

**AGENDA**  
**Board of Commissioners / Executive Management**  
**Commission Workshop**  
**January 16, 2024**  
**8:30 a.m. – 3:45 p.m.**  
**EHQ Commission Room**

**Microsoft Teams**

[Click here to join the meeting](#)

Or call in (audio only)

+1 509-703-5291 Phone Conference ID: 202 385 450#

An Executive Session may be called at any time for purposes authorized  
by the Open Public Meetings Act

<b><u>Opening</u></b>	Safety Briefing – Rich Wallen
<b><u>8:30 am – 10:00 am</u></b>	Rates Discussion – Julio Aguirre Carmona / Depree Standley
<b><u>10:00 am – 10:30 am</u></b>	Open floor for Commission dialogue and public comment
<b><u>10:30 am – 10:45 am</u></b>	BREAK
<b><u>10:45 am – 11:15 am</u></b>	Customer Satisfaction Survey Results – Alex Dunn, Strategies 360 / Chuck Allen / Ryan Holterhoff
<b><u>11:15 am – 12:00 pm</u></b>	Power Delivery Facilities (PDF) Check in – Rhiannon Fronsman / Fallon Long Cc: Aaron Kuntz, Dustin Bennett, and Nick Bare
<b><u>12:00 pm – 12:55 pm</u></b>	Lunch – Executive Session
<b><u>1:00 pm – 1:30 pm</u></b>	Community Benefit Plan – Chuck Allen
<b><u>1:30 pm – 2:30 pm</u></b>	Customer Experience Strategy Overview – Ty Ehrman
<b><u>2:30 pm – 2:45 pm</u></b>	BREAK
<b><u>2:45 pm – 3:30 pm</u></b>	2024 Key Initiatives – Rich Wallen
<b><u>3:30 pm – 3:45 pm</u></b>	Wrap up and adjourn