Operating revenue showed to be at 22.11 percent of the budget but should be at 25 percent. Revenues were not met but expenses were not exceeded either. Overall the financial reports looked normal.

Attachments: Electric Statements-December 2021

Water Statements-December 2021

Summary Change in Billed usage for Water and Electric

b) Utility Disconnections

Ms. Talbert noted this was an update only. Disconnections were not being done at the present time due to the temperatures. As of January 25, 2022 there were 343 commercial customers and 3,943 residential customers that were delinquent or past due. There were 211 commercial customers and 863 residential customers pending disconnection. This was a small number, under two percent. Mr. Coffin noted there were customers who knew there were no disconnections being done so they hold onto their funds instead of paying their utility bills. Ms. Talbert noted customers were assessed late fees. Mr. Coffin asked if two percent was typical and if this was normal for other utilities. Ms. Talbert noted she had not reached out to other utilities but could check with Boone Electric Coop (BEC), maybe Springfield as well. She advised the plan this year was the same as last, there would be a notice go out for any unpaid balances. Customers would need to come in for payment agreements, same as last year. Mr. Hasheider asked was the deciding factor was for disconnections. Ms. Talbert explained if temperatures were below 32 degrees in the winter and the heat index above 105 degrees in the summer, disconnections were delayed.

Attachments: Pending disconnects for WLAB

VI. DIRECTORS REPORTS

a) Draft Annual Renewable Energy Plan

Ms. Talbert noted this had been submitted to the Water and Light Advisory Board (WLAB) on Monday through email. Mr. Renaud noted this was a draft for the calendar year and it included information from last year. In 2021, Columbia Water and Light (CWL) purchased and generated 14.57 percent of its total electric usage. The cost for renewable energy in 2021 was higher than anticipated because of weather related events. The load cost was much higher this year. Significant progress was made with the Truman Solar project that came online in May that contributed 10 megawatts (MWs). Looking at 2022 and beyond, expect expansions in landfill gas, wind contracts, and local solar will play significant roles in meeting future energy needs. These expansions would allow the City to meet and exceed the current Renewable Energy Standard. Ironstar was still expected to be complete in 2025, Boone Stephens in 2024, and the Landfill Gas expansion was expected this year also. The WLAB would continue to review the draft at the March, 2022 meeting.

Attachments: 2022 Draft Renewable Energy Plan

b) Introduce Scope of Services for Customer Service Satisfaction Survey