents Summary

VS

## 2022



# Close Calls

Overview	Location	Description	Date	Response
<b>Inoperable Lights</b>	Dodson Road	Employee was behind a truck/trailer transporting a large pole and noticed vehicle trailer lights not working. When the vehicle turned, employee could see it was a GCPUD line truck. Employee noted truck lights were working but not the trailer lights.	2/1	Reminder to complete the 360 walk around. Safety Dept coordinated w/Transportation and resolved the issue.
<b>Employee/Tractor Collision</b>	Rd D NW, Quincy	Backhoe operator was swinging across to the left side for more materials when an employee entered the swing radius and made contact with the backhoe. Work immediately stopped, employee was checked for injuries; none.	2/7	The incident was discussed and both the operator and the employee were unaware of the other's locations. Discussed never entering the radius of equipment without contacting the operator first and operated needs to know where all employees are located.

# Vehicle Incidents

Overview	Location	Description	Date	Response
<b>Breaker Fell Off Trailer</b>	MLSC Dodson Rd I-90 On Ramp	While turning onto the on ramp for I-90 from Dodson Rd, it appears a board on the trailer cracked allowing the breaker to shift, fall over on the trailer and then rolled off the trailer on to the roadway. No damage to roadway. Forklift was unloaded and the breaker was loaded back onto the trailer.	2/21	<b>Transportation is aware of the trailer and will make necessary repairs. Trailer load handling training has been developed and is available to all employees. Contact the training dept for more information.</b>
<b>Cracked Plastic Bumper</b>	Other Mtnview Substation	While trying to avoid flying debris, made contact with the side of the dumpster. Cracked plastic bumper and scratched head lamp lens.	2/23	<b>Reminder to stay vigilant of surroundings and take additional steps to mitigate the adverse effects of inclement weather.</b>



# Contractor Injuries & Incidents

Overview	Location	Description	Date	Response
Slip & Fall	Carlton Acc Facility	Contract employee slipped on icy roadway and landed on left elbow. No medical attention was needed.	2/1	Sand/deicer has been added to the area and a staff safety stand down is planned to discuss the incident. A good reminder that winter isn't over yet. Keep eyes on path especially focusing on areas that are prone to icy conditions.

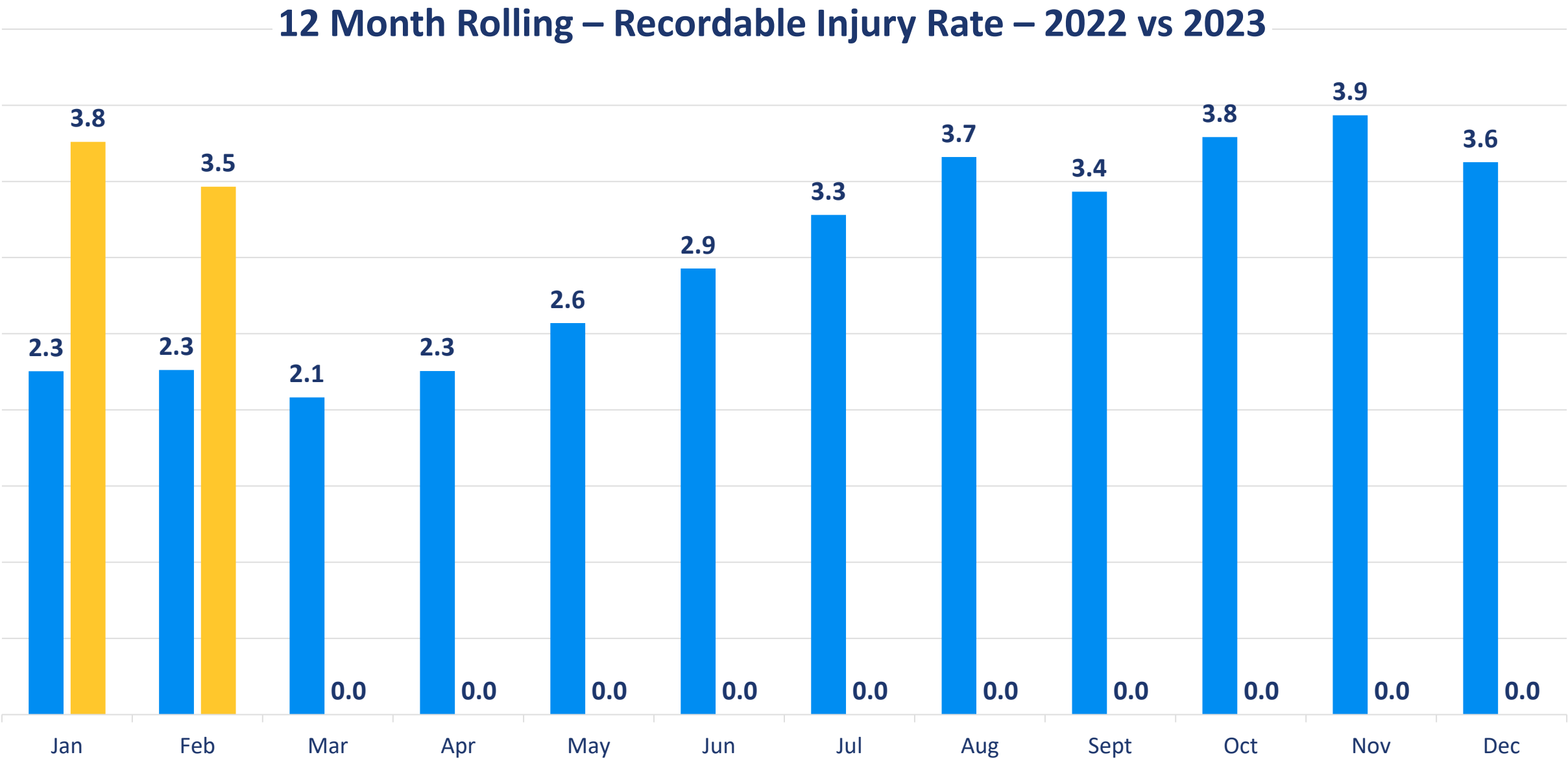
# Contractor Injuries & Incidents

Overview	Location	Description	Date	Response
<b>Safety Concern</b>	PRD	Paint contractors working in the turbine pit below the u/l generator air housing were spraying paint (rated as Cat 4 flammable). Welding contractor was performing work within the u/l air housing. Welding in the upper housing seemed to have no effect, but welding in the lower housing was causing sparks in close proximity to upper plastic containment layer. Painter supervisor immediately contacted DR and work was stopped. Work continued within the upper air housing but remained stopped in the lower area until painters had completed their spraying activity on the stay ring.	2/15	<b>Safety Dept and Management Team met to review the event and determine appropriate action.</b>

# Contractor Injuries & Incidents

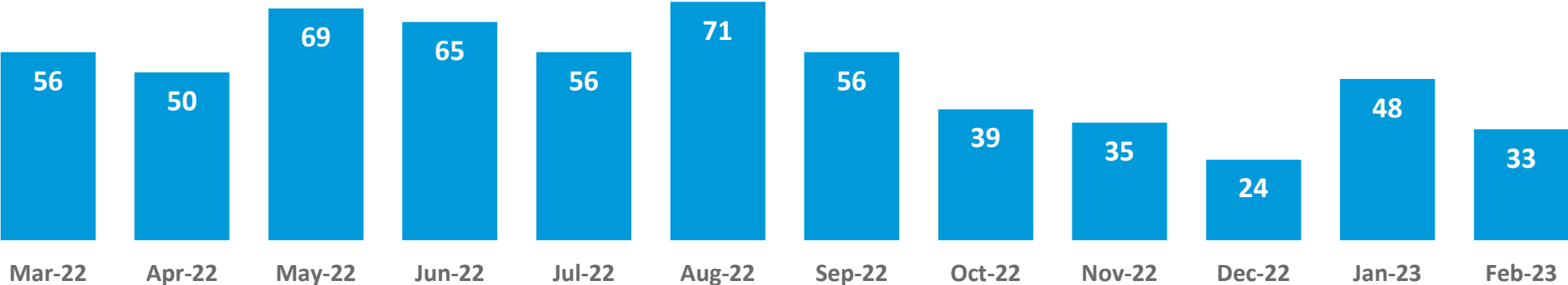
Overview	Location	Description	Date	Response
Injured Thigh	PRD	While using a handheld power grinder, the power cable became lodged on a surface below. The contractor attempted to pull on the cable to dislodge it and gain more slack. During this attempt, the grinder was powered on and eventually the cable broke free. This caused the active grinder to fall onto the contractor's lower thigh, cutting through their bib overalls and reaching their skin. A laceration occurred, first aid was given on site and it was determined no hospital visit was necessary.	2/21	<b>Grinder was inspected, results confirmed that it had its proper guard installed and contractor wore all necessary PPE. Contractor is continuing its internal investigation.</b>

# Leading & Lagging Indicators

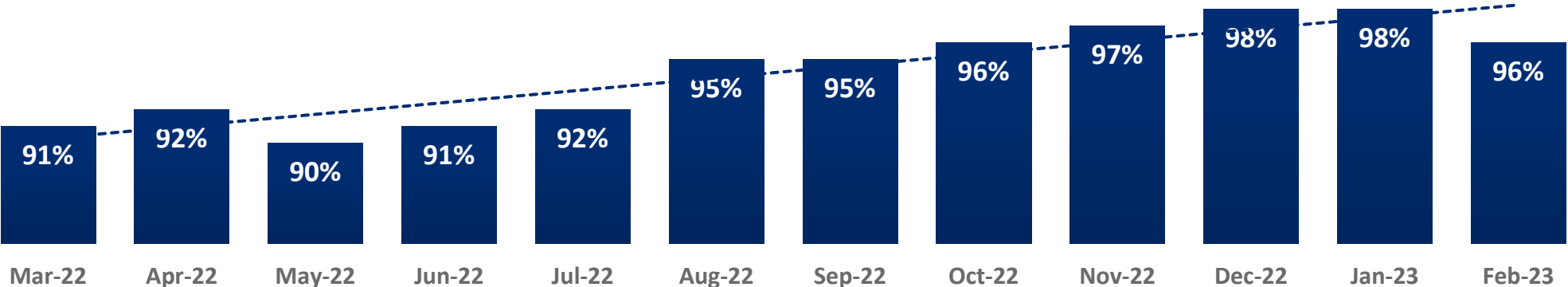


# Leading & Lagging Indicators

## Jobsite Reviews Conducted



## Safety Meeting Attendance



# Open Safety Action Items

Over 60 Days Old

As of January 2023	As of February 2023
Year 2017 = 1	Year 2017 = 1
Year 2018 = 2	Year 2018 = 2
Year 2019 = 1	Year 2019 = 1
Year 2020 = 2	Year 2020 = 2
Year 2021 = 6	Year 2021 = 6
Year 2022 = 4	Year 2022 = 4
Year 2023 = 4	Year 2023 = 5
<b>Month Total = 20</b>	<b>Month Total = 21</b>



## What's an Action Item?

*These are safety concerns that can be brought up anytime, including during a safety meeting.*



*They usually require some sort of further investigation or resolution, so they are assigned and tracked to make sure they're followed up on.*



## NATIONAL LADDER SAFETY MONTH



Safety@Grant

### Ladder Safety and How It Affects Everyone

The numbers speak for themselves.

500,000+

people treated each year for  
**ladder-related falls\***

300+

**deaths** from ladder  
falls each year\*\*

\$24B

annual cost to the U.S. for work loss,  
medical, legal, liability, and pain and  
suffering **expenses from falls**

Whether you're using a ladder at home or at work, these numbers affect YOU.

2 most common ladder accidents include:



1. Missing the last step when climbing down



2. Overreaching

\*CPSC (U.S. Consumer Product Safety Commission) [2014]. Unpublished data from the National Injury Information Clearinghouse (CPSC) using the CPSC's Injury Cost Model.

\*\*CDC, National Center for Health Statistics [2017]. Multiple Cause of Death 1999-2015 on CDC WONDER Online Database.



# Thank You!



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By Shondra West



# Stress Management

# What is stress

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Stress is a part of our everyday life that is the result of major changes you must adapt to.

The source of stress can be triggered from:

- Environment; bad weather conditions, pollen, traffic
- Social; work, school, friends, finances
- Physiological; body changes, inadequate sleep, illness
- Thoughts; interpretation (irrational thinking)

# Reaction to stress

- The normal physical reaction to stress when you feel threatened or upset, triggers your fight of flight response.
- When you perceive a threat, your nervous system responds by releasing a flood of stress hormones. These hormones arouse the body for emergency action.

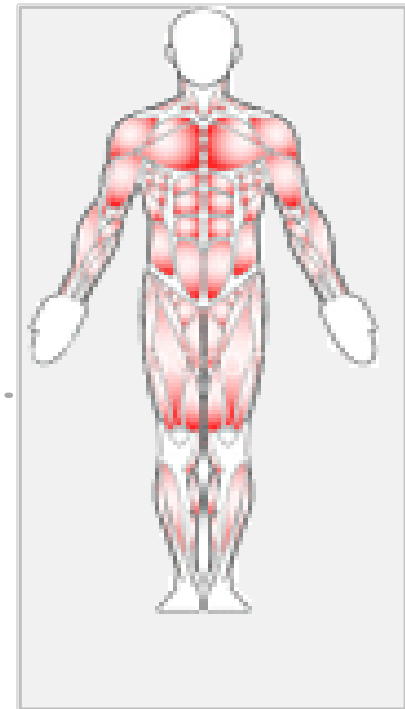
<https://www.facebook.com/video.php?v=10152928218461528>

# Fight or Flight Response

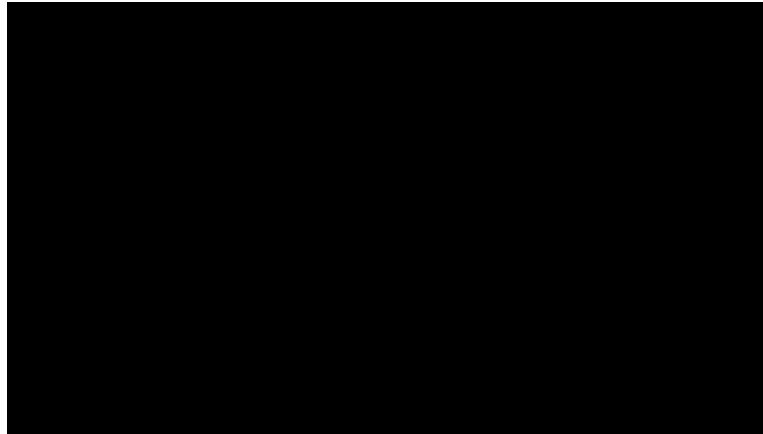
- The fight or flight response is controlled by the brain when the cerebral cortex (thinking part) sends an alarm to hypothalamus.
- The hypothalamus stimulates the sympathetic nervous system causing your heart to pound faster, muscles tightens, blood pressure rises, breath quickens, and detours your judgement.

**Good Stress** helps you stay focused, energetic, and alert by helping you rise to meet challenges; presentation at work or sharpens your concentration when you're attempting to complete work projects.

**Unhealthy stress** cause major damage to your health, mood, productivity, relationships, and quality of life.



# How the Human Body Deals with Stress



# Stress Awareness



How do you respond to stress





## Causes

Consuming Stress





# Work Stress

- Chronic work overload
- Unfair treatment
- Impossible expectations of your boss
- Unsupportive or hostile coworkers
- Inadequate training
- Lack of recognition or rewards
- Your values conflict with boss or coworkers
- Unpleasant work environment
- Lack of clear direction about priorities



# Common External Factors of Stress

Are stress that comes from the outside to us

- Major life changes
- Relationship difficulties
- Financial problems
- Trauma
- Children and family
- Noise
- Toxins/Pollution



# Common Internal Causes of Stress

Comes from inside us

- Feelings of anger, fear and chronic worry
- Anticipation
- Negative self-talk
- Unrealistic expectations/Perfectionism
- Rigid thinking, lack of flexibility
- All-or-nothing attitude





# Symptoms

Stress Overload 

# Work Burnout

- Pessimism
- Increase dissatisfaction
- Inefficiency at the job
- Guilt
- Irritability
- Cognitive, emotional, physical, and behavioral impairments.

# Cognitive

- Memory problems
- Inability to concentrate
- Poor judgment
- Seeing only the negative
- Anxious or racing thoughts
- Constant worrying



# Emotional

- Moodiness
- Irritability or short temper
- Agitation, inability to relax
- Feeling overwhelmed
- Sense of loneliness and isolation
- Depression or general unhappiness



# Physical

- Aches and pains
- Frequent colds
- Nausea, dizziness
- Chest pain, rapid heartbeat





# Behavioral

- Eating more or less
- Sleeping too much or too little
- Isolating yourself from others
- Procrastinating or neglecting responsibilities
- Using alcohol, cigarettes, or drugs to relax
- Nervous habits (e.g. nail biting, pacing)





# Stress Test

# Stress Test

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To get stress under control, try and find out what's causing stress, look for ways to reduce the amount of stress, and learn healthy ways to relieve stress.

Sometimes it's clear where the stress is coming from, other times its not so clear. Figuring out what causes stress is important to starting coping skills techniques that helps reduce stress or eliminate all together.

You will feel better if you find ways to get stress out of your system.





# Stress Management Techniques

# Work Stress Management

Increasing feelings of personal control can improve job-related stress.

Five steps toward managing your work stress:

1. Identify how you respond to your specific work stressors
2. Set goals to respond more effectively to your work stressors
3. Change your thinking
4. When in conflict, negotiate
5. Pace and balance yourself

# Cognitive Rehabilitation

For cognitive rehabilitation keep a calendar, don't rely on your memory to tell you when and where to be, certainly for the next week or months.

Develop a system to leave items where they are visible and where you will see them until you need it.

Complete brain challenge games as mental exercise like word puzzles, sudoku, or playing strategy games on your phone. The purpose of performing these task is stimulate brain cells

# Emotional Defusing

Write in a journal, talk with friends, family, or counselor to let your feelings out.

Do something you enjoy like a hobby, caring for pets, volunteer work, or creative activity.

Breathing exercise is a natural necessity to life as you take in oxygen and release carbon dioxide. By learning to normalize or slow your breathing it can help you relax.

# Physical Interaction

Exercise is a good way to manage stress and relieve muscle tension. To start off simple a great way this can be done is walking, house cleaning, dancing, or working in the yard work.

To relax separate groups of muscles one by one; Yoga, tai chi, and qi gong are good techniques.



# Behavioral

A decorative graphic consisting of several overlapping, light gray swirls and leaf-like shapes, positioned on the left side of the slide, partially behind the title.

Incorporate healthy techniques to help sooth your soul and release tension.

Eat Healthy and do things you enjoy.

Try to get as much sleep as you need.

# Safety

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Safety Update – Q1 2023



Powering our way of life.



# 2023 Goals & Programs

- Contractor Management
- Stay at Work Program
- Job Hazard Analysis
- Update of Safety Policies and Procedures
  - Electrical Safety Procedure
  - Confined Space Procedure
  - Hearing Conservation Program



# Contractor Management

## Project Description:

Update and implement a structured program which will provide guidance, expectations and process for applying GPUD safety standards and requirements to contractors working on our projects. The program will also include a continuous improvement process that achieves our high standards for operational excellence.





# Contractor Management progress update

## Milestone/Major Deliverable/Task Status

<sites/CSPDevelopment/layouts/15/Doc.aspx?sourcedoc=%7B8894740A-E5CB-46B9-80C1-BEEBCE6DF530%7D&file=Contractor%20Safety%20Project%20WBS.xlsx&>

Project Activity	Status	Baseline Start Date	Actual Start Date	Baseline End Date	Actual End Date	% Complete	Comments
3.1 Develop District Rep Policy		7/1/2022	8/15/2022	10/31/2022	1/15/2023	100%	Updating per comments received; minor changes expected going forward
3.2 Develop Integrated Procedure		7/1/2022	8/15/2022	10/31/2022	1/15/2023	100%	Updating per comments received; minor changes expected going forward
3.3 Verify/Update Contract Language		9/15/2022	12/1/2022	9/30/2022	3/15/2023	90%	Carol reviewing with Procurement team
3.4 Update/Develop Tools, Templates, Checklists		10/1/2022	10/1/2022	12/31/2022	3/15/2023	90%	Draft tools and checklists now developed; minor changes expected going forward
3.5 Update SP Site		12/1/2022		3/31/2023		0%	To be updated once content nearing finalization
4.1 Develop Refresher/Updated Program Module		10/1/2022	10/28/2022	1/31/2023	12/23/2022	100%	On schedule
4.2 Develop Onboarding Module		10/1/2022	10/1/2022	1/31/2023	12/23/2022	100%	On schedule
4.3 Beta testing of training and rollout strategy		12/1/2022	12/4/2022	2/28/2023	12/23/2022	100%	Need to schedule beta testing times
5.1 - Develop Continuous Improvement Strategy		2/1/2023		3/31/2023		0%	

# Stay at Work Program

The Safety Department is working in partnership with HR to update and maintain the required documents for LNI's - employees Stay at Work program, after reporting an injury which results in restricted work activities. We have completed the following items:

- Safety continues to work with HR and Operations on placement of Light Duty Workers
- Reviewing options for light duty work from all Supervisors in all Departments.
- Using results from 2016 L&I Vocational Rehab documents and comparing to current light duty documents for any necessary updates.
- A draft of a Stay at Work Policy will be shared with stakeholders for input and refinement.
- The resulting policy will be sent to labor management for input and refinement
- Documents will be uploaded to HR platform once finalized.





# Job Hazard Analysis

- Safety is working with our Continuous Improvement Team to evaluate and enhance our current Job Hazard Analysis (JHA) Program and our Pre-Job Brief Program across the District.
- Current tasks:
  - The stakeholders group has met 4 times and produced some draft tools for further discussion.
- Future tasks:
  - Refinement of JHA tools ND Pre-Job Brief forms.
  - Development of training materials and a training plsn.

# Safety Policy Review Efforts



Published Documents	Documents in Revision Process
Outdoor Heat Stress Program v.5	Working On, Over, Or Near Water
Grant PUD Safety Steering Team Charter	Lockout Tagout Program
Accident Prevention Program	Policy on Safety Policies, Programs, Plans and Procedures
Confined Space Program	Scaffold
Workplace Ladder Safety	
Evacuating A Grant PUD Facility	
Personal Protective Equipment (PPE)	
Safety Toe Boot Request Form	
Prescription Safety Eyeware Request	



# Additional Safety Policy Review Efforts



## Safety Programs Under Significant Update

- Electrical Safety Procedure
- Hearing Conservation Program
- Crane Safety Program



# SAFETY DAY

June 08<sup>th</sup> Grant County Fairgrounds

Moses Lake, WA

This will replace your JUNE SAFETY MTG.



**Powering our way of life.**

# PUBLIC POWER / INDUSTRY OUTREACH ACTIVITY REPORT

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Commission Presentation  
March 28, 2023

Chuck Allen, Senior Manager  
External Affairs & Communications

Ryan Holterhoff, Government Affairs  
Annette Lovitt, Public Affairs



Powering our way of life.



01

**Leveraging our relationships**

**Hydro and public power unity  
makes us stronger**



# Industry Memberships (Unified Voice)



# APPA-WPUDA D.C. Legislative Rally

**Chuck Allen and Ryan Holterhoff joined WPUDA to meet with WA state delegation to discuss:**

- **Importance of Lower Snake River Dams**
- **Columbia River Treaty**
- **Federal funding modifications**
- **Federal assistance to help with transformer shortage.**



Ryan Holterhoff, with Grant PUD Government Affairs meets with Rep. Marie Gluesenkamp Perez in the U.S. Capitol.

# Mid-C collaboration



- The utilities continue to identify opportunities to partner on various communication and educational efforts.
- Most recently the GM's gathered to discuss the energy challenges facing our region with regional business and civic leaders in a community forum.
- Collaboration on key legislative issues during the state session to ensure our region's voice is heard.



# Columbia River Treaty

## Power Group providing a unified voice

- 2023 Work plan for the Power Group has been finalized and outlines tactics that will best position the U.S. to rebalance the treaty to better represent the downstream benefits
  - Power Group Meeting with the State Department In February
  - Congressional and agency meetings during the APPA Rally
- Continued efforts to increase the transparency of the negotiation process and the importance for utilities to provide feedback

You are overpaying  
for clean energy **that  
belongs to the U.S.**

Learn more  
[crtpowergroup.org](http://crtpowergroup.org)



# Public Generating Pool

Working for a common interest



- Made up of nine Public Power generating utilities in the NW
- Several staff members participate in PGP's various committees and task forces
- PGP provides a unified voice about regional energy issues including:
  - Power market evaluation
  - Resource adequacy
  - Carbon legislation
  - Regional Transmission Organizations

# NW River Partners



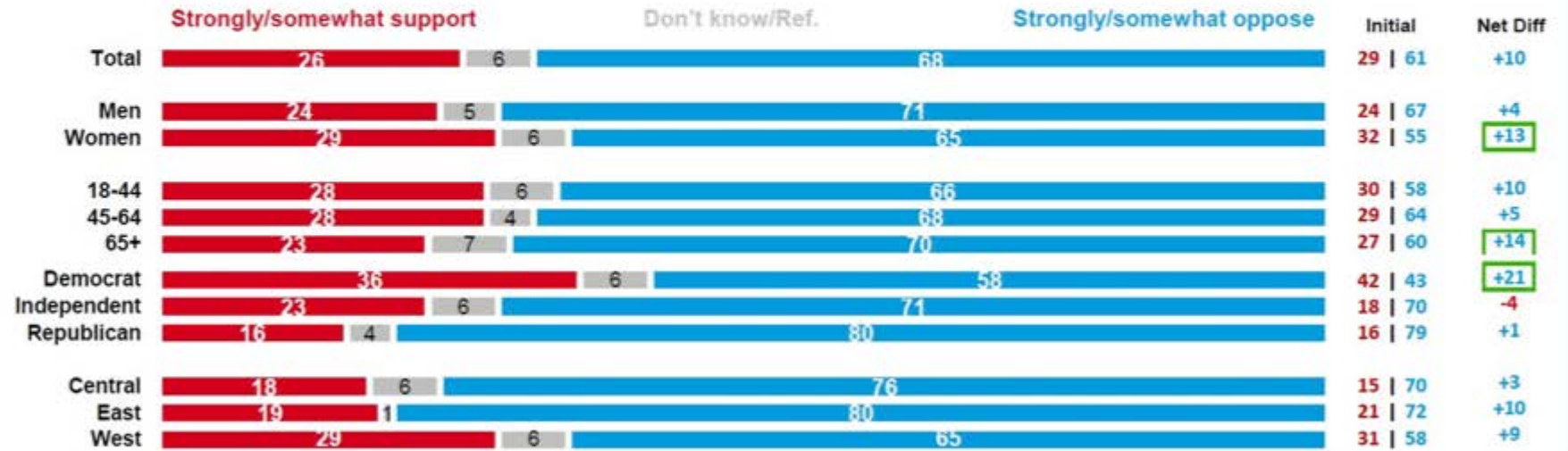
[Northwest River Partners - Ad 1 - YouTube](#)

# NW River Partners

Polling data shows major strides in key demographics with message about the importance of LSRD.

## Share Our Story

### Do you support or oppose removing the Lower Snake River hydropower dams? – Final Vote

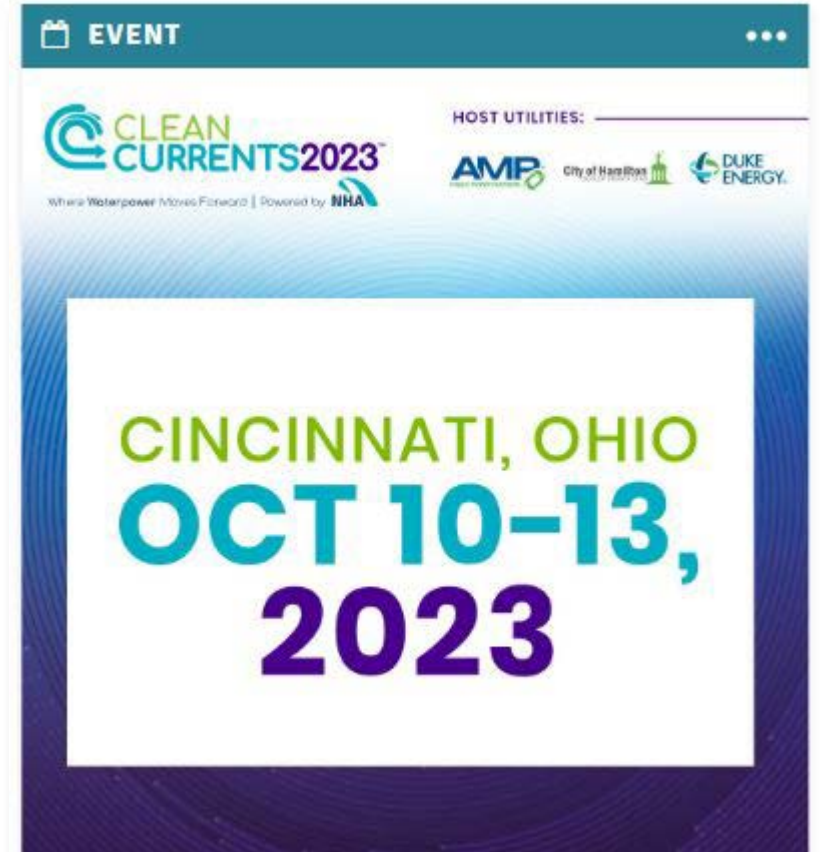


"Lead the charge for the Northwest to realize its clean energy potential with hydroelectricity as the cornerstone."

# NHA Conferences

Sharing our knowledge,  
learning from others.

- GM Rich Wallen is an advisory member to the NHA Board of Directors.
- Events provide opportunity for Grant PUD staff to stay connected to issues and advances in Hydro Industry.





# FWEE hydro education



- **Two Hydro STEM Academies planned for 2023**
  - **One at Rocky Reach Dam and one at Benton PUD.**
- **Electricity Production Teacher Training & Kits (NWAHA funding partner).**

## Middle and High School Virtual Training for Northwest Teachers

**March 23, 2023 • 4pm – 5:30pm**

The curriculum acts as an introduction to learning about engineering design, alternative energy, or physical science concepts. The PowerWheel was designed to be a foundational tool for the instruction of energy and physics.

Students will learn how decisions are made while considering tradeoffs and stakeholders. To do this, they will explore which form of energy best meets the needs for Dakota Brown, a fictitious environmental engineer looking to relocate to a new state.

**Supplies limited, apply now!** Distribution will be first come, first served. Kits will be distributed after participant attends training.

[Sign Up Now »](#)

### Available to Teachers at No Cost!

- \$200 kit with PowerWheel for classroom activity
- Google Classroom access to:
  - Curriculum with teacher notes via PowerPoint
  - Video tutorials
- WA: 90-minute training with WA OSPI clock hours offered
- OR: 90-minute training with Certificate of Completion for 1.5 Professional Development Units (PDUs)

The background of the slide is a dark gray with a large, faint, stylized graphic of a turbine or fan. The blades are curved and radiate from a central point, creating a sense of motion and power. The overall aesthetic is modern and industrial.

# 02 More Powerful Together

## Public Power Resources

# NWPPA Training and Support

- Training opportunities for variety of specialties:
  - Customer Service
  - Power Delivery
  - Power Production
  - Finance
  - Human Resources

## TRAINING AND EVENT CATALOG





# Large Public Power Council

## 2023 Policy Objectives:

### 1. Infrastructure Financing

- Protect public power financing
- Reduce complexity and restrictions in incentive and grant programs

### 2. Infrastructure Development

- Flexibility in resource planning and development
- Support new technologies
- Streamline permitting

### 3. Reliability, Resilience, and Security

- Enhance grid resilience and security

### 4. Environmental Policy

- Support LPPC members efforts to achieve carbon-reduction goals

### 5. Support for our Customers and Workers

- Support energy assistance and workforce development programs



# WPUDA – Advocating for PUDs in WA

- **Legislative Support**
  - **Bill Tracking Reports**
  - **Issue Papers**
  - **Legislative update conference calls**
  - **Providing testimony on behalf of membership**
  - **Lobbying team**
  - **Advocacy on federal issues**



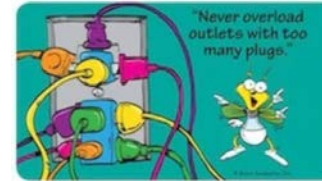


# 03 Telling our story

## Public Power Message

# NCESD hydro and safety education

Our on-going partnership with the North Central Educational Service District and it's "Science Cadre" provides grade level appropriate and required materials for electrical safety, hydropower generation and power delivery. **The curriculum is developed in collaboration with Mid-Columbia PUD's.**



Grade One: The Mouse House Surprise!

Basic electrical safety

Grade Two: Energy Assembly

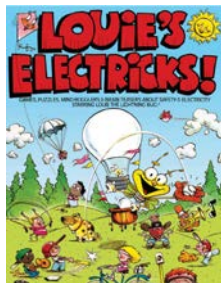
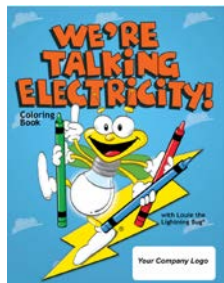
Introducing the idea of Energy & Energy Transfer

Grade Four: Electrical Safety program

Hydroelectric power generation and potentially life saving important safety information

Grade Five: Electrical Energy Production

Research based for a report, plus solar oven projects and a renewable energy game





# Going viral!

- Facebook video of Bald Eagle carrying goose reached 14,943 people Published in news outlets around the country including *Newsweek Magazine* on Dec. 22, 2022:

"The footage captures how nature and hydropower coexist on the Columbia River. We manage shoreline areas with habitat for bald eagles, Canada geese and other animals. Wanapum Dam also provides safe river passage for hundreds of thousands of migrating salmon each year, while producing enough clean, renewable hydropower." - Chuck Allen Newsweek quote



[\(4\) Facebook](#)

# Celebrating broadband buildout

- Ribbon-cutting celebration on Oct. 20 of Gloyd to Stratford fiber installation project.
- Grant PUD officials and Department of Commerce and Public Works Board.



[Grant County Broadband Project - YouTube](#)



**Powering our way of life.**

# Employee Experience QBR

*Q1 2023*



# Agenda

1. Organizational Linkage
2. 2023 Priorities
3. In-Flight Programs/Projects
4. Ongoing Performance Metrics

# 01 Organizational Linkage

**Aligning the work of the team with  
the needs of the organization**

# Code of Excellence Highlight



# Organizational Objective 2

## OBJECTIVE 2

### DESIGN AND SUSTAIN AN ENGAGING & FULFILLING GRANT PUD CULTURE

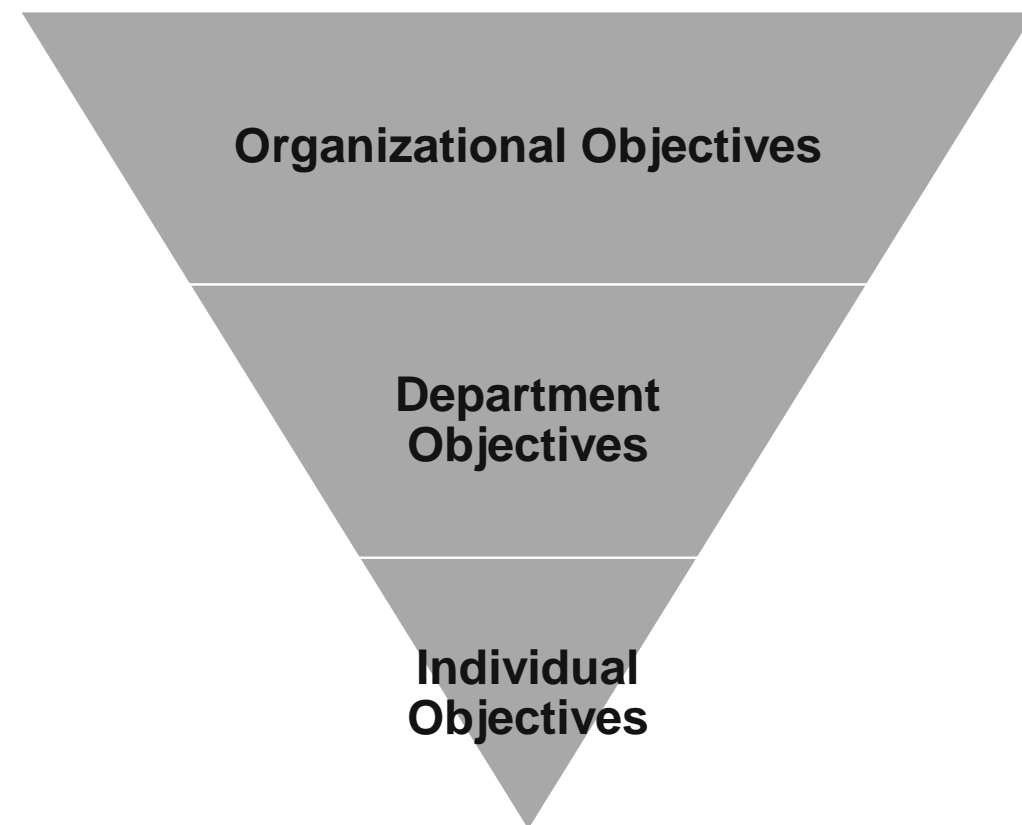
Workplace culture is the infrastructure that guides how we function. Business outcomes, such as safety, compliance, financial results, and operational excellence, all hinge on a healthy workplace culture that supports people. We continuously design our culture so every role has purpose and every employee has value. We make meaningful investments in our workforce. We encourage transparent and authentic communication, and engage our teammates with respect and empathy.

### STRATEGIES

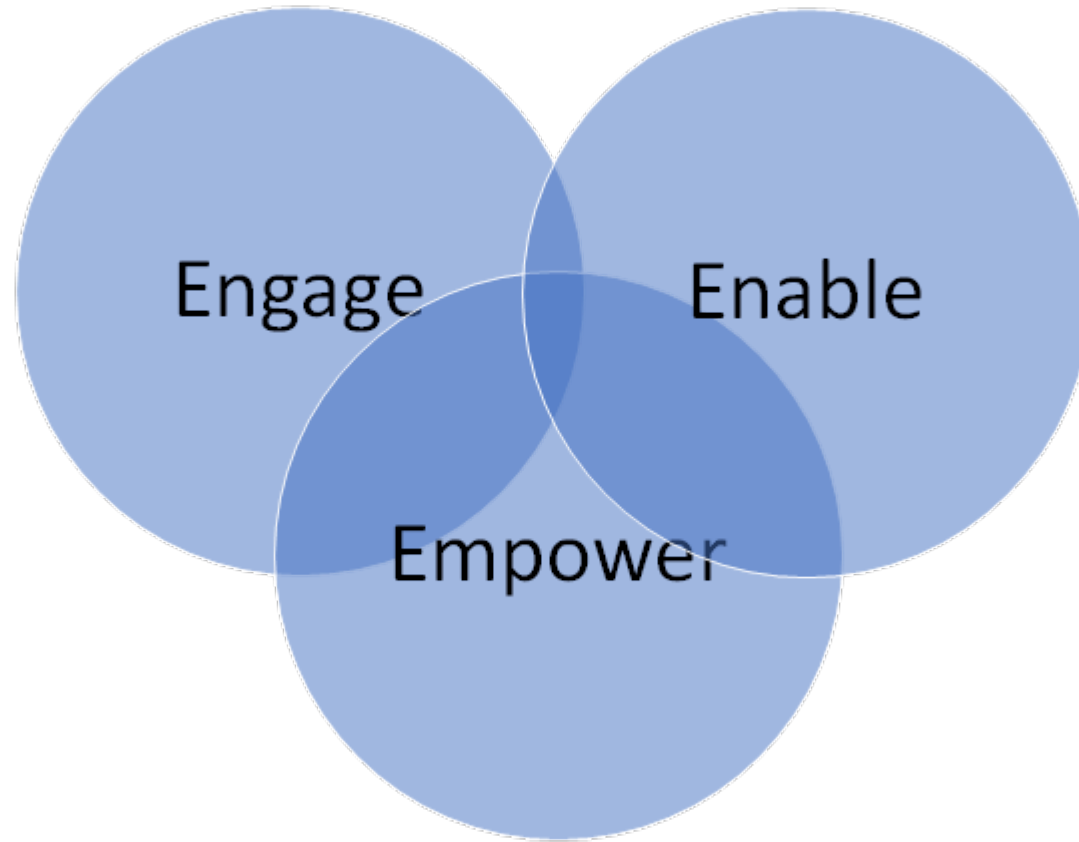
- Reinforce commitment to the Code of Excellence
- Recruit, develop and retain a best-in-class workforce
- Sponsor a vibrant employee association
- Establish a deliberate, continuous learning strategy aligned to business outcomes
- Implement the ADDIE instructional systems design framework for training
- Articulate and reinforce our desired leadership culture
- Deliver industry-leading educational reimbursement programs

### KEY METRICS

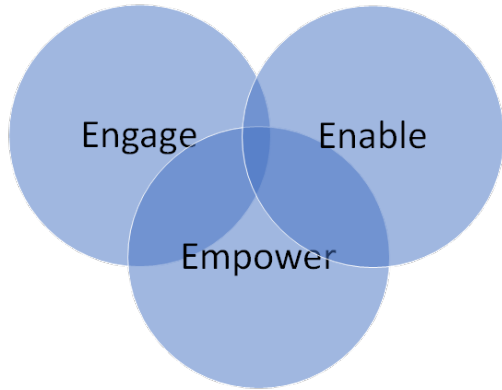
- Organizational Health Index
- Employee Engagement Assessment
- Educational Reimbursement Target
- Training Effectiveness Assessment
- Establish a holistic approach to employee wellness



# ***DRAFT:* Mission of Employee Experience**



# Employee Experience



***DRAFT: Employee Experience Mission:*** Engage, empower and enable employees throughout their journey at Grant PUD.

***DRAFT: Employee Experience Vision:*** To make Grant PUD the employer of choice within the energy industry and community in which we live.

## **Leadership & Organizational Development**

- Mission: We exist to support organizational health by creating clarity around how we lead, train and treat people at Grant PUD.
- Vision: To reinforce a people-centric culture where employees acknowledge problems, focus on possibilities and share responsibility for their growth.

## **Learning & Development**

- Mission: We contribute to the success of the organization by partnering with the Grant PUD business units through centralized learning and development that is focused, measurable, and effective.
- Vision: Align with business goals and provide clear direction and opportunities for learning. Multiple learning vehicles will be utilized while considering audience, methods, and styles.

## **Human Resources**

- Mission: We exist to design & deliver people-centric services that equip employees on their journey to becoming healthy, wealthy and wise.
- Vision: Be the strategic partner and profit-center that guides people-related business decisions.

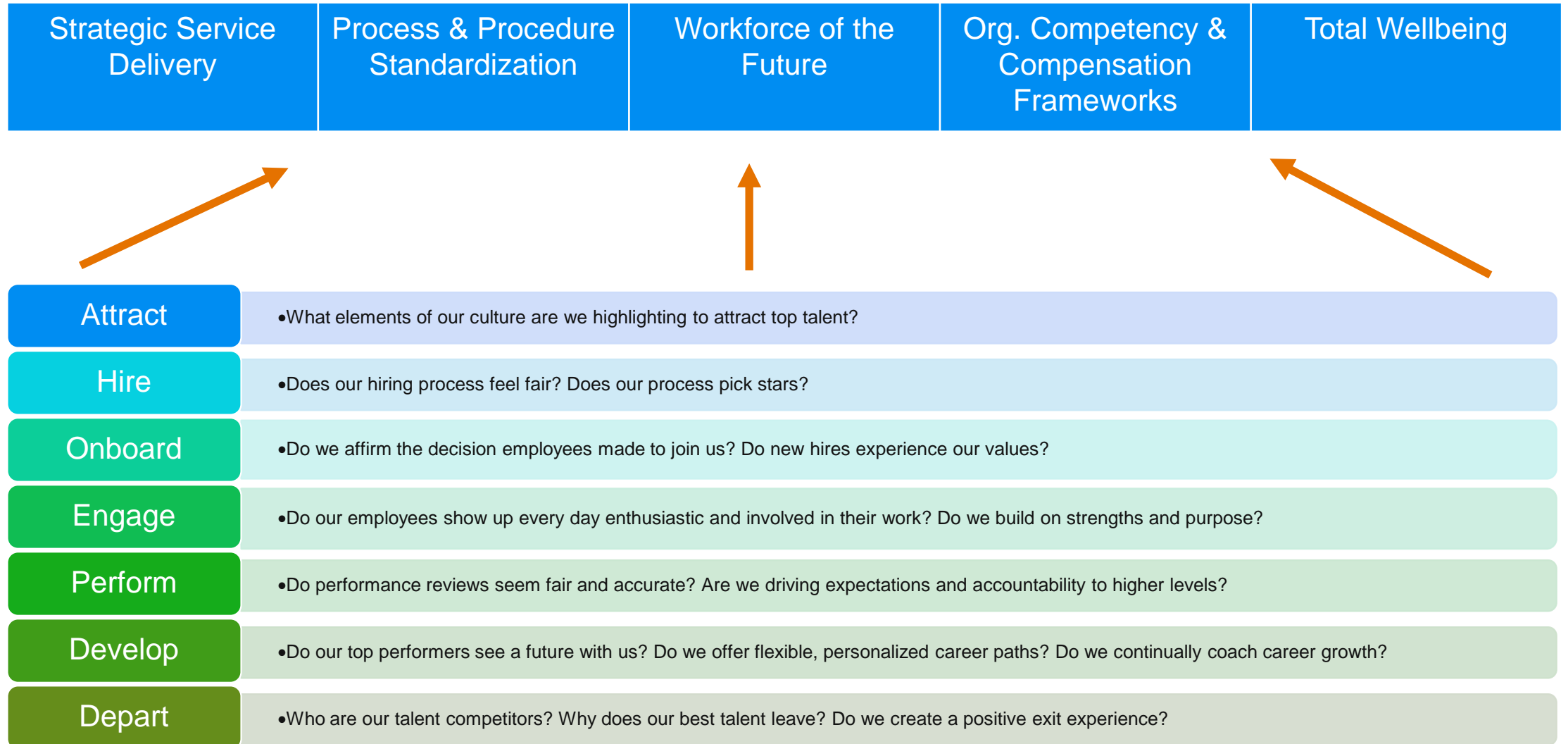




# 02 2023 Priorities

## Employee Experience

# 2023 Employee Experience Workplan



# Success Indicators

Next step is identifying relevant targets to measure progress toward these touchpoints

<b>Attract</b>	<ul style="list-style-type: none"><li>• Time to fill</li><li>• First-year attrition</li></ul>
<b>Hire</b>	<ul style="list-style-type: none"><li>• Orientation Experience Rating</li><li>• (Placeholder: % of students/interns to FTR status)</li></ul>
<b>Onboard</b>	<ul style="list-style-type: none"><li>• Hiring Manager Checklist completion</li><li>• Onboarding Peer Checklist Completion</li></ul>
<b>Engage</b>	<ul style="list-style-type: none"><li>• Q12 Engagement score</li><li>• OHI Score</li><li>• Budget to actual spend on employee recognition</li><li>• Training Satisfaction (LMS and live)</li><li>• Wellbeing (Wellness metric) TBD</li><li>• Retention-risk</li></ul>
<b>Perform</b>	<ul style="list-style-type: none"><li>• Goal Planning Completion</li><li>• <u>Mid Year</u> Review Completion</li><li>• Year End Review Completion</li><li>• Turnover Rate</li><li>• Training Completion Rate</li><li>• Budget to Actual -4%+1%</li></ul>
<b>Develop</b>	<ul style="list-style-type: none"><li>• Education Reimbursement Participation Completion Rates</li><li>• Education Reimbursement Promotion rate</li><li>• Individual development plans executed</li><li>• Succession plans in place</li><li>• Emergent Leader Program Rating</li></ul>
<b>Depart</b>	<ul style="list-style-type: none"><li>• Exit Interview Completion Rate</li><li>• Reason for Exit (Qualitative)</li><li>• Unfavorable separation</li><li>• Voluntary separation</li></ul>

# 03 In-flight programs/projects

# Organizational Development Updates

- **Education Reimbursement Policy**

- Updates in flight, policy changes and communication coming soon.
- Completion Rate: **79%**

- **Performance Development**

- 2022 Evaluations Completion Rate: **99%**
- 2023 Goal Plan Completion Rate: **96%**

- **Orange & Blue U (Emergent Leader Program)**

- Pilot Team – off to a strong start!

- **Gallup Q12 Action Plans**

- Process includes Dialogue and Collaboration across all departments at Grant.

# Orange & Blue U

Emerging Leaders The Future Needs Most





# Big 3 Priority Item: Orange & Blue U (Continued)

- Opportunity for Commission to Engage in Q4
- 2023 Pilot Participants:
  1. **Molly Hill**, Engineer
  2. **TJ Hossele**, Facilities Electrician
  3. **Mindy Klingenberg**, Project Coordinator
  4. **Casey Raab**, Power Systems Electrician
  5. **Melissa Lyons**, Sr. Term Marketer



## The Program Process

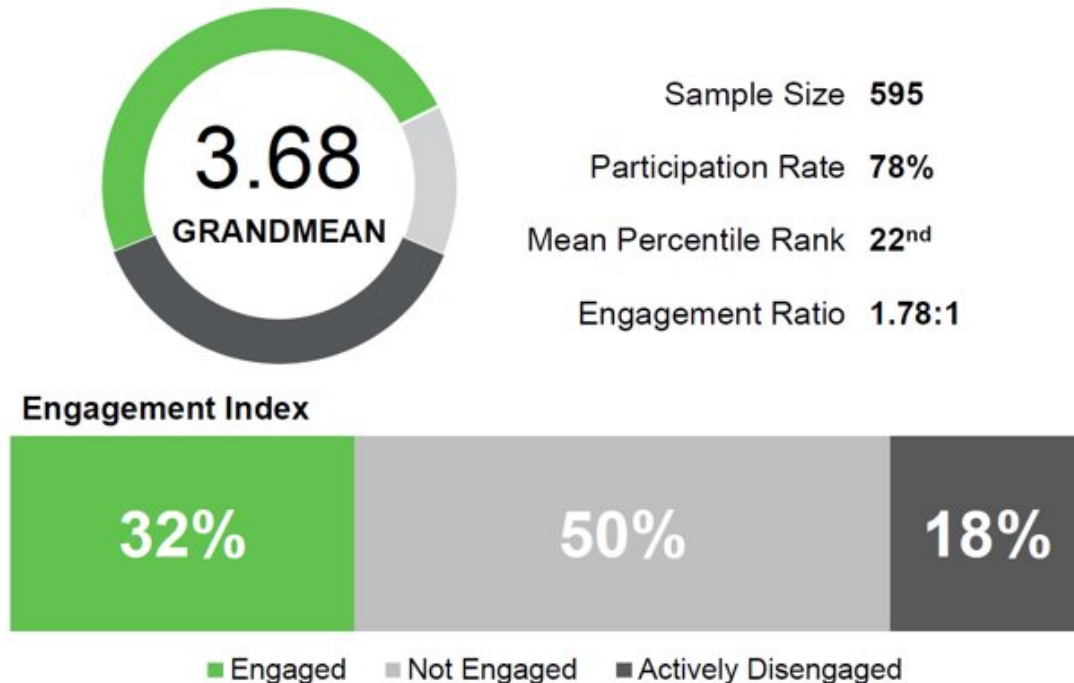


# Taking Action: Employee Engagement Survey

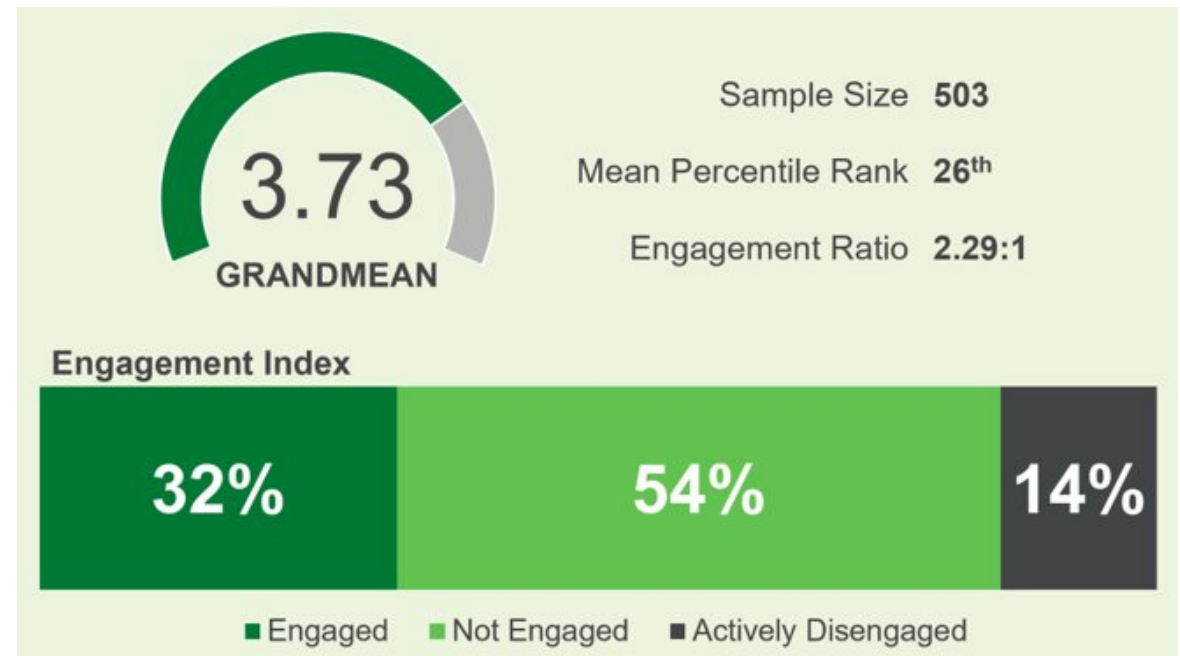
## Action Plans

1. **95** to be created by end of Q2.
2. Requesting to shift from OHI to Gallup Q12 on consistent basis.

### 2022 Data



### 2020 Data



# HR Updates

- Compensation Program Updates (Next Slide)
- Introduce New Staff Members: Kelsie Moncado (Payroll Specialist) and Gina Todora (Student Helper)
- Recruiting for HRIS Analyst, Wellness Specialist, HR Coordinator, and Benefits Specialist
- YE closeout complete for payroll (all W-2, 1095-C issued, year-end taxes complete)
- Trupp HR Audit report available mid-March 2023
- Proactive organizational outreach – HR staff are on a rotational schedules at all major field sites

# Compensation Program Update

- Compensation Philosophy: To ensure we make good on our commitment to customers, we attract, develop and retain qualified, highly skilled employees by providing a compensation program that is competitive within our region and the electric utility industry. This is accomplished by four guiding principles:
  - Market Based Pay
  - Employee Performance Rewards
  - Internal Job Equity
  - Employee Career Development
- Market analysis for all non-bargaining unit positions expected to be complete by the end of 2023.

# Learning & Development Updates

- Fleet Technician Apprenticeship Approved by L&I (Highlights on next slide)
- Training Completion -YE 2022 99.9% completion; currently over 90% for 2023
- Working@Grant & Leading@Grant Trainings kicked off in March and April
- 2023 Technical and Development Training programmed for 2023





# Apprenticeship Program

## Program Highlights

### ■ New Apprenticeship

- Fleet Technician Apprenticeship approved by L&I – January 2023
- Team effort across the PUD to get it built and ready by L&D, HR, Internal Services and the Joint Apprenticeship Training Committee (JATC)
- Transportation scheduled to start an apprentice in 2023

### ■ 17 Current Apprentices at the PUD with 5 Completing their programs in 2023

- Lineman – 7
- Power System Electrician – 3
- Electronic Technician – 3
- Power Plant Operator – 4





# 04 Ongoing Performance Metrics

As of 03/09/23

# Success Indicators

(As of 3/7/23)

Next step is identifying  
relevant targets to measure  
progress

<b>Attract</b>	<ul style="list-style-type: none"><li>• Time to fill</li><li>• First-year attrition</li></ul>
<b>Hire</b>	<ul style="list-style-type: none"><li>• Orientation Experience Rating</li><li>• (Placeholder: % of students/interns to FTR status)</li></ul>
<b>Onboard</b>	<ul style="list-style-type: none"><li>• Hiring Manager Checklist completion</li><li>• Onboarding Peer Checklist Completion</li></ul>
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<b>Develop</b>	<ul style="list-style-type: none"><li>• Education Reimbursement Participation Completion Rates</li><li>• Education Reimbursement Promotion rate</li><li>• Individual development plans executed</li><li>• Succession plans in place</li><li>• Emergent Leader Program Rating</li></ul>
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# Q1 Training & Onboarding

2021

2022

2023

Q1

Q2

Q3

Q4

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

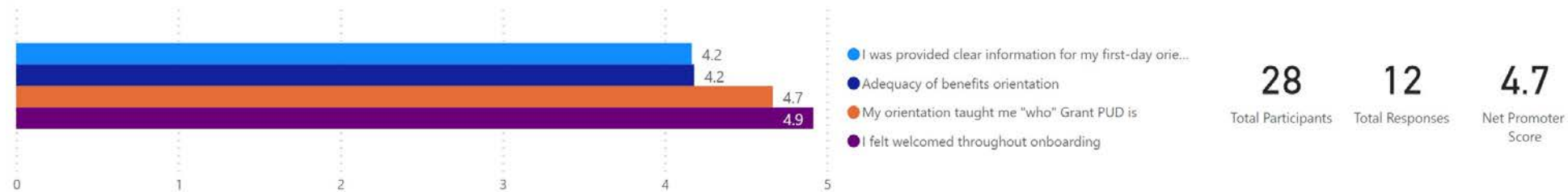
Nov

Dec

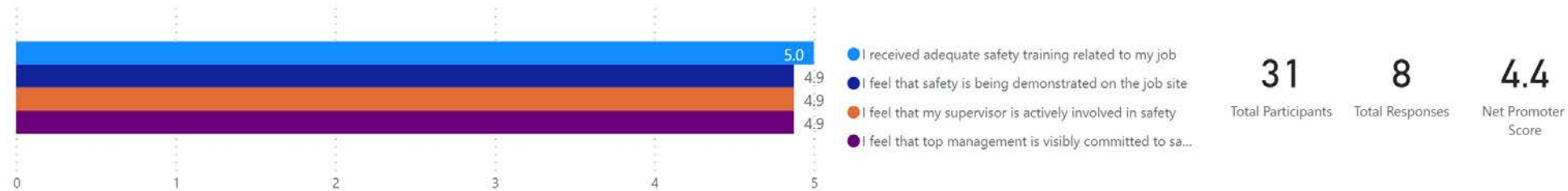
## TRAINING COMPLIANCE

The data below is based on a 1-5 scale with 5 being high. Surveys update at the data source whenever a new response is submitted, but this page only refreshes once per day M-TH at 8am.

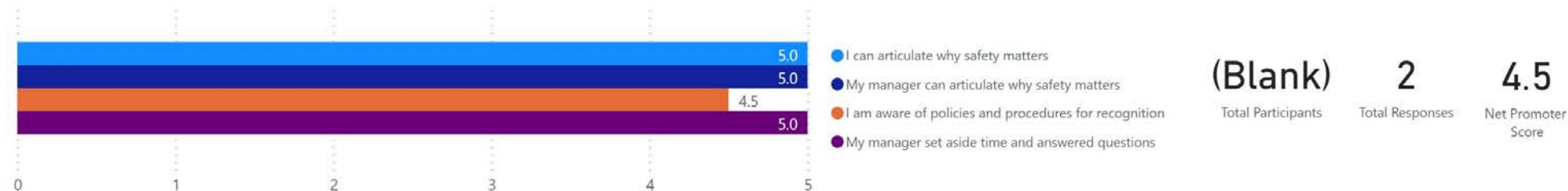
### New Hire Orientation Experience



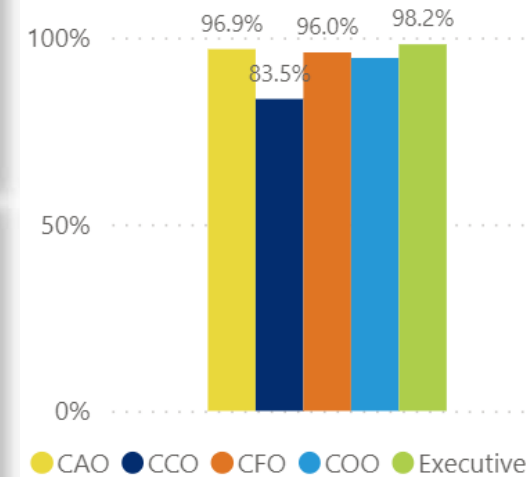
### Onboarding Peer Experience



### People Leader Onboarding Experience



### % Total Complete by CXO



# Q1 Recruiting



47

Total # Distinct Job Requisitions

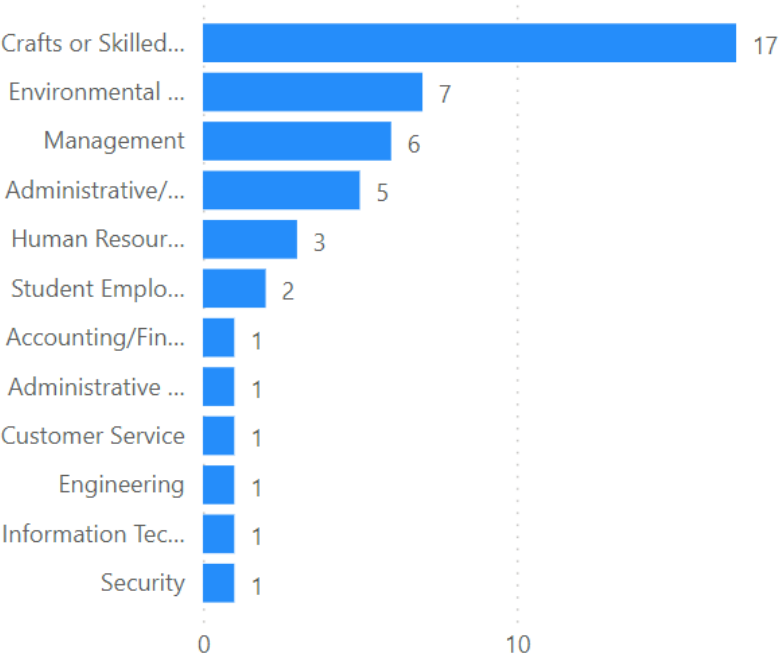
30

# Currently in Open (Published) Status

17

# Distinct Postings in Closed Status

Total # Opportunities by Job Family



Opportunity Title

- 
- ☐ Administrative Assistant - Employee Experience
  - ☐ Chief Customer Officer (Internal Only)
  - ☐ Customer Service Representative I - On Call
  - ☐ Facilities Building Maintenance Worker (Internal)
  - ☐ Facilities Electrician (Internal)
  - ☐ Facilities Supervisor
  - ☐ Fish and Wildlife Hydro Maintenance Assistant ...
  - ☐ Fish and Wildlife Specialist - Seasonal
  - ☐ Fish and Wildlife Specialist - Seasonal (Internal)
  - ☐ Fleet Utility Equipment Mechanic I-III
  - ☐ Fleet Utility Equipment Mechanic I-III (Internal)
  - ☐ Foreman Hydro Electrician (Internal Only)
  - ☐ Grants Program Manager
  - ☐ Hazardous Waste Technician I - Limited Assign...
  - ☐ Human Resources Coordinator I - II (Internal)
  - ☐ Human Resources Information System Analyst ...
  - ☐ Human Resources Wellness Specialist

Day Breakdown

- ☐ 24 or less
- ☐ 25-49
- ☐ 50-74

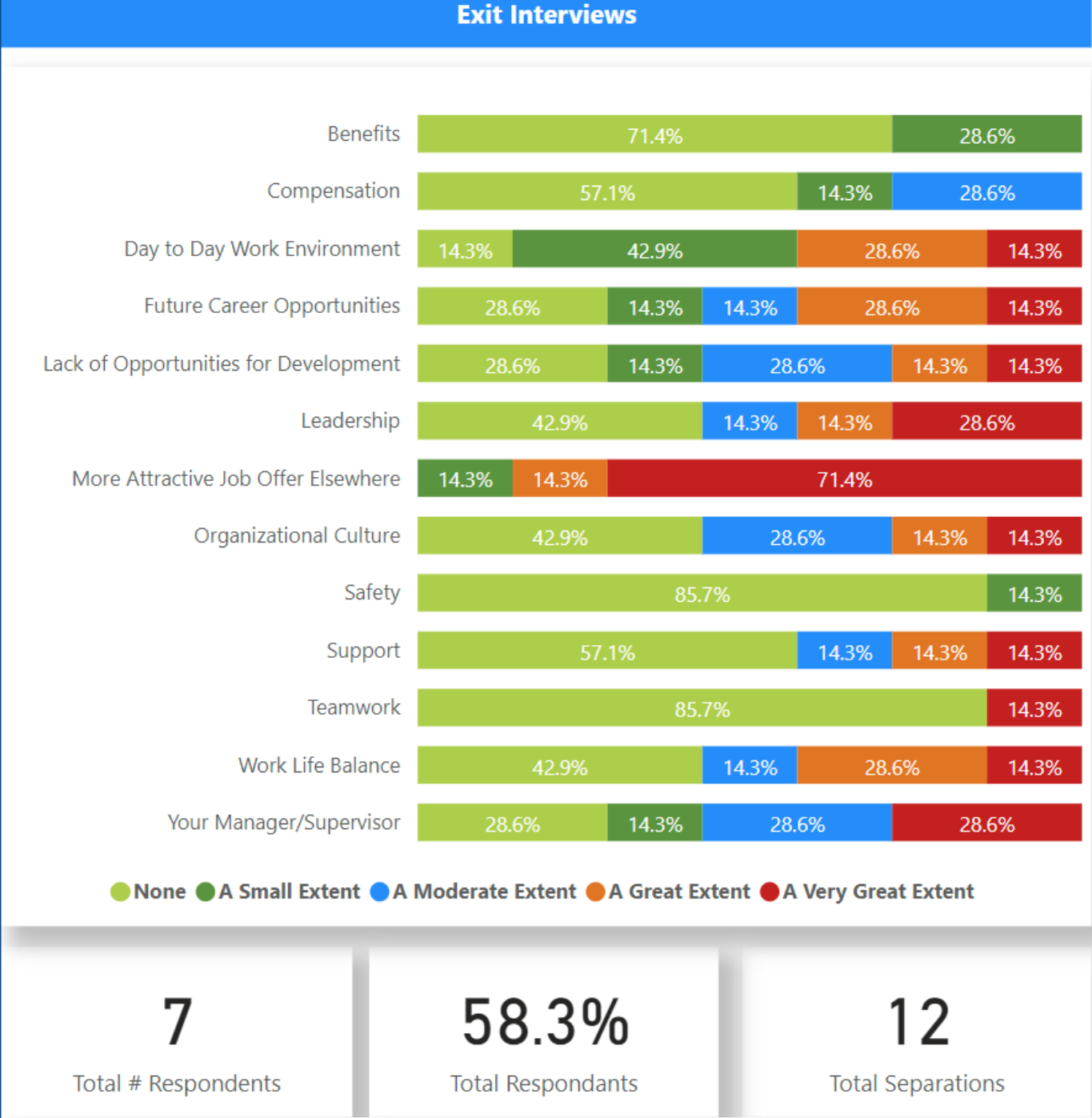
57

Max # Days to Final Disposition

19

Average # Days to Final Disposition

# Separation Data



**1**  
Total # Involuntary Separations

**8**  
Total # Voluntary Resignations

**3**  
# Total Retirements

**1.6%**  
Total Turnover of Full-Time Regular Employees Only

# 2023 Goal Plan and 2022 Evaluations

## GOAL PLANNING AND EMPLOYEE REVIEW STATUS

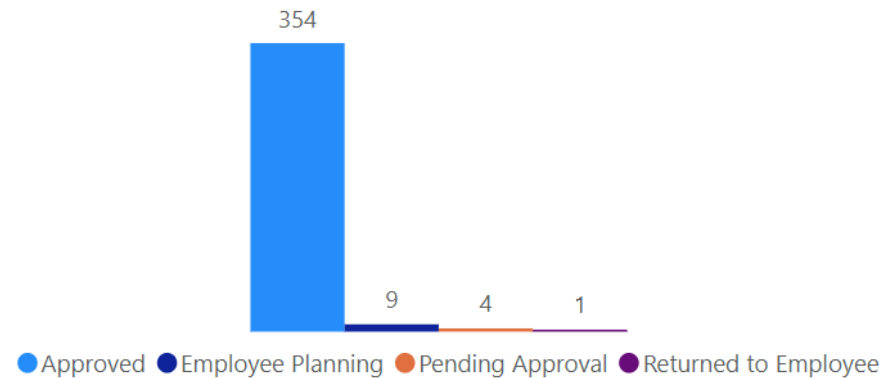
This page is refreshed M-TH mornings at 8am.

### Choose a Goal Planning Period

2022

2023

#### Goal Plan Status Counts



#### Functional

- ☐ CAO
- ☐ CCO
- ☐ CFO
- ☐ COO
- ☐ EXEC

96.2%

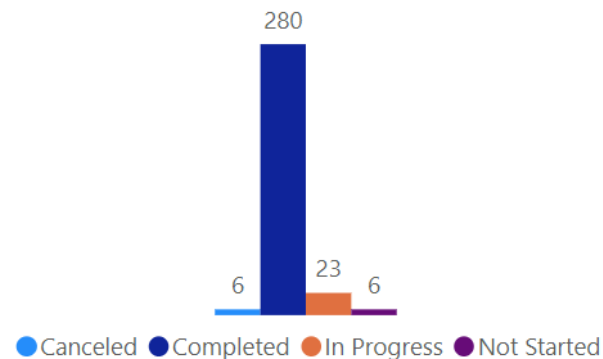
% Goal Plan Approved

### Choose an Evaluation Year

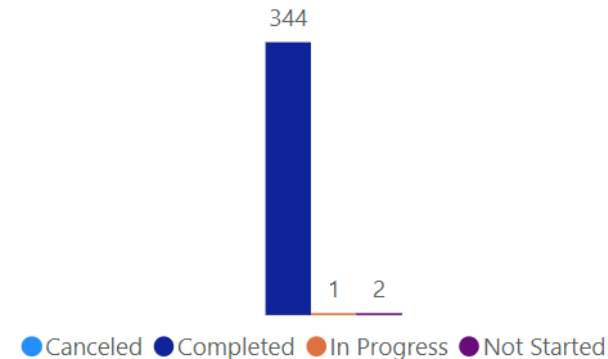
2022

2023

#### Mid-Year Evaluation Counts



#### Year-End Evaluation Counts



90.6%

% Completed Mid-Year Review

99.1%

% Completed Year End Review



**Questions?**

# Internal Services

## Quarterly Commission Report

March 12, 2023



Powering our way of life.

# Agenda

## **INTERNAL SERVICES**

Facilities, Transportation, Security and Emergency Management



**DEPARTMENT  
SUMMARIES**



**STAFFING  
UPDATES**



# Transportation Dept. Highlights



## Staffing Updates



## Vehicle Safety Program



## Standardization



## Fleet Apprenticeship

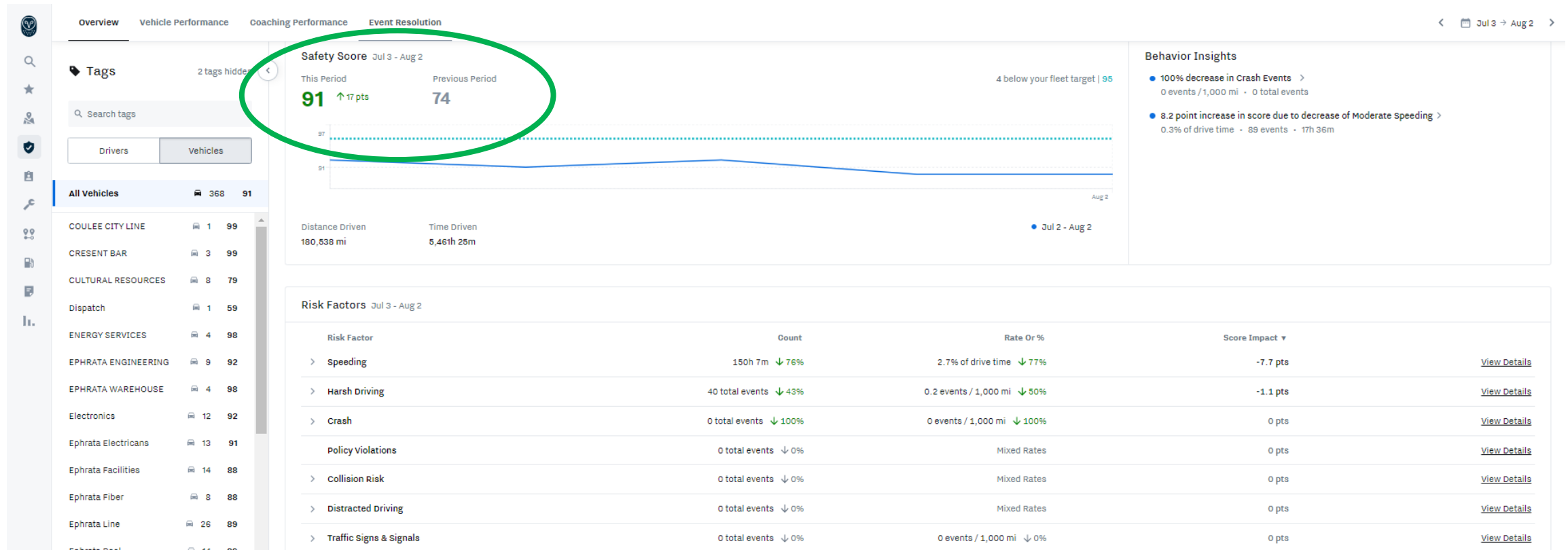
On January 3<sup>rd</sup>, we welcomed Jill Mead to the Transportation Department as our Fleet Maintenance Coordinator. Jill has extensive knowledge of industry best practices and standards and is a certified CAFM (Certified Automotive Fleet Manager). She is brought her skillset, knowledge and expertise from the Quincy Columbia Basin Irrigation District and we are excited to welcome her to Team Grant!



# Vehicle Safety Program

Since we started talking about driver safety our Vehicle Safety Score has increased.

This dashboard demonstrates risk factors and how we are trending from the previous month. It is a combined score of all 335 vehicles.



# Emergency Management Highlights

The Emergency Management Department has a Big 3 in 2023 key initiative to develop a 5-year Roadmap for Emergency Management.

A few examples of some focus areas:

- **Resilience**
  - Drill and exercise
  - Mutual aid
- **Development of Maintenance Plans**
  - ✓ CEOP
  - COOP
  - EAP
  - Wildfire Mitigation
  - Threats & hazards identifications
  - Water treatment emergency response guide
- **Strengthen Community Relations and Communications**
  - Internal/external outreach
  - Enhance communication capabilities

## Staffing Introductions

Kieth Siebert, Senior Emergency Management Coordinator

We welcomed Kieth Siebert to the Emergency Management team. Kieth made his transition from the role of Chief of Police for Quincy to our Senior Emergency Management Coordinator on February 27th.





# Facilities Highlights- Updates

- BOR Relocation and Furnishings
  - Work is complete and available for departments to move in. 15 workspaces were added to accommodate Procurement, CFO Admin and PlatOps.
- ESC Improvements
  - Facilities staff are reviewing ESC improvements with PD leadership. Requested improvements include.....
    - Converted office space to conference room- completed
    - Line Department to relocate
    - Remodel to divide existing office area into more offices- reviewed through new Facilities SteerCo process
    - Installation of AC units in ESC and MLSC Warehouse- review through new Facilities SteerCo process
    - Replacement of existing sloped floor area outside of the Warehouse to allow safe installation of racking- reviewed through new Facilities SteerCo process
    - NEW- Electronic Tech Shop remodel to allow for new office/workspace-still in review/design
- RCLO Improvements
  - Replacement of existing asphalt paving in areas that have failed and are beyond repair (potholes and sloped surfaces are a safety hazard for both the public and crews)
- Facilities crews have been adjusting schedules and workload to meet the impacts from the weather.
- Facilities OT time typically increases this time of year as the crews juggle both maintenance work and the added snow removal work – hats-off to the Facilities crew for their dedication to keep on top of the snow removal.
- Facilities will be adding a couple of new enclosed offices at EHQ and Hydro Office Annex (HOA) to support additional management staff and space for private conversations, etc.

# Security Department Updates

- **NERC CIP Compliance Audit**
- **FERC Audit (2021) Updates**

## **Action items completed for 2022 included:**

- Wanapum Dam, Priest Rapids Dam and Wanapum Switchyard security camera upgrades and repairs
- Documentation improvement
  - Wanapum Dam, Priest Rapids Dam and Wanapum Switchyard Security Plans
  - Risk Assessments

## ○ **Action items for 2023 include:**

- Required 3<sup>rd</sup> party DAMSVR due to FERC
- Dam Assessment Matrix for Security and Vulnerability Risk (DAMSVR)

# December & January Safety Data Report

## Fallon Long

By Cost Center	Safety Mtg. No Attended	Safety Mtg. No Potential	Safety Mtg % Attended	# JSRs	# Close Calls	# Vehicle Incidents	Non Recordables
Department - FD0000 - Internal Services	3	4	75%				
Department Total	3	4	75%				

## Facilities/Security/Transp.

By Cost Center	Safety Mtg. No Attended	Safety Mtg. No Potential	Safety Mtg % Attended	# JSRs	# Close Calls	# Vehicle Incidents	Non Recordables
Department - FD2000 - IS Facilities	42	44	95%				
Department - FD3000 - IS Security	7	7	100%				
Department - FD4000 - IS Transportation	22	23	95%				
Department Total	71	74	95%				

## Recordables YTD

Injury Details	Date of Injury
Sprained Ankle - Jumped out of culvert (Facilities)	1/28/2022
Back Strain- Repeated awkward positions	5/12/2022
Calve strain-Moving furniture down a ramp	11/15/2022



**Powering our way of life.**

# Operational Excellence

---

Commission Update  
March 2023



Powering our way of life.



# Today's Topics



**Executive Summary - Q1 2023**



**Department Personnel Summary**



**Budget Update**



**Current Goals and Activities**



**Wrap Up**



# Department Culture

We lead with overarching responsibility to



Our employees, contractors, and customers.

We manage to these priorities:

#1

**SAFETY**



#2

**QUALITY**



#3

**EFFICIENCY**



# Our Current Functions

## **Corrective Action Program**

Methodical and consistent approach to discover, analyze, resolve and ensure the effective resolution of issues.

## **Continuous Improvement**

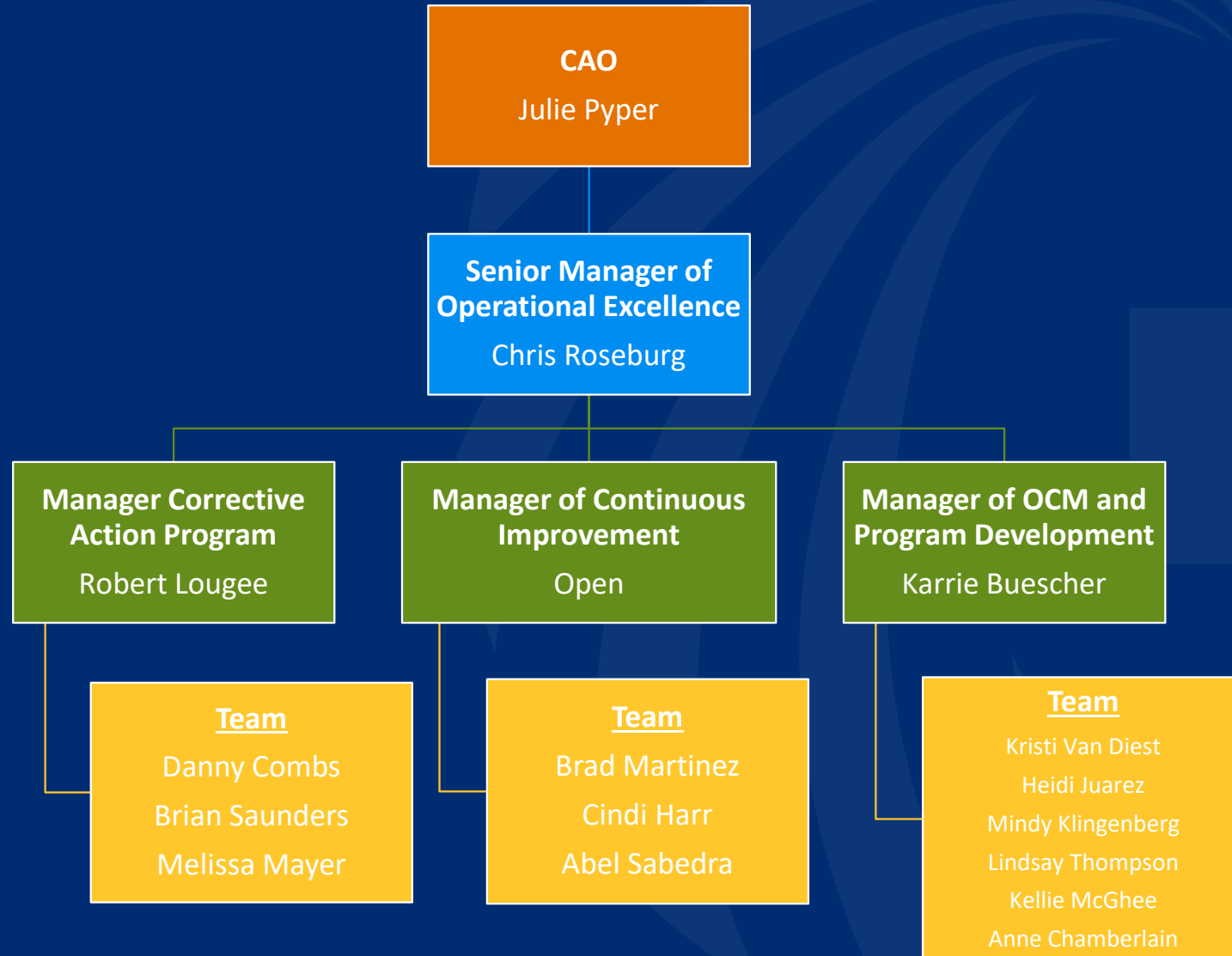
Use CI methodologies and process data to support improvements in safety, efficiency, and reliability.

## **Organizational Change Management**

Support our employees and customers through effectively managing the people side of change.

**Provide support directly to the CAO organization and Grant PUD at large**

# Our People: Operational Excellence Structure



# Budget Update



## Budget and Actuals



Currently underspending on labor due to two open positions that will be filled prior to the end of Q2.



O&M direct spending is on target as forecasted.



## Employee Activity



Backfill for Manager of OCM and Program Development has been filled by an internal employee, Karrie Buescher.



Backfill for Manager of Continuous Improvement is in progress. Selection will be made March 2023.



Currently one open position in Continuous Improvement to be filled.

# Current Goals and Activities



Develop Strategic Plans



Business Integrations



Ongoing Priorities



Continuous Improvement

## **-Strategic planning**



- A process of defining its direction and long-term goals, creating specific plans to achieve them, implementing those plans, and evaluating the results.***
-



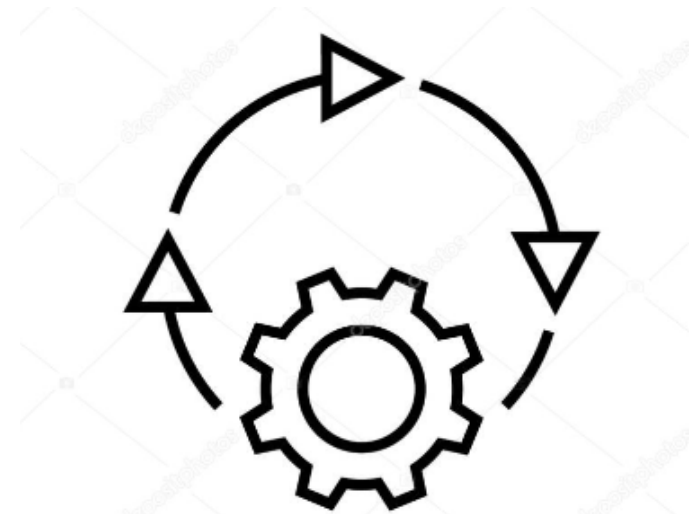
## *- Why Should we Develop a Strategic Plan?*



**Alignment**



**PRIORITY**



**Adapt To Changes**

# Phased Approach for Developing Strategic Roadmap

## 1. Position

1. Strategic Planning Team
2. Plan Structure
3. Strategic plan inputs
4. Develop Tools

## 2. Define Goals and Objectives

1. Mission, Vision and Values review
2. Pain Points Brainstorming
3. SWOT Analysis
4. Capability inventory / Assessment
5. Short Term and Long-Term Goal Identification
6. Objectives Identification
7. SMART analysis
8. Team Feedback

## 3. Align and Define Plan

1. Strategic Goals and objectives Prioritization
2. Operational Goals
3. Operational Objectives
4. Identify KPIs
5. Validate Interdependencies between groups
6. Develop Plan
7. Executive Feedback

## 4. Manage Progress

1. Rollout
2. Integrated Project Plans
3. Data metrics
4. Analyze and Update

# CAO/OE Program Development Implementation Timeline



# Operational Excellence: Business Process Integrations

## Why should we integrate our business processes?

Business process integration is a critical factor in the success of any organization. It enables organizations to achieve efficiencies by streamlining processes and facilitating collaboration between departments, resulting in greater productivity and cost savings. It also helps to improve customer engagement and satisfaction by providing a seamless and unified experience across different areas of a business.

By utilizing well-designed process integration strategies, companies can maximize the value of their resources and improve operational processes.

# Operational Excellence: Business Process Integration

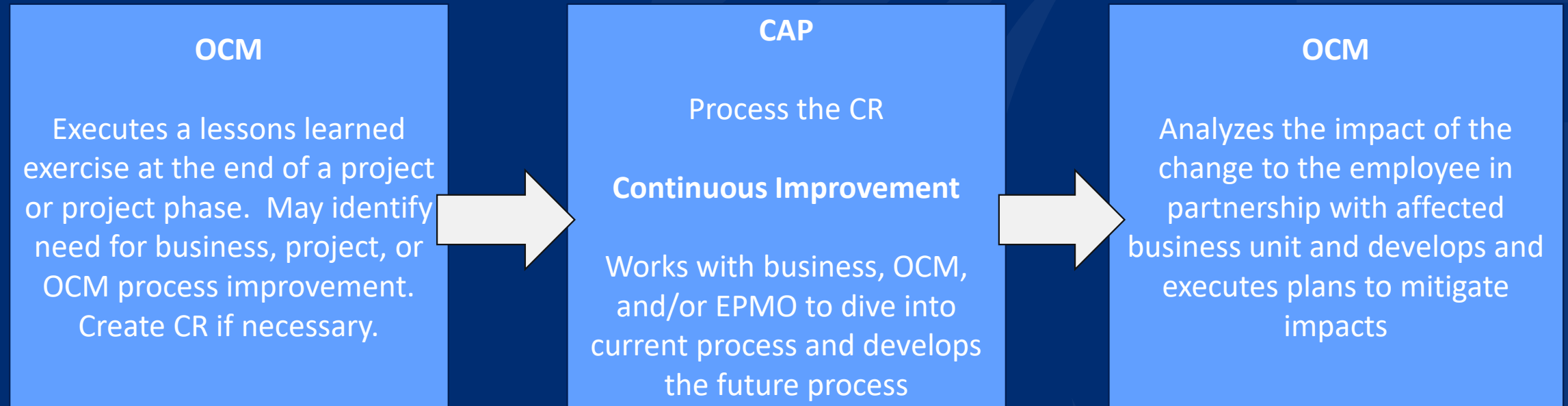
## Scenario 1



Lessons Learned

# Operational Excellence: Business Process Integration

## Scenario 2

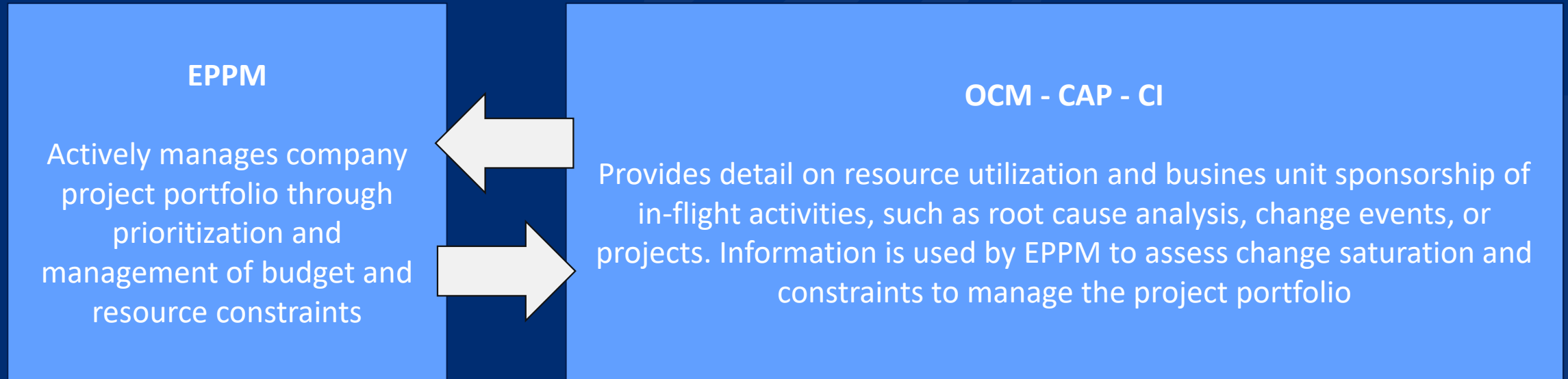


Lessons Learned



# Operational Excellence: Business Process Integration

## Scenario 3



Lessons Learned

# Operational Excellence Accomplishments

Strategic Planning for full CAO launched and on track

CAP program is steadily gaining support and gaining momentum

ESRI GEN2 project went live, supported by OCM

CI Team is working directly with HR to document and improve processes

OCM Team directly supported the Big Three in 2023 initiative

OCM Framework is complete and is being continually improved

Root Cause analysis completed by CAP and PD identified a larger issue with a standard transformer

CI, CAP, and OCM Teams are taking a lead role for Safety CI Team 6

CI Team working directly with Safety to improve the JHA process

OCM supporting LTPSPD to manage potential changes to Grant PUD customers and staff

OCM and CI are directly supporting the Contractor Safety Program Enhancements

All teams are focused on providing value to ratepayers and building solid partnerships

Professional work completed by the Operational Excellence Teams to provide value to our customers.

# Ongoing Priorities

## Safety

- Number one priority
- CI Team is working with Safety to improve Job Hazard Analysis (JHA) process
- All OE teams are leading effort to improve the Job Site Review (JSR) and “Safety CI team” processes
- OCM is supporting contractor safety program enhancements

## Quality

- CAP program processes new condition reports daily and is working on several root cause analyses
- OCM is managing change for several active projects and programs, and is developing a standard approach for policy rollout
- CI Team is working directly with the business to document

## Efficiency

- OCM team has implemented regular continuous improvement cycles for the program and framework
- CI Team is supporting multiple business units to document and streamline processes
- Strategic Planning in progress for all of OE

# Operational Excellence - Continuous Improvement

## Focus for 2023



### CAP, OCM, and CI Process and Framework updates

- OCM Framework is deployed and being regularly updated
- CAP Framework and Procedures are deployed and being updated as needed
- CI Team is developing their standardized tools and processes for various use cases. A thirty-day “Rapid Process Improvement Workshop” has been developed and deployed.



### Enhance OCM, CAP, and CI capabilities

- Staff training and Individual Development Plans that support our OE frameworks and processes
- Grow our own Change Practitioners and CAP and CI Program Specialists
- Continue Business Owner and leadership trainings to support programs
- Help Business Owners better advocate for their projects, operational efficiencies, and sustainability



### Increase project reporting visibility

- Partnering with EPPM to better utilize project data and provide insights into resource impacts of OE projects and project supporting activities
- Create more visibility on project performance enterprise-wide

# Operational Excellence Continuous Improvement

## Focus for 2023



### Operational Excellence Strategic planning & roadmap development

- Individual strategies for OE, CAP, CI and OCM that integrate and support the CAO organization and Grant PUD at large
- Multi-years roadmaps and annual plans to support the strategic goals and objectives



### Resource loading

- Resource Loading
- All OE staff will be resource loaded, including non-project work
- Better understand actual capacity
- Establish realistic performance expectations

# Current Activities



**Operational Excellence**



**Organizational Change Management**



**Corrective Action Program**




**Continuous Improvement**

# Operational Excellence


Task	Q1 2023	Q2 2023	Q3 2023	Q4 2023
<b>OE Transition to CAO</b>				
CAP and CI departments and staff formally report to Chris Roseburg	<b>Complete</b>	----	----	----
Establish management team and system for Operational Excellence	<b>In Progress</b>	<b>X</b>	<b>X</b>	<b>X</b>
Update accounting, human resources, and management systems to reflect new structure	<b>Complete</b>	----	----	----
Establish routine regular commission and leadership status reports	<b>Complete</b>	----	----	----
<b>Employee Activities</b>				
Backfill CI Manager	<b>In Progress</b>	----	----	----
Backfill open staff position in CI	<b>In Progress</b>	<b>X</b>		
Backfill Open OCM Manager position	<b>Complete</b>	----	----	----
Fill open staff positions in OCM	<b>Complete</b>	----	----	----
Extend temporary assignment to the CAP Program	<b>Complete</b>	----	----	<b>X</b>
<b>Department Summits</b>				
Bi-Annual Summit #1	----	<i><b>Tentative Date</b></i>	----	----
Bi-Annual Summit #2	----	----	----	<i><b>Tentative Date</b></i>
<b>Strategy and Roadmap</b>				
Develop multi-year Operational Excellence, CAP, CI, and OCM Strategies, Roadmaps, and Program Plans to align with Big 3 and CAO Strategy.	<b>In Progress</b>	<b>X</b>	<b>X</b>	<b>X</b>



# Corrective Action Program

<div> <b>Grant PUD</b></div> <div><b>OPERATIONAL EXCELLENCE</b> <i>Corrective Action Program</i></div>			ACTIVE & PENDING PROJECTS LIST				
			9				
			11				
Thursday, March 9, 2023							
CAP Project/Cause Evaluation Title	Status	Category	Operational Unit	Responsible Manager	CAP Lead	Project Start Date	Target Finish Date
<a href="#">CR 17388 - Network Outage</a>	In Progress	A	Enterprise Tech	Charles Meyer	D.Combs	5/23/2022	4/13/2023
<a href="#">CR 13867 – Network Failure</a>	Queued	A	Enterprise Tech	Charles Meyer	TBD	12/1/2021	1/17/2022
<a href="#">CR 19987 - Improper Control of CIP Security Group</a>	Queued	B	Enterprise Tech	Matt Johnson	TBD	12/12/2022	1/11/2023
<a href="#">CR 17298 - Server Restart Issues</a>	Queued	B	Enterprise Tech	Charles Meyer	TBD	5/18/2022	6/18/2022
<a href="#">CR 18748 - Transmission RTU Issues</a>	Queued	B	Enterprise Tech	David Parkhurst	TBD	8/31/2022	9/30/2022
<a href="#">CR 20936 - Cyber Security Appliance Single Point of Failure</a>	Queued	B	Enterprise Tech	TBD	TBD	2/21/2023	3/28/2023
<a href="#">CR 20371-Royal Energized Wire Cut</a>	In Progress	A	Power Delivery	Chris Heimbigner	B. Saunders	1/10/2023	4/6/2023
<a href="#">CR 18795 Track hoe accident</a>	Queued	A	Power Delivery	Chris Heimbigner	B. Saunders	9/6/2023	10/21/2022
<a href="#">CR 13804 – AMM Failure</a>	Queued	A	Power Delivery	Chris Heimbigner	TBD	11/23/2021	1/7/2022
<a href="#">CR 18793- Static Wire Failure</a>	On Hold	A	Power Delivery	Chris Heimbigner	B. Saunders	9/12/2022	6/6/2023
<a href="#">CR 20197 - Low LTC Oil Issues</a>	In Progress	B	Power Delivery	Jeremy Robertson	B. Saunders	12/22/2022	3/13/2023
<a href="#">CR 14266 – West Quincy Distribution Outage</a>	Queued	B	Power Delivery	Jake Johnson	TBD	12/29/2021	1/28/2022
<a href="#">CR 15020 - Active Shooter at PRD</a>	In Progress	A	Power Production	Ty Ehrman	M. Mayer	2/28/2022	4/17/2023
<a href="#">CR 15212 - PRD Grounding outside Clearance Perimeter</a>	In Progress	A	Power Production	Ben Pearson	R. Lougee	3/9/2022	4/22/2022
<a href="#">CR 19187 - P02 High Lift Supply System to Thrust Bearing Failure</a>	Queued	A	Power Production	Ben Pearson	TBD	10/6/2022	11/10/2022
<a href="#">CR 19644 - PRD Tainter Gate 10</a>	Awaiting Review	B	Power Production	Joseph Boitano	D.Combs	11/16/2022	12/29/2022
<a href="#">CR 19885 - PR Left Bank Fish Ladder Maintenance Schedule</a>	Queued	B	Power Production	Ben Pearson	TBD	12/5/2022	1/4/2023
<a href="#">CR 14786 - PRD Left Bank Fish Ladder Pump Failure</a>	Queued	B	Power Production	Joseph Boitano	TBD	2/8/2022	3/15/2022
<a href="#">CR 20838 - Invoice Not Paid for Critical Equipment</a>	In Progress	B	Procurement	Patrick Bishop	M. Mayer	2/16/2023	3/23/2023
<a href="#">CR 20061 - Aggregation of slip-trip-fall incidents</a>	In Progress	B	Safety	Craig Bressan	R. Lougee	12/15/2022	1/20/2023

# Corrective Action Program

 <b>Grant PUD</b>   <b>OPERATIONAL EXCELLENCE</b> <i>Corrective Action Program</i>							
		Open Root Cause Evals					
		Open Apparent Cause Evals					
Thursday, March 9, 2023							
CAP Completed Project/Cause Evaluation	Value Add	Status	Responsible Mgr	Department	CAP Lead	Project Start Date	Actual Finish Date
<a href="#">Establish a CAP Advisory Committee</a>	Quality	Completed	Robert Lougee	EF1000 - Corrective Action	R. Lougee		3/1/2021
<a href="#">Published CAP Procedure</a>	Quality	Completed	Robert Lougee	EF1000 - Corrective Action	R. Lougee		3/1/2021
<a href="#">Condiiton Reporting System Launch</a>	Quality	Completed	Robert Lougee	EF1000 - Corrective Action	R. Lougee		8/16/2021
<a href="#">CAP Work Order Process Launch</a>	Quality	Completed	Robert Lougee	EF1000 - Corrective Action	R. Lougee		2/28/2022
<a href="#">CR 12047 – Receipt of Payment</a>	A	Completed	Shannon Lowry	B4300 - PP Lic Comp and Lands Se	R. Lougee		3/28/2022
<a href="#">CR 17592 - Injury Report Timeliness</a>	B	Cancelled	Craig Bressan	EE0000 - Safety Industrial	D.Combs	6/13/2022	7/18/2022
<a href="#">CR 13069 - Fiber Outage</a>	B	Completed	David Parkhurst	E5000 - CTO Telecom Network Ser	D. Combs	9/30/2021	7/18/2022
<a href="#">CR 15558 - Energizing Burke Substation</a>	A	Completed	LeRoy Patterson	EC2000 - PD Dispatch	B. Saunders	4/7/2022	7/28/2022
<a href="#">CR 14057 – Larson Substation Outage</a>	C	Completed	Jeremy Robertson	EC1200 - PD Electric Shop	D. Combs	4/26/2022	8/25/2022
<a href="#">CR 13998 – Missed tagging a normal open</a>	B	Completed	LeRoy Patterson	EC2000 - PD Dispatch	D. Combs	12/9/2021	8/29/2022
<a href="#">CR 17395 - P02 Vacuum Breaker Issue</a>	B	Completed	Joseph Boitano	EB1120 - PP PRD Maint	D.Combs	5/24/2022	8/31/2022
<a href="#">CR 17780 - WQ40RT Outage</a>	A	Completed	Jeff Grizzel	EC0000 - Power Delivery	R. Lougee	7/14/2022	9/29/2022
<a href="#">CR 17635 - Cascade Valley Outages</a>	A	Completed	Jeff Grizzel	EC0000 - Power Delivery	B. Saunders	6/23/2022	11/14/2022
<a href="#">CR 18502- Fiber Dig In</a>	B	Completed	Chris Heimbigner	PD Line Department	M. Mayer	8/22/2022	12/7/2022
<a href="#">CR 13817 – Metering Mistake</a>	A	Completed	Chris Heimbigner	EC1330 - Meter Relay Department	B. Saunders	5/4/2022	12/22/2022
<a href="#">CR 14121 – Duplicate Expenditure of \$600k</a>	N	Downgrade	Jennifer Sager	FB4000 - Accounts Payable	M. Mayer	12/16/2021	12/22/2022
<a href="#">CR 15726 - Fall From a Ladder</a>	A	Completed	Ben Pearson	EB0000 - Power Production	R. Lougee	4/18/2022	1/5/2023
<a href="#">CR 20272-Lease Payments</a>	B	Downgrade	Jennifer Sager	Accounts Payable			
<a href="#">CR 14080 – Contract RFP Issue</a>	A	Cancelled	Dmitry Turchik	CB0000 - Manager Internal Audit		TBD	

# Continuous Improvement



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## ACTIVE & PENDING PROJECTS LIST

Thursday, March 9, 2023

CI Project Title	Value Add	Status	Responsible Manager	OPEX Lead	Project Start	Target Finish	Actual Finish
AP Invoice Processing	Cost/Efficiency	On Track	Patti Dietmeyer	Brad Martinez	1/12/2023	2/9/2023	
SIPOC analysis of all departments	Cost/Efficiency	On Track	Chris Roseburg	Brad Martinez	11/7/2022	3/1/2023	
HR Processes & Procedures	Quality	On Track	Tod Ayers	Cindi Harr	11/14/2022	12/31/2023	
PD Asset Management - Information sharing/project support	Quality	On Track	Russ Seiler	Brad Martinez	10/31/2022	12/1/2023	
<a href="#">Safety - JHA Process Standardization - Phase 1</a>	Quality	On Track	Craig Bressan	Abel Sabedra	8/8/2022	10/28/2022	
SST Project - JSRs	Quality	On Track	Rich Wallen	Brad Martinez	2/6/2023	8/10/2023	
Line Department cost tracking processes	Cost/Efficiency	On Track	Tyler DeLong	Abel Sabedra	2/21/2023	3/23/2023	
Cost of Service processes	Quality	On Track	Julio Aguirre Carmona	Abel Sabedra	12/8/2022	1/19/2022	
Demand response processes	Cost/Efficiency	Pending	Rich Cole	TBD	TBD	TBD	
Six Sigma Green Belt Training	Quality	Pending	Chris Roseburg	Brad Martinez			
DR training program - Current state mapping	Quality	Pending	Dustin Bennett	TBD	6/1/2023	7/1/2023	
ET project request - Current state mapping	Cost/Efficiency	Pending	Charles Meyer				
PolicyTech processes	Quality	Pending	Chuck Allen	TBD	4/1/2023	6/1/2023	
External Funding Program - Process development	Cost/Efficiency	On Hold	Chuck Allen	TBD	10/1/2022		
Security - Employee transfer/separation processes	Quality	On Hold	George Hainer	TBD			
<a href="#">CR15110 - Employee Separations</a>	Cost/Efficiency	On Hold	Thomas Stredwick	TBD			
CR15485 - WAN Equip. nomenclature	Cost/Efficiency	On Hold	Ben Pearson	TBD			
Vehicle Policy/Procedure review	Quality	On Hold	Fallon Long	TBD			
DMV record abstracts process	Quality	On Hold	Fallon Long	TBD			
Vehicle/equipment accident process	Cost/Efficiency	On Hold	Fallon Long	TBD			
Vehicle/equipment incident metrics	Safety	On Hold	Fallon Long	TBD			
Daily vehicle/equipment JSR methodology	Safety	On Hold	Fallon Long	TBD			
PP Business Process Development	Cost/Efficiency	On Hold	Ty Ehrman	TBD			
Accounting - Customer focus evaluation	Quality	On Hold	Jennifer Sager	TBD			
Outage reporting system	Quality	On Hold	Cary West	TBD			
Public Affairs - Customer Text Notification processes	Quality	On Hold	Chuck Allen	TBD			
PP Engineering Techs - Drawing intake to filing processes	Cost/Efficiency	On Hold	Steve Frazier	TBD			
<a href="#">PD Fiber Workflow/Staffing</a>	Cost/Efficiency	On Hold	Jake Johnson	Tyler O'Brion		4/1/2021	5/18/2022

# Continuous Improvement



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## COMPLETED PROJECTS

Thursday, March 9, 2023

CI Project Title	Value Add	Status	Responsible Manager	OPEX Lead	Project Start	Target Finish	Actual Finish
Procurement - Stock Item Addition/Revision - Phase II	Cost/Efficiency	Completed	Carol Mayer	Abel Sabedra	10/24/2022	11/18/2022	1/19/2023
PMO Testing & Commissioning process	Cost/Efficiency	Completed	Allen Chatriand	Tyler O'Brion	1/23/2023	2/23/2023	
<a href="#">PM Framework - Safety Management Plan - Phase 1</a>	Safety	Completed	Vince Von Paul	Cindi Harr	12/6/2022	1/31/2023	1/19/2023
Contractor Safety Program current state mapping	Quality	Completed	Dustin Bennett	Tyler O'Brion	9/26/2022	12/8/2022	11/9/2022
<a href="#">EPMO Improvement and Development process</a>	Cost/Efficiency	Completed	Dustin Bennett	Cindi Harr	10/31/2022	12/8/2022	11/28/2022
SST - Project selection	Safety	Completed	Rich Wallen	Tyler O'Brion	10/10/2022	11/17/2022	11/7/2022
CETA requirement processes	Cost/Efficiency	Completed	Rich Cole	Abel Sabedra	9/27/2022	10/24/2022	11/7/2022
<a href="#">SST - Team structure/work processes</a>	Quality	Completed	Rich Wallen	Tyler O'Brion	6/2/2022	8/4/2022	9/26/2022
<a href="#">CR13817 - Yahoo Metering Issue process mapping</a>	Cost/Efficiency	Completed	Jacob Johnson	Cindi Harr	7/27/2022	8/25/2022	9/8/2022
<a href="#">Procurement - Stock Item Addition/Revision</a>	Cost/Efficiency	Completed	Carol Mayer	Abel Sabedra	4/18/2022	6/13/2022	7/14/2022
<a href="#">Customer Outage Notification processes</a>	Quality	Completed	Robert Lougee	Cindi Harr	6/23/2022	7/5/2022	7/28/2022
<a href="#">SST Roles and Responsibilities</a>	Safety	Completed	Rey Pulido	Abel Sabedra		3/1/2022	4/30/2022
<a href="#">PP Confined Space Standardization</a>	Safety	Completed	PR Maintenance Sup.	Tyler O'Brion		9/1/2020	4/1/2022
<a href="#">PD Outage Reporting Process</a>	Availability	Completed	Ron Alexander	Cindi Harr		1/4/2021	4/1/2022
<a href="#">PD SCA Work Order Request Process</a>	Cost/Efficiency	Completed	Tom Schwiesow	Abel Sabedra		9/13/2021	
<a href="#">SST Safety Raffle Item Process</a>	Cost/Efficiency	Completed	Rey Pulido	Abel Sabedra		2/23/2022	2/23/2022
<a href="#">PP Maintenance Planning &amp; Scheduling</a>	Quality	Completed	Ben Pearson	Abel Sabedra		3/21/2022	
<a href="#">PP Leadership Workload Assessment</a>	Quality	Completed	Ty Ehrman	Brad Martinez			
<a href="#">Interconnection Agreements - Mapping</a>	Quality	Completed	Rod Noteboom	Tyler O'Brion			
<a href="#">Security Dept - Work Processes</a>	Quality	Completed	George Hainer	Tyler O'Brion		4/18/2022	5/9/2022
<a href="#">PP Clearance Request Process - Restart</a>	Quality	Completed	Mindy Johnston	Brad Martinez		4/1/2021	1/31/2022
<a href="#">Six Sigma Green Belt Training</a>	Quality	Completed	Brad Martinez	Tyler O'Brion		3/1/2022	8/31/2022
<a href="#">Facilities knowledge transfer - current state mapping</a>	Cost/Efficiency	Cancelled	Mike Harr	Abel Sabedra			
PMO Project Management Information System analysis	Quality	Cancelled	Dustin Bennett	Cindi Harr	TBD	TBD	

# Organizational Change Management

Current Projects	Q1 2023	Q2 - 2023	Q3 - 2023	Q4 - 2023
Return to Work	Complete	X	----	----
GEN2 ESRI GIS and Work Order Design Project	In Progress	X	----	----
Travel Policy	In Progress	X	----	----
Fiber OSS/BSS	In Progress	X	----	----
Contractor Safety Program	In Progress	X	----	----
Big Three in 2023	In Progress	X	X	X
EPMO Framework	In Progress	X	X	X
Records Management O365 Project	In Progress	X	----	----
LTPSPD (SMR)	In Progress	X	X	X
Maximo Conduct of Maintenance	In Progress	----	----	----
Lock out Tag Out	----	X	X	X
District Communication Standards	On Hold	----	----	----
Power Production Policy and Procedure Standards	In Progress	X	----	----
Executive Strategy and Objective Development	In Progress	X	----	----
IFS (Clevest) Field Services Management	In Progress	X	----	----
Robin Hotel Software	Complete	----	----	----
Code of Ethics Policy	In Progress	----	----	----
Power Delivery Facilities Project	In Progress	X	X	X
OCM Program Improvements and Awareness	In Progress	X	X	X
Change Agent Network	On Hold	X	X	X
District Change Capability – Leadership competency	Ongoing	X	X	X



## Wrap Up

**People Driven**

**Executing on 52 projects  
across CAP, CI, and OCM**

**Focused on innovation  
and creating business  
value while continually  
improving**

**Developing Operational  
Excellence strategic plans  
and Roadmaps**



**Powering our way of life.**



# Appendix



**Supplementary Reference  
Information**