

**PIQUA ENERGY BOARD
MEETING
AUGUST 27, 2024**

TIME & PLACE: A regular meeting of the Piqua Energy Board was held on Tuesday, August 27, 2024, at Piqua Power System's office at 201 Hemm Ave. Chair Sharon Lyons called the meeting to order at 12:00 P.M.

ATTENDANCE: See attached Attendance Report.

MONTHLY MINUTES: Pat Jenkins moved to approve the minutes of the June 25, 2024, meeting. Stu Shear second and the motion carried.

MONTHLY REPORTS: Ed Krieger reviewed the July 2024 year-to-date (YTD) monthly financial reports. YTD kWh sales are 1.1% above budget and revenues are 2.4% below budget.

The YTD cash and investments are \$7,074,645, as compared to the minimum electric fund balance of \$7,949,596. John Alexander moved to accept the monthly reports. Pat Jenkins second and the motion carried.

UBO SURVEY PRESENTATION: RJ Monnier, Utility Business Office (UBO) Manager, provided an overview of the Voice of Customer Study 2023: UBO Customer Satisfaction Survey completed by GreatBlue Research. The survey was completed by 371 Piqua Residential Customers and achieved a confidence level of 95% with a Margin of Error of +/- 5.0%.

As compared to the results of the 2022 baseline survey, UBO customer satisfaction continues to trend in a positive direction. It is clear that the dedication and professionalism of the Piqua team has significantly improved the UBO experience for Piqua residents. In addition, improvements made possible with the implementation of the AMI system and the customer information system conversion to NISC are significantly enhancing the UBO customer experience.

**2024 WORKPLAN
UPDATE:**

Ed Krieger reviewed the most recent update of the 2024 work plan. The Power System remains on target to complete the vast majority of the budgeted initiatives for 2024.

**RELIABILITY
PERFORMANCE:**

Ed Krieger reviewed the most recent update of the 2024 reliability data. With 25 total outages through June 30, 2024, the Power System is on track for its most reliable year since record keeping began in 2004.

OLD BUSINESS:

None to report.

NEW BUSINESS:

None to report.

ADJOURN:

With no further business to discuss, Stu Shear moved to adjourn the meeting at 1:04 P.M. Pat Jenkins second and the motion carried.

SIGNED:

Ed Krieger
Power System Director