

HASTINGS UTILITY BOARD AGENDA

**Airport Conference Room - Hastings Municipal Airport
3300 W. 12th Street
January 9, 2025
9:00 AM**

ROLL CALL:

PLEDGE OF ALLEGIANCE:

MOTION TO ADOPT CURRENT AGENDA FOR January 9, 2025 REGULAR MEETING.

PUBLIC NOTICE - Official Notice of the Regular Meeting was published in the Hastings Tribune on Tuesday, January 7, 2025. Pursuant to Nebraska Revised Statute Section 84-1412, the public is advised that a copy of today's agenda and all reproducible written material which will be discussed at today's meeting is located at the back of the Conference Room. Also, a current copy of the Nebraska Open Meetings Act is posted on the south wall of the Airport Conference Room, which is accessible to members of the public.

MANAGER'S COMMUNICATIONS:

BOARD CHAIRMAN'S COMMUNICATIONS:

BOARD MEMBERS' COMMUNICATIONS:

CITIZEN COMMUNICATIONS:

CONSENT AGENDA:

1. All Consent Items.
 - (a) Approval of the minutes of the Hastings Utility Board Meeting of December 12, 2024.

REGULAR AGENDA:

2. Unfinished Business of Preceding Meeting.
3. General Business.
 - (a) Finance
 - i. EV Grant Status
 - (b) Production

- (c) Operations
 - i. December 18th Outage Review
- (d) Administration
 - i. Discussion on Postings and Late Fees
- (e) Other
 - i. OMS Update

4. Possible Closed Session (if necessary or requested).

ADJOURN:

The Hastings Utility Board reserves the right to enter into an executive session at any time during the meeting, in accordance with the Nebraska Open Meetings Act, even though the closed session may not be indicated on the agenda. It is the intention of the Hastings Utility Board to take up the items on the agenda in sequential order. However, the Hastings Utilities Board reserves the right to take up matters in a different order to accommodate the schedule of the Utility Board Members, persons having items on the agenda, and the public.



Utility Board Meeting
January 2025

Automobile Accident 12-18-24

- Feeder 206 Cycled 3 times and locked out at 17:49
- Received a personal call from a NDOR employee who was shopping at 17:53 that the Menards/Walmart area was dark
- While on the phone with the NDS Control Room, 911 called that lines were down on 42nd and 281 on a car with people trapped inside
- 1 Line Crew of 2 was already in on the way to another small issue. They were redirected arriving at 18:00. Another crew of 2 called in along with a Substation's Employee



Automobile Accident 12-18-24

- Process for an automobile accident
- Make the scene electrically safe for victims and First Responders
- Access the damage
- Plan next steps. Repair/ Temporary Fix/ Bypass/ Combination



Automobile Accident 12-18-24

- After the initial crew report, and the scene made safe, 2 more Line Crew were called in
- A Tail Gate conference was held to create a restoration plan and Address Scene Safety for repair
- The downed area was cut free on both sides, it will need full replacement and new underground to the West
- West broken pole is a major junction. It will be temporarily repaired in place



Automobile Accident 12-18-24

- Line Crews made the necessary repairs at the scene
- Substations prepped isolations and back-feed of power from East and South
- Hastings Fire Department stayed on site blocking the intersection until the Street Department delivered barricades
- Hastings Police Department stayed on site. Addressing traffic control on 281 and removal of the vehicle. Final 2 Officers left when power was restored
- Feeder 206 Restored at 20:16. All customers restored at 20:40



Automobile Accident 12-18-24

- Permanent repairs began Thursday 12-19-24 with 2 poles and Pipe
- New underground was installed 12-23-24
- Area was returned to the “normal” configuration 12-26-24
- Service tickets for call in work, repair labor, and all materials used are compiled and turned over to Accounting for Insurance reimbursement. Approx 230 regular hours and 30 hours of Overtime





Utility Board Meeting
January 2025

Postings/Late-Fees

Billing Process Timelines

- **Bill Produced – Day 1** (CustomerConnect accounts receive Notice that their Bill has been Produced)
- **Delinquent Date – 15 Business Days after Mailing Date**
- **Delinquent Letter – 3 Business days after Delinquent Date**
- **Posting Notice – Day Before Shut-off**
- **Shut-off Date – 8 Business days after Delinquent Date** (Phone Calls are Made to Accounts if we have Contact Information)

Let's Talk about Postings



- Final Notice Provided Day Before Shut-Off
- Delivered to the Customer's Door
- Additional Phone Calls are Made to Customers
- No Other Peer Utilities Do Postings
- Possible New Options Available
- Timeline for New Options

Yearly Stats

	2022	2023	2024
Delinquent	21767	23049	23711
Posting	4546	4883	6046
Shut-Off/Limit	429	427	390

Customer Charge –

Delinquent Notice – \$0.00

Posting – \$25.00

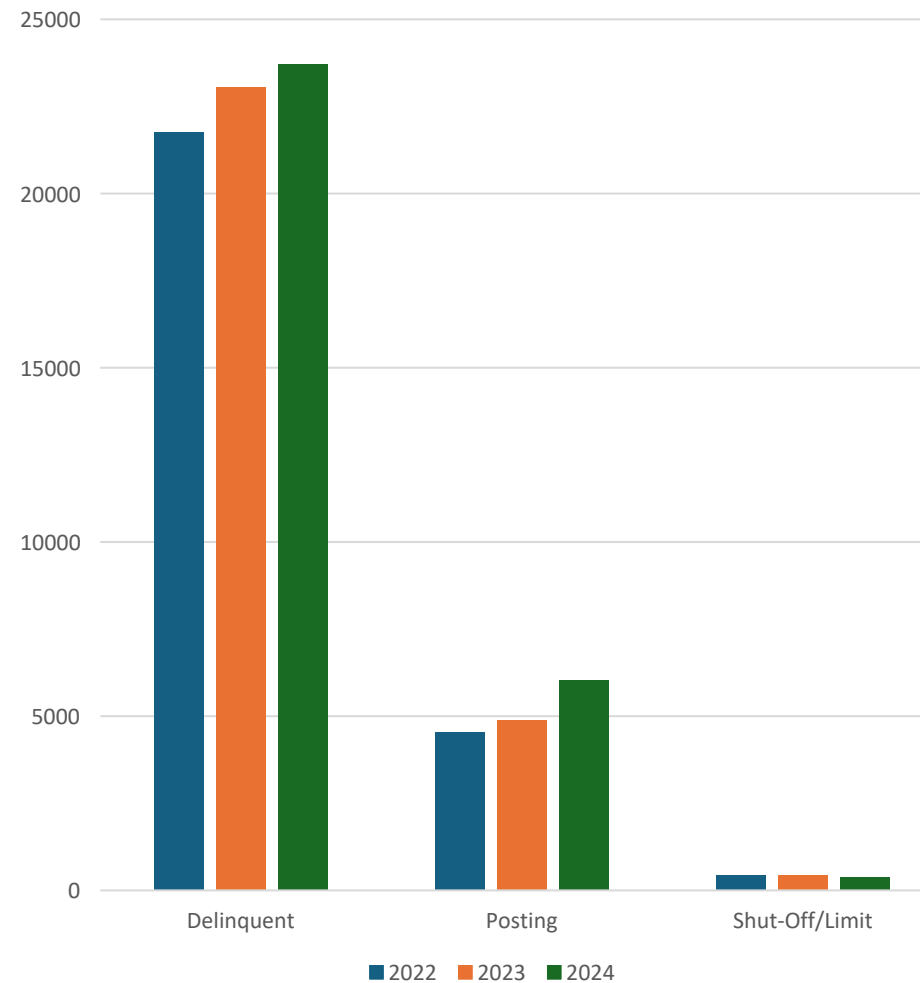
Shut-off – \$75.00

Posting Charges Billed –

2022-24 Average – \$128,958

Shut-Off/Limit Charges Billed –

2022-24 Average - \$75,125



Late Fee Projection Study

What is Happening Around the State in our Peer Group?

Grand Island – 3% of Electric

Fremont – 10% (\$10.00 Max)

LES – 3% of Total Bill

North Platte – 1.333% of Total Bill

OPPD – 4% of Total Bill

NPPD – 3% of Total (\$15.00 Minimum)

- Hastings Average Bill Amount – \$204.29

	Single Bill Delinquent Fee	Total Delinquents Jan-Dec 2024
Projected 3% Fee	\$ 6.13	\$ 145,317.61
Projected 4% Fee	\$ 8.17	\$ 193,756.81
Projected 5% Fee	\$ 10.21	\$ 242,196.01



Additional Questions?





Utility Board Meeting
January 2025



Survalent OMS

What is the OMS

Benefits of the system

Where are we at today

Defining some Terms

- SCADA – Supervisory Control And Data Acquisition
 - Used for controlling, monitoring, and analyzing our electrical network.
 - Transformers, Breakers, Switches, etc...
 - This is how our employees monitor our electrical grid.
 - Using this system to make sure power to Hastings is on, stable, and reliable.
 - Does not affect anything inside the customer's home

Defining some Terms Cont'd

- GIS – Geographic Information System
 - Maps created and maintained by the city that documents the location and connections to our electric, water, gas, and sewer networks.
 - Electric – Information and location of things like
 - Transformers, Switches, Breakers, meters, etc...
 - Documents how all these devices are connected together
 - If a transformer goes down, we can tell what customers would be affected thanks to the GIS map
 - Water, Gas, and Sewer depts have respective maps they utilize as well
 - Documenting the location of things like fire hydrants, what pipes are connected to those hydrants, what size of pipe that is connected.
- Critical to the Outage Management System because it uses the data that it provides to pinpoint where electrical outages occur and what is affected by that outage
- It can tell all of that because it has already been mapped out in our GIS.

Defining some Terms Cont'd

- Smart Meters
 - Electric meters installed at the customers location.
 - “Smart” function can tell us if that meter is powered on/off, if it’s connected or not
 - We can remotely connect or disconnect those meters without having to dispatch a technician to manually do those tasks

Outage management system (oms)

What is it?

Comprehensive solution that helps utilities reduce the scale and duration of outages

This is done through integrations with our current SCADA, GIS, and Smart Meter systems.

Can help pinpoint outages based on info received from those integrated systems

Can help coordinate outages more efficiently due to increased visibility in multiple systems

Will only be utilized for our electric system and customers at this time.

OMS Benefits

- It utilizes the existing systems that are already in place
- Greatly improve response times
- Gives us a better picture of the impact outages have on our customers without having to navigate to multiple systems
- Create tickets and tasks for our line crews to go out and fix devices that have gone down
- Wholistic view of our electrical network
 - All the connections have been documented and imported from the GIS
- There will be a new outage portal for our customers
 - One stop shop for electrical outages and updates

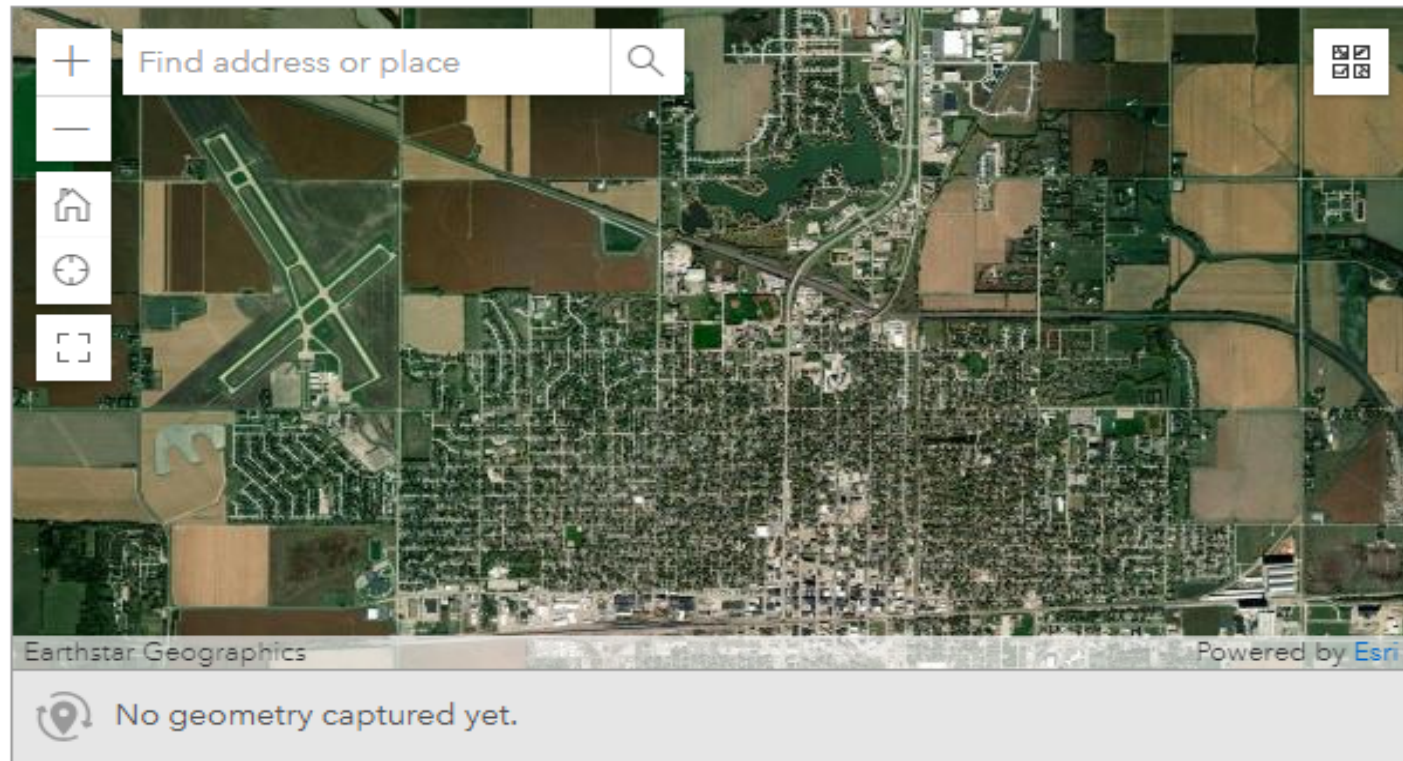
OMS Benefits Cont'd

- Outages will be dynamically displayed on that new outage portal providing citizens with quicker updates
- We can provide short updates to outages on the new outage portal
 - Could be ETOR, Truck is on the way, any message we think would benefit the public to know about
 - Citizens don't have to wait on hold for updates on outages from the city
 - Allows our technicians to better focus on resolving the outage
 - Doesn't take away to the option to speak to someone about an outage

Current Outage Portal

Select Outage Location*

CLICK THE MAP AND TYPE THE ADDRESS OF THE OUTAGE INTO THE SEARCH BAR TO SET THE OUTAGE LOCATION



What service are you reporting an issue on?*

This can be an outage or reporting an issue in services that you are experiencing or have seen.

-Please Select-

New Electrical Outage Portal



DEMO - NOT IN PRODUCTION!!!

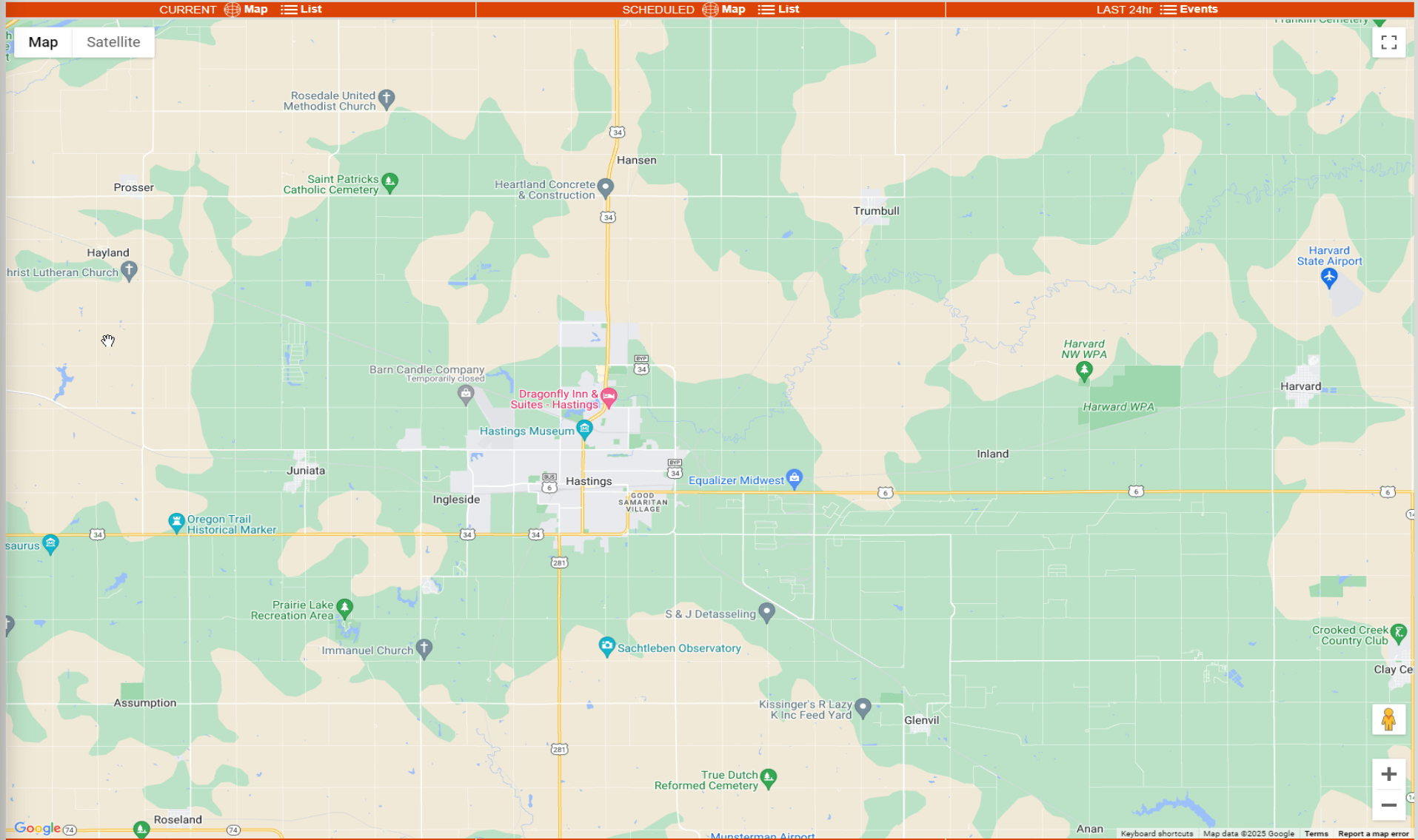
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CURRENT Map List

SCHEDULED Map List

LAST 24hr Events

Map Satellite



REPORT AN OUTAGE

4024631371

FAQ

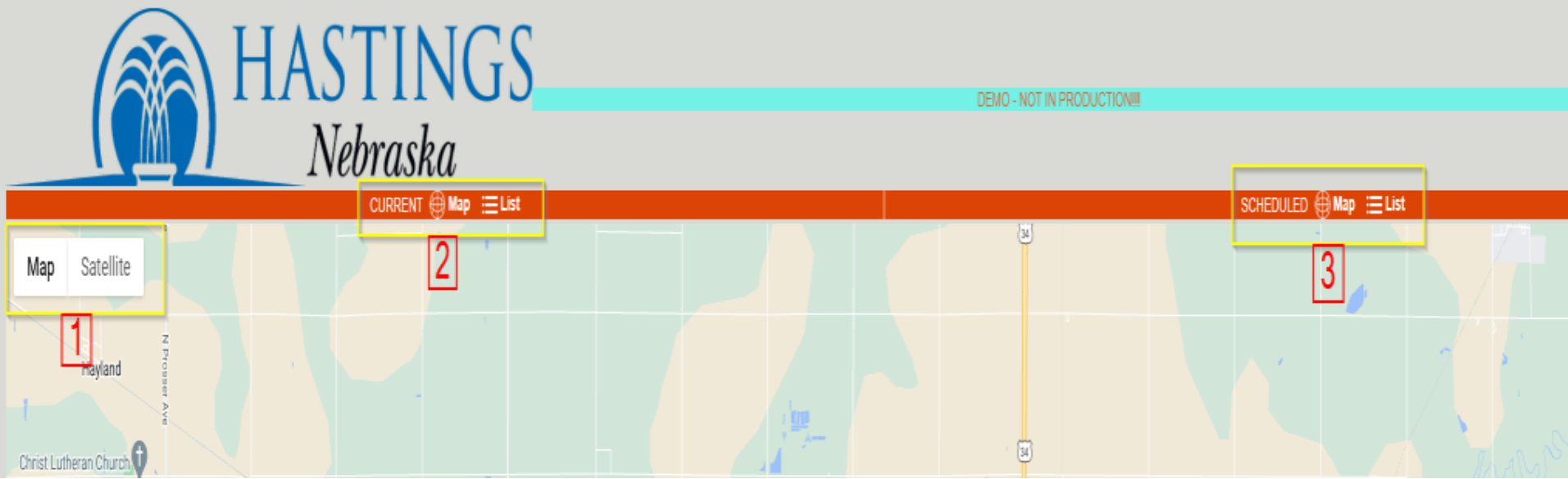
Search

Service Area Planned Unplanned Restored Unverified

Outages Still Out

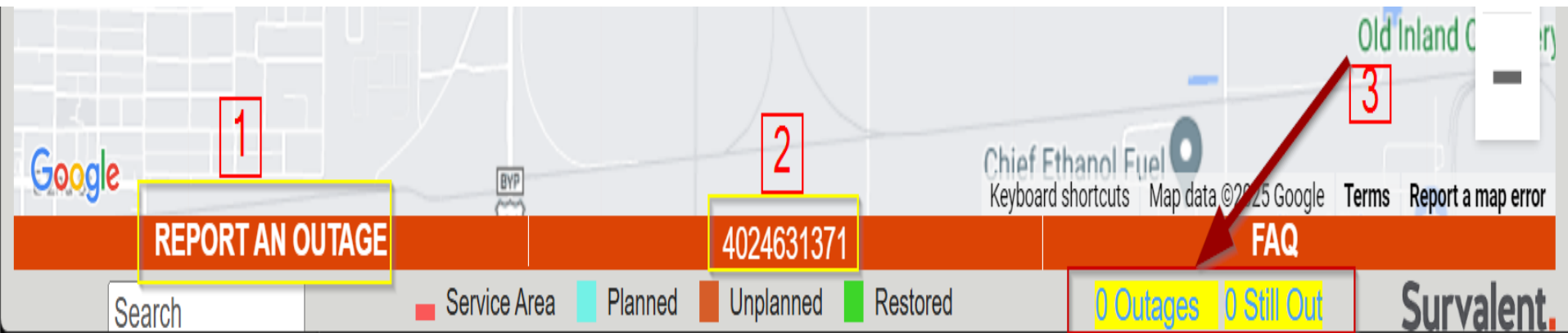
Survalent.

New Electrical Outage Portal



- No. 1 - Working with Google maps. You can change from a map to satellite view
- No. 2 - Can show outages on the map where outage area will be shaded for the affected area
 - Or you can use that to toggle to a list view that will show you info about current outages.
- No. 3 – Allows you to see if there are any scheduled outages

New Electrical Outage Portal



- No. 1 – This is the link to report an outage
- No. 2 – The phone number to call to report an outage
- No. 3 – Shows current number of outages and how many customers are still without power

Submitting An Outage

To report an outage, use the form below, or call 4024631371

Last Name / Company Name:*

First Name:

Phone Number:*

House #:*

Street Name:*

Street Type:

Unit:

ZIP/Postal Code*:

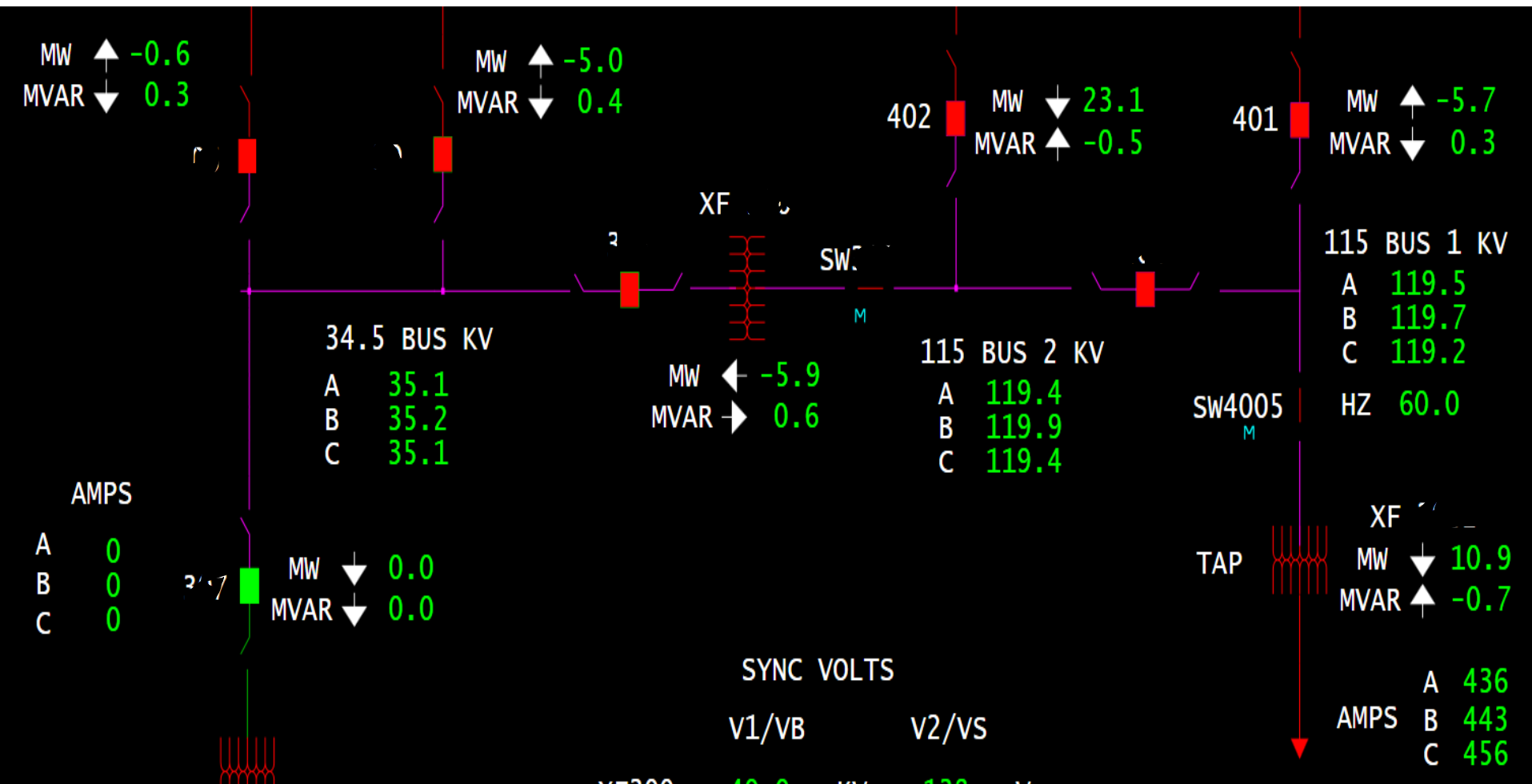
Comments:

* Mandatory field

MP SLUH 

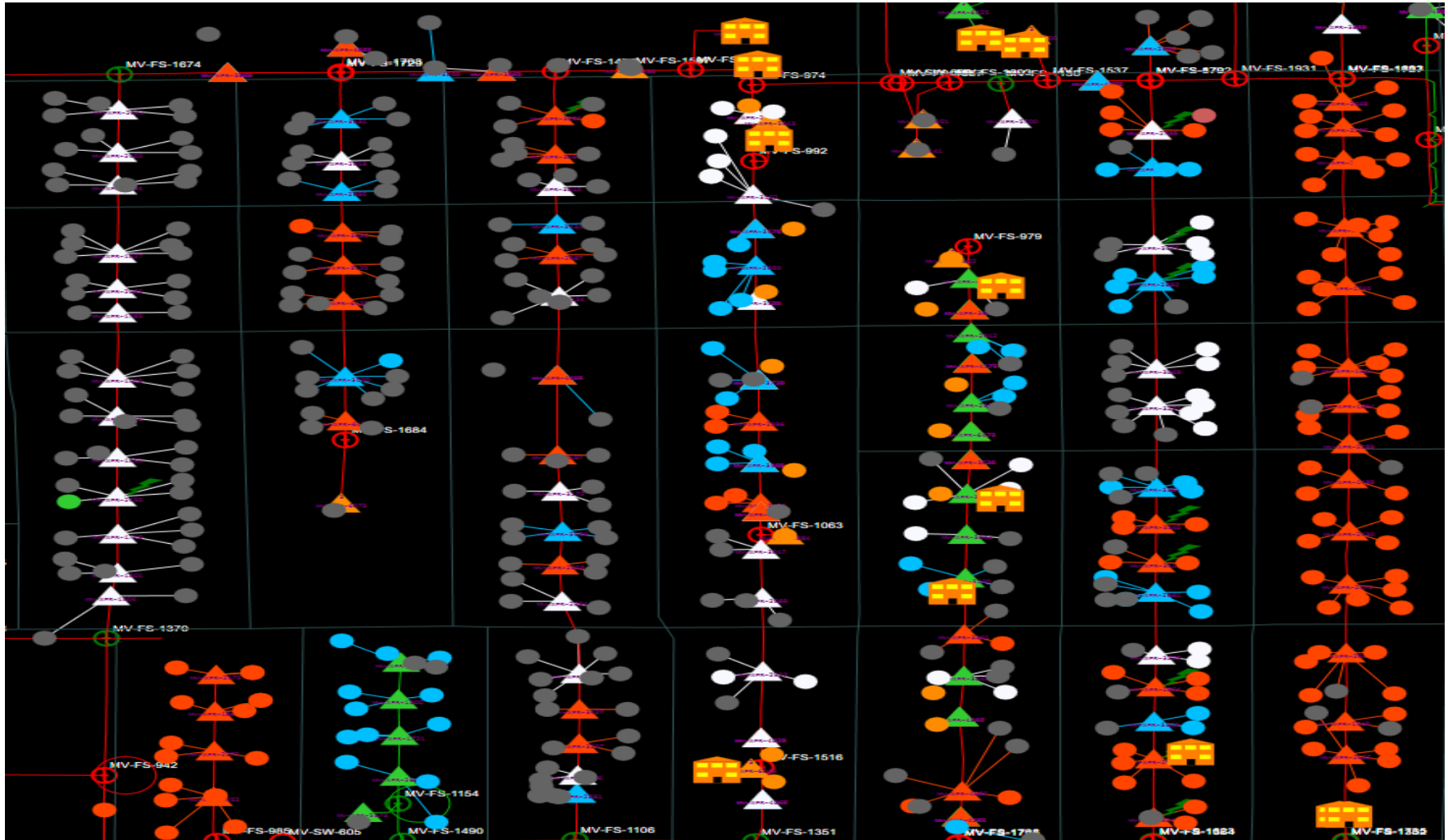
Submit Outage Report

View Before oms



- Limited visibility in our electrical network

View with integrations in the OMS



- More wholistic view showing all the connections that supply power to our customers. Shows Meters, Transformers, and all connections in between thanks to the GIS and Meter integrations.

Where are at now?

- All systems for the OMS are currently up and running
- Working through some final touches and training to begin using the system
- Looking to finish testing and fully utilize this system by March 1st.

