



**IMU BOARD OF TRUSTEES OF THE ELECTRIC,
WATER AND COMMUNICATIONS UTILITIES**

February 28, 2022

5:30 PM

City Hall Council Chambers

Agenda

- 1. Call to Order**
- 2. Roll Call**
- 3. Public Comment**
- 4. Consent Agenda:**
 - A. Approval of Minutes of the prior Board meeting.
- 5. Electric Utility Informational Items**
- 6. Water Utility Informational Items**
- 7. Communications Utility Action Items**
 - A. Resolution approving the construction contract and bond for the Fiber Extension to the Water Resource Recovery Facility Project.
- 8. Communications Utility Informational Items**
- 9. Combined Electric, Water and Communications Action Items**
 - A. Fiscal Year 23 Budget
 1. Public Hearing for the Fiscal Year 23 Budget.
 2. Resolution approving the Fiscal Year 23 Budget.
 - B. Discussion and approval of the General Manager Job Description.
- 10. Combined Electric, Water and Communications Informational Items**
 - A. Review and discussion of the draft strategic plan.
- 11. Other Business**
- 12. Adjourn**

MEMORANDUM

To: IMU Board of Trustees of the Electric, Water and Communications Utilities
From: Jackie Raffety, City Clerk/Asst. Finance Director
Date: February 28, 2022
Subject: Approval of Minutes of the prior Board meeting.

Recommendation: Simple motion is in order.

Attachments: 1. 02142022 BOT Minutes



**IMU BOARD OF TRUSTEES OF THE ELECTRIC,
WATER AND COMMUNICATIONS UTILITIES**

February 14, 2022

5:30 PM

City Hall Council Chambers

Minutes

The Indianola Municipal Utilities Board of Trustees met in regular session at 5:30 p.m. on February 14, 2022 in the City Hall Council Chambers. Chairperson Adam Voigts called the meeting to order and on roll call the following members were present: Lesley Forbush (via Zoom due to the pandemic), Deb White, Adam Voigts, Mike Rozga, and Lori Smith. Absent: None.

No public comments were offered.

White moved to approve the Consent Agenda. Rozga seconded it. In discussion, question was called for and on voice vote the Chairperson declared the motion carried unanimously. The consent agenda was as follows:

- Approval of Claims from January 31, 2022.
- Approval of Claims for February 15, 2022.
- Approval of December 2021 Financials.
- Approval of Minutes of the prior Board meeting.

Electric Superintendent Mike Metcalf reported on maintenance projects in the Electric Department.

Water Superintendent Lou Elbert presented information on the water mains, including how many miles of each type of main in the city, where they are located along roadways, and mains that need replaced.

Chairperson Voigts opened the public hearing on the plans, specifications, form of contract and estimate of cost for the Fiber Extension to the Water Resource Recovery Facility Project. No public comments were offered or submitted prior to the meeting. The public hearing was then closed.

Resolution 2022-008 adopting the plans, specifications, form of contract and estimate of cost for the Fiber Extension to the Water Resource Recovery Facility Project was introduced on a motion by Rozga and seconded by Smith. In discussion, Kurt Ripperger, Communications Utility Superintendent, gave an overview of the project plans, cost and funding. On roll call, the vote was AYES: Forbush, White, Voigts, Rozga and Smith. NAYS: None. Whereas the Chairperson declared the motion carried unanimously.

White moved to approve Resolution 2022-009 awarding a construction contract for the Fiber Extension to the Water Resource Recovery Facility Project. Smith seconded it. In discussion, Ripperger recommended awarding the bid to the lowest, most responsible bidder, Murphy Tower Services, for the full amount, including bid alternates. On roll call, the vote was AYES: Forbush, White, Voigts, Rozga and Smith. NAYS: None. Whereas the Chairperson declared the motion carried unanimously.

In the Communications Utility update, Ripperger stated the approval of the contract and bond with Murphy Tower Services would be on the next agenda. He also reported on installations for the month of February.

The Board selected Lori Smith as Chairperson and Deb White as Vice Chair for 2022.

In other business, General Manager Chris Des Planques provided an update on the solar contract and possible legislation that could impact the project. He also reported he had testified to the State Senate Subcommittee regarding a bill that clarifies how a Board of Trustee member can be removed from their appointment. Des Planques also said he is working on an RFP for legal services.

The proposed operation and maintenance budget for Fiscal Year 23 was presented. Included in the budget are infrastructure projects, employee training, electric and water rate increases, shared services with the City, health insurance rate increases and a cost of living increase for employees. The public hearing for the Fiscal Year 23 budget will be held at the February 28 meeting.

The Board discussed content in the newsletter and when information should be released.

White moved to adjourn at 7:30 p.m. and Smith seconded it. Question was called for and on voice vote the Chairperson declared the motion carried unanimously.

Lori Smith, Chairperson

ATTEST:

Jackie Raffety, City Clerk

MEMORANDUM

To: IMU Board of Trustees of the Electric, Water and Communications Utilities

From:

Date: February 28, 2022

Subject: Resolution approving the construction contract and bond for the Fiber Extension to the Water Resource Recovery Facility Project.

Recommendation: Roll call is in order.

Attachments:

1. Contract with Murphy Tower Services
2. Murphy Tower Bond
3. Res 2022- approving contract

4. CONTRACT

THIS AGREEMENT, made and entered into this 28th day of February, 2022,

by and between the Indianola Municipal Utilities, Indianola, Iowa, party of the first part, hereinafter referred to as the "Owner", and

Murphy Tower Service
party of the second part, hereinafter referred to as the "Contractor".

WITNESSETH: THAT WHEREAS, the Owner has heretofore caused to be prepared certain plans, specifications and proposal blanks, dated the 28th day of February, 2022, for the Facility Fiber Network Extension To Water Resource Recovery under the terms and conditions therein fully stated and set forth, and,

WHEREAS, said plans, specifications and proposal blanks accurately and fully describe the terms and conditions upon which the Contractor is willing to perform the work specified:

NOW, THEREFORE, IT IS AGREED:

1. That the Owner hereby accepts the proposal of the Contractor for the work, as follows:
 2. That this contract consists of the following component parts which are made a part of this agreement and contract as fully and absolutely as if they were set out in detail in this contract:
 - 2.1 Contract Documents, including:
 - 2.1.1 Invitation for Bid
 - 2.1.2 Bid Form
 - 2.1.3 Bond
 - 2.1.4 General Conditions
 - 2.1.5 Special Conditions
 - 2.1.6 Drawings and Specifications
 - 2.1.7 Numbered addenda issued to the foregoing
 - 2.2 The above components are complementary and what is called for by one shall be as binding as if called for by all.
3. Payments are to be made to the Contractor in accordance with and subject to the provisions embodied in the documents made a part of this contract.

4. That this contract is executed in triplicate.

IN WITNESS WHEREOF, the parties here to have here unto set their hand and seals the date first written above.

CONTRACTOR: Murphy Tower Service INDIANOLA MUNICIPAL UTILITIES
INDIANOLA, IOWA

By [Signature]
Title Director - Murphy Communications

ATTEST:

ATTEST:

Garnie Yearn
Title Office Manager

Secretary

By _____
Chairperson, Board of Trustees

INDIANOLA MUNICIPAL UTILITIES  Electric • Communications • Water	NOTICE OF AWARD	
PROJECT: Fiber Network Extension To Water Resource Recovery Facility	PROJECT NO.: NA	RESOLUTION NO. 2022-009
		APPROVAL DATE: 02/14/2022
TO: Murphy Tower Service		DATE: 02/15/2022
DESCRIPTION OF WORK: Construction of an optical fiber network which splices into an existing IMU fiber facility and extends the IMU fiber facility to a point outside of the Indianola Water Resource Recovery Facility.		

Indianola Municipal Utilities ("IMU") has considered the Bid submitted by you for the above-described Work in response to its Invitation for Bids dated January 10, 2022.

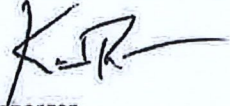
You are hereby notified that your Bid has been accepted for items in the amount of \$96,755.80 ("Contract Sum").

You are required by the IFB and Contract Documents to execute the Construction Contract and furnish the required Contractor's Performance, Payment, Maintenance and Warranty Bond and provide the required Certificates of Insurance and other insurance documentation as required by the General Conditions on or before February 23, 2022, in accordance with the Contract Documents.

If you fail to execute said Contract, to furnish said Bond, or to file with required insurance documentation on or before the above stated date, said Municipal Utility will be entitled to consider your Bid as abandoned. IMU will be entitled to such other rights as may be granted by law.

Capitalized terms used herein and not otherwise defined shall have the definitions assigned in the Contract Documents. You are required to return an acknowledged copy of this Notice of Award to IMU.

Dated this 15th day of February 2022


 Kurt Ripperger
 Communications Superintendent

ACCEPTANCE OF NOTICE

Receipt of the above Notice of Award is hereby acknowledged:

CONTRACTOR Murphy Tower Service/Communications

This 15th day of February, 2022

BY Eli Shipley - Director

5. BOND

KNOW ALL PEOPLE: That we, Murphy Tower Service, LLC
of Carlisle, Iowa North American Specialty Insurance Company hereinafter called the Principal, and

hereinafter called the Surety, are held and firmly bound unto the Indianola Municipal Utilities,
Indianola, Iowa, hereinafter called the Owner, in the sum of
Ninety Six Thousand Seven Hundred Fifty Five and 80/100

Dollars (\$ 96,755.80), for the payment whereof the Principal and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly, by these presents.

WHEREAS, the Principal has, by means of a written Agreement dated Feb. 28, 2022, entered into a Contract with the Owner for the Facility Fiber Network Extension To Water Resource Recovery Facility Project, which Agreement includes a guarantee of all work against defective workmanship and materials for a period of two (2) years from the date of final acceptance of the work by the Owner, a copy of which Agreement is by reference made a part hereof;

Now Therefore, the condition of this Obligation is such that, if the Principal shall faithfully perform the Contract on his part and shall fully indemnify and save harmless the Owner from all cost and damage which he may suffer by reason of failure so to do and shall fully reimburse and repay the Owner all outlay and expense which the Owner may incur in making good any such default,

And Further, that if the Principal shall pay all persons who have contracts directly with the Principal for labor or materials, failing which such persons shall have a direct right of action against the Principal and Surety under this Obligation, subject to the Owner's priority,

Then this Obligation shall be null and void, otherwise it shall remain in full force and effect.

Provided, however, that no suit, action or proceeding by reason of any default whatever shall be brought on this Bond after three (3) years from the date of final acceptance of the work.

And Provided, that any alterations which may be made in the terms of the Contract, or in the work to be done under it, or the giving by the Owner of any extension of time for the performance of the Contract, or any other forbearance on the part of either the Owner or the Principal to the other shall not in any way release the Principal and the Surety, or either of them, their heirs, executors, administrators, successors or assigns from their liability hereunder, notice to the Surety of any such alteration, extension or forbearance being hereby waived.

And Further Provided, the Principal and Surety on this Bond hereby agree to pay all persons, firms, or corporations having contracts directly with the Principal or with subcontractors all just claims due them for labor performed or material furnished, in the performance of the Contract on account of which this Bond is given, when the same are not satisfied out of the portion of the contract price which the Owner shall retain until completion of the improvements, but the Principal and Surety shall not be liable to said persons, firms, or corporations unless the claims of said claimants against said portions of the contract price shall have been established as provided by law

The Surety on this Bond shall be deemed and held, any contract to the contrary notwithstanding, to consent without notice:

- a. To the extension of time to the Principal in which to perform the Contract.
- b. To changes in the plans, specifications, or Contract, when such changes do not involve an increase of more than twenty percent (20%) of the total contract price, and shall then be released only as to such excess increase.
- c. That no provision of this Bond or of any other contract shall be valid which limits to less than three (3) years from the date of final acceptance of the work the right to sue on this Bond for defects in workmanship or materials not discovered or known to the Owner at the time such work was accepted.

The Bond is executed in triplicate.

Signed and Sealed this 28 day of February, 2022.

PRINCIPAL

Jamie Yeon

Contractor

Murphy Tower Service, LLC

Signature

[Signature]

Title

Director

SURETY:

Surety Company

North American Specialty Insurance Company

Signature, Attorney-in-Fact

[Signature]

Name of Attorney-in-Fact

Dione R. Young

SWISS RE CORPORATE SOLUTIONS

NORTH AMERICAN SPECIALTY INSURANCE COMPANY
WASHINGTON INTERNATIONAL INSURANCE COMPANY
WESTPORT INSURANCE CORPORATION

GENERAL POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS, THAT North American Specialty Insurance Company, a corporation duly organized and existing under laws of the State of New Hampshire, and having its principal office in the City of Kansas City, Missouri and Washington International Insurance Company a corporation organized and existing under the laws of the State of New Hampshire and having its principal office in the City of Kansas City, Missouri, and Westport Insurance Corporation, organized under the laws of the State of Missouri, and having its principal office in the City of Kansas City, Missouri, each does hereby make constitute and appoint:

JAY D. FREIERMUTH, CRAIG E. HANSEN, BRIAN M. DEIMERLY, CINDY BENNETT, ANNE CROWNER,

TIM McCULLOH, STACY VENN, DIONE R. YOUNG, WENDY A. LEWIS, STACIE CHRISTENSEN and SETH ROOKER JOINTLY OR SEVERALLY

Its true and lawful Attorney(s)-in-Fact, to make, execute, seal and deliver, for and on its behalf and as its act and deed, bonds or other writings obligatory in the nature of a bond on behalf of each of said Companies, as surety, on contracts of suretyship as are or may be required or permitted by law, regulation, contract or otherwise, provided that no bond or undertaking or contract or suretyship executed under this authority shall exceed the amount of:

ONE HUNDRED TWENTY FIVE MILLION (\$125,000,000.00) DOLLARS

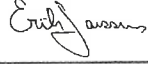
This Power of Attorney is granted and is signed by facsimile under and by the authority of the following Resolutions adopted by the Boards of Directors of North American Specialty Insurance Company and Washington International Insurance Company at meetings duly called and held on March 24, 2000 and Westport Insurance Corporation by written consent of its Executive Committee dated July 18, 2011.

"RESOLVED, that any two of the President, any Senior Vice President, any Vice President, any Assistant Vice President, the Secretary or any Assistant Secretary be, and each or any of them hereby is authorized to execute a Power of Attorney qualifying the attorney named in the given Power of Attorney to execute on behalf of the Company bonds, undertakings and all contracts of surety, and that each or any of them hereby is authorized to attest to the execution of any such Power of Attorney and to attach therein the seal of the Company; and it is

FURTHER RESOLVED, that the signature of such officers and the seal of the Company may be affixed to any such Power of Attorney or to any certificate relating thereto by facsimile, and any such Power of Attorney or certificate bearing such facsimile signatures or facsimile seal shall be binding upon the Company when so affixed and in the future with regard to any bond, undertaking or contract of surety to which it is attached."



By 
Steven P. Anderson, Senior Vice President of Washington International Insurance Company
& Senior Vice President of North American Specialty Insurance Company
& Senior Vice President of Westport Insurance Corporation

By 
Erik Janssens, Senior Vice President of Washington International Insurance Company
& Senior Vice President of North American Specialty Insurance Company
& Senior Vice President of Westport Insurance Corporation

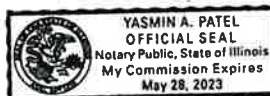


IN WITNESS WHEREOF, North American Specialty Insurance Company, Washington International Insurance Company and Westport Insurance Corporation have caused their official seals to be hereunto affixed, and these presents to be signed by their authorized officers this 24th day of NOVEMBER, 20 21.

**North American Specialty Insurance Company
Washington International Insurance Company
Westport Insurance Corporation**

State of Illinois
County of Cook ss:

On this 24th day of NOVEMBER, 20 21, before me, a Notary Public personally appeared Steven P. Anderson, Senior Vice President of Washington International Insurance Company and Senior Vice President of North American Specialty Insurance Company and Senior Vice President of Westport Insurance Corporation and Erik Janssens Senior Vice President of Washington International Insurance Company and Senior Vice President of North American Specialty Insurance Company and Senior Vice President of Westport Insurance Corporation, personally known to me, who being by me duly sworn, acknowledged that they signed the above Power of Attorney as officers of and acknowledged said instrument to be the voluntary act and deed of their respective companies.





Yasmin A. Patel, Notary

I, Jeffrey Goldberg, the duly elected Senior Vice President and Assistant Secretary of North American Specialty Insurance Company, Washington International Insurance Company and Westport Insurance Corporation do hereby certify that the above and foregoing is a true and correct copy of a Power of Attorney given by said North American Specialty Insurance Company, Washington International Insurance Company and Westport Insurance Corporation which is still in full force and effect.

IN WITNESS WHEREOF, I have set my hand and affixed the seals of the Companies this 24th day of NOVEMBER, 20 21.


Jeffrey Goldberg, Senior Vice President & Assistant Secretary of Washington International Insurance Company &
North American Specialty Insurance Company & Vice President & Assistant Secretary of Westport Insurance Corporation

Indianola Municipal Utilities
RESOLUTION NO 2022-

RESOLUTION APPROVING CONSTRUCTION CONTRACT AND BOND

BE IT RESOLVED by the Board of Trustees of the Indianola Municipal Utilities that:

The construction contract and bond executed by Murphy Tower Service dated the 28th day of February 2022, for the Fiber Extension to the Water Resource Recovery Facility Project for the Indianola Municipal Utilities, described in the Plans and Specifications previously adopted by the Board of Trustees, be approved.

BE IT FURTHER RESOLVED that upon receipt of the fully executed contract and required bond, a Notice to Proceed with the public improvements shall be issued.

Passed and approved this 28th day of February 2022.

Lori Smith, Chairperson

ATTEST:

Jackie Raffety, City Clerk

MEMORANDUM

To: IMU Board of Trustees of the Electric, Water and Communications Utilities

From:

Date: February 28, 2022

Subject: Fiscal Year 23 Budget

Recommendation:

Attachments: 1. FY23 Revenue and Expense Detail

Indianola Municipal Utilities
NAME OF ENTERPRISE

REVENUES DETAIL

MEMORANDUM

To: IMU Board of Trustees of the Electric, Water and Communications Utilities

From:

Date: February 28, 2022

Subject: Public Hearing for the Fiscal Year 23 Budget.

Recommendation: The Chairperson will open and close the Public Hearing.

Attachments: None

MEMORANDUM

To: IMU Board of Trustees of the Electric, Water and Communications Utilities

From:

Date: February 28, 2022

Subject: Resolution approving the Fiscal Year 23 Budget.

Recommendation: Roll call is in order.

Attachments:

1. Resolution 2022- adopting budget
2. FY23 Adopted Budget Summary

Indianola Municipal Utilities
RESOLUTION NO. 2022-

RESOLUTION ADOPTING THE ANNUAL BUDGET FOR FISCAL YEAR ENDING JUNE 30, 2023

BE IT RESOLVED BY THE IMU BOARD OF TRUSTEES OF THE CITY OF INDIANOLA, IOWA:

The annual budget for the fiscal year ending June 30, 2023 as set forth in the Budget Summary Certificate and in the detail budget in support thereof showing the revenue estimates and appropriations expenditures and allocations to program and activities for said fiscal year is adopted, the Finance Director is directed to make the filings required by law and set up the books in accordance with the summary and details as adopted.

Adopted this 28th day of February 2022.

Lori Smith, Chairperson

ATTEST:

Jackie Raffety, City Clerk

ADOPTED BUDGET SUMMARY

Indianola Municipal Utilities		Fiscal		YEAR		2023	
NAME OF ENTERPRISE		(specify fiscal or calendar year budget)					
		Budget		Re-Estimated		Actual	
		2023		2022		2021	
(specify budget years)							
REVENUES & OTHER FINANCING SOURCES							
Use of Money and Property	(line 398)	241	0	271	0	301	30,563
Charges for Services	(line 414)	243	26,834,726	273	25,020,378	303	22,436,882
Miscellaneous	(line 416)	245	0	275	87,227	305	481,158
Operating Transfers In	(line 417)	247	4,342,861	277	3,245,150	307	0
Proceeds of Long Term Debt	(line 418)	248	1,600,000	278	0	308	0
Proceeds of Fixed Asset Sales	(line 419)	249	0	279	0	309	0
Total Revenues & Other Financing Sources		250	32,777,587	280	28,352,755	310	22,948,603
EXPENDITURES & TRANSFERS OUT							
Expenditures	(line 386)	255	28,484,657	285	25,601,417	315	22,124,309
Transfers Out	(line 387)	259	4,342,861	289	3,245,150	319	0
Total Expenditures & Transfers Out		260	32,827,518	290	28,846,567	320	22,124,309
Excess of Revenues & Other Sources Over (Under) Expenditures & Transfers Out							
		261	-49,931	291	-493,812	321	824,294
BEGINNING Fund Balance	(line 390)	262	15,826,065	292	16,319,877	322	15,495,583
ENDING Fund Balance	(line 388)	263	15,776,134	293	15,826,065	323	16,319,877

MEMORANDUM

To: IMU Board of Trustees of the Electric, Water and Communications Utilities

From:

Date: February 28, 2022

Subject: Discussion and approval of the General Manager Job Description.

Recommendation: Simple motion is in order.

Attachments: 1. General Manager draft 2-28-22



JOB DESCRIPTION

POSITION: GENERAL MANAGER
DEPARTMENT: IMU ADMINISTRATIVE
REPORTS TO: IMU BOARD OF TRUSTEES

CIVIL SERVICE: NO
FLSA STATUS: EXEMPT
PAY GRADE: CONTRACT

SUMMARY:

Under the direction of the IMU Board of Trustees, provides strategic direction, leadership, management, and supervision to all aspects of Indianola Municipal Utilities including the Electric, Water, Fiber, Finance and Administrative Services/Customer Service departments. Responsible for all activities related to management of the various utility departments.

SUPERVISES:

Oversees all utility personnel and contracted personnel including developing performance objectives and evaluating performance. Directly supervises Electric, Water and Fiber superintendents as well as the Finance/HR Director and the Utility Services Supervisor.

EQUIPMENT USED:

Standard office equipment and vehicles.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- In collaboration with the IMU Board of Trustees, develops long and short term strategic, operational, and fiscal plans in support of the Utility's needs and goals. Works in partnership to align utility needs and goals with city objectives to promote future growth.
- Develops and coordinates all long-range utility infrastructures needs; prepares, reviews, and manages Capital Improvement Plan program.
- Communicates effectively with the public regarding the utilities provided by IMU, and answers questions or complaints regarding operations or plans.
- Establishes, maintains, and promotes healthy strategic relationships with key stakeholders. Communicates and interacts effectively with a variety of interests, including but not limited to, elected officials, developers, and contractors.
- Presents information and participates in discussions with the Board of Trustees, City officials, citizen groups, individuals, and others on utility related plans & issues.
- Accountable for overall financial stability and cost containment of utility departments, through budget preparation, capital project planning/budgeting, business planning and staffing plans.

- Responsible for annual rate review for each utility and recommends adjustments and timing of those adjustments, as necessary.
- Develops policy recommendations for all functions within the Utility, ensuring that departments coordinate work, share resources, and effectively utilize equipment and materials.
- Responsible for the review and analysis of critical systems and ensures operational efficiency and effectiveness. Recommends upgrades and improvements, as necessary.
- Serves as the lead representative for contractors, consultants, the Iowa Utilities Board, the Municipal Energy Agency of Nebraska (MEAN), and the Iowa Association of Municipal Utilities on behalf of IMU. Expected to take a leadership role on the board of MEAN.
- Informs and advises the Board of Trustees on regulations, laws, and technologies affecting Utility operations and makes recommendations to stay in compliance.
- Responsible for coordinating emergency operations and response to critical incidents and function as the Utility's emergency operations manager.
- Promotes training and growth opportunities for direct reports and key staff members. Establishes staffing strategy that includes development and succession plans for key roles.

EDUCATION, EXPERIENCE AND ABILITIES:

- Bachelor's degree in civil engineering, public administration, finance/accounting, or a related degree, or equivalent combination of education and related experience in areas relating to utility or municipal management. Master of Business Administration, Master of Public Administration or related degree preferred.
- Demonstrated management success with at least five to ten years of supervisory or management in a position with fiscal, operational, and strategic responsibilities in a related field.
- Municipal utilities and public sector experience preferred.
- Knowledge of local, state, and federal requirements and laws governing the operation of electric, water and fiber utilities.
- Proficient knowledge in all areas of utilities practices and procedures, planning, and administration.
- Knowledge of financial and budget development practices.
- Knowledge of construction and maintenance processes and utility operations/practices.
- Ability to effectively lead and manage staff and contractors performing diverse functions.
- Demonstrated public relations and customer service skills in dealing with customers, fellow employees, elected officials, volunteers, and supervisors.
- Ability to effectively communicate information; strong oral/written presentation skills.
- Ability to interpret and implement regulatory documents to ensure compliance.
- Creative problem solving to resolve day-to-day and long-term strategic issues.
- Ability to physically attend the workplace on a regular basis.
- Possession of a valid Iowa driver's license.
- Subject to a drug and alcohol screening and background check.

ENVIRONMENTAL CONDITIONS:

Work is performed in a typical office or administrative environment. The worker is not exposed to adverse environmental conditions.

PHYSICAL REQUIREMENTS:

- Driving, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, finger dexterity, grasping, feeling, talking, hearing.
 - Sitting 80 percent of the time.
 - Standing and/or walking approximately 20 percent of the time.
 - Exerting up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Required walking or standing to a significant degree; or requires sitting most of the time but entails pushing and/or pulling of arm or leg controls.
-

VISION REQUIREMENTS:

The minimum standard for use with those whose work deals with preparing and analyzing data and figures, accounting, transcription, computer terminal and extensive reading.

EQUAL OPPORTUNITY EMPLOYER:

Indianola Municipal Utilities is an Affirmative Action and Equal Opportunity Employer providing opportunities to people regardless of membership in any protected class. IMU is committed to-upon request-providing access, equal opportunity, and reasonable accommodation for individuals with disabilities.

Indianola Municipal Utilities reserves the right to change this job description at any time.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge receiving a copy of my job description. I understand the requirements, essential functions, and duties of my position. I understand that should I have any questions regarding my position, I should ask my supervisor or human resources.

Print Name

Signature

Date

DRAFT

MEMORANDUM

To: IMU Board of Trustees of the Electric, Water and Communications Utilities

From:

Date: February 28, 2022

Subject: Review and discussion of the draft strategic plan.

Recommendation:

Attachments: 1. Draft IMU Strategic Plan 20220222

INDIANOLA MUNICIPAL UTILITIES



Electric • Communications • Water

INDIANOLA MUNICIPAL UTILITIES

STRATEGIC PLAN
2022 – 2026

Adopted by the Board of Trustees on:

_____, 2022



Process Facilitated by:



Background

Indianola Municipal Utilities (IMU) has been serving the community of Indianola since 1890, when an electric utility was established. Since then, the municipal utility has grown to include water and communications. As a publicly owned utility, it is important that its leadership understands community needs and aligns its organizational goals accordingly. To that end, IMU leadership has developed this strategic plan.

IMU engaged the Institute for Decision Making (IDM) at the University of Northern Iowa to facilitate the planning process. The plan development process began with a review of (1) industry trends, (2) IMU's current situation, and (3) results of a pre-planning questionnaire which assisted the Board of Trustees and staff leadership in determining priorities for IMU. The review occurred at a half-day session where Trustees and staff leadership considered the information and determined priorities and goals. Following the half-day session, IDM facilitated a staff session to further develop strategies to guide the efforts and direction of IMU over the coming years.

Process Participants

Trustees, staff leadership and others participating in the planning process included:

Staff

- Elisha Brown, Utility Services Supervisor
- Chris DesPlanques, General Manager
- Lou Elbert, Water Dept. Superintendent
- Kurt Ripperger, Fiber Dept. Superintendent
- Chris Longer, HR & Finance Director
- Mike Metcalf, Electric Dept. Superintendent

Trustees

- Adam Voigts, Chair, Trustee
- Deb Richardson, Vice-Chair, Trustee
- Leslie Forbush, Trustee
- Lori Smith, Trustee
- Mike Rozga, Trustee

Others

- Bill Howard, Committee Member
- Margaret Vernon, Committee Member

Mission of Indianola Municipal Utilities

The Indianola Municipal Utilities will work cooperatively with the City to provide essential, high-quality and cost-effective electric, water and communication services.

Priority Areas

This strategic plan is organized around four priority areas:

Our Services

Maintaining and enhancing our electric, water and communications infrastructure and services is critical for serving current and future customers. Ensuring that we continue to meet the service expectations of our customers through reliable infrastructure and proven technologies will be a priority for IMU.

Our Staff

Retaining and developing IMU staff is key to maintaining the high customer service IMU is known for. As IMU looks to the future, the Utility wants to remain an employer of choice for the next workforce.

Our Community

Keeping IMU customers and the community informed about the organization, and the services and support IMU provides is a priority for IMU. As a municipal utility, IMU's customer owners should be knowledgeable about its activities and performance, as well as accessing and utilizing its programs.

Our Organization

As a municipal "business," IMU has a responsibility to remain financially viable and fiscally responsible. IMU will place a priority on ensuring that rates are set on sound fiscal policy and meet operational and capital needs.

IMU Goals & Strategies

Priority Area: Services

Goal 1:

IMU is a leader in providing electric reliability, safety, and renewable energy. IMU is committed to offering reliable, safe delivery and affordable power to our community.

Strategies:	Responsibility:	Timeline:	Success Indicators:
1.1: IMU provides reliable distribution of electricity. 1) IMU supports an underground infrastructure throughout the city. To remain compliant with industry standards, ongoing maintenance needs to be completed proactively to upgrade identified aging sections. A heat map will be created to determine a maintenance schedule. The schedule will maintain a prioritized list for a rolling 10 construction seasons of work. 2) IMU continues movement of overhead lines to underground. As a result, the community will be more resilient to natural hazards. All new development areas within the city will be established with underground lines and infrastructure. A working plan will be developed to include a schedule for conversion of overhead to underground lines spanning the next 10 construction seasons. Note: A section is equivalent to 300 ft of line. (block)	Electric Superintendent	• August 2022 – prioritized maintenance scheduled developed • 4Q of each year review progress and update remainder of schedule as needed	• Plan communicated to stakeholders: IMU, IMU Board, City Council, 4Q22 • Plan used for operational budgeting FY23-24
1.2: IMU builds a program for distributed generation exploring renewable sources. We will continue to partner with MEAN on the exploration and implementation of solutions when the business models prove an economical solution for our community and as legislation and regulations are supportive.	General Manager Electric Superintendent	• August 2022 – prioritized scheduled developed • Review strategy annually	• Plan communicated to stakeholders: IMU, IMU Board, City Council, Indianola Sustainability Committee, 4Q22 • Plan used for operational budgeting FY23-24

1) IMU explores feasibility to build a solar field in Indianola. Identify site. Learn about existing and proposed regulations and determine how this influences our plan. Engage with MEAN and Solar Integrators to determine timing and implementation of field.			
1.3: IMU maintains healthy infrastructure by following operational plan to conduct annual maintenance of transmission and generation systems, meters and other equipment. Life span of these assets can be extended with appropriate thoughtful maintenance.	Electric Superintendent	• Execute schedule Electric Service Plan & Electric Transmission and Distribution Inspection and Maintenance Plan	• Review schedule annually to inform budget cycles

Goal 2:

IMU's water utility is proactively upgrading infrastructure to maintain high quality water and sufficient water pressure for existing and expanding connections.

Strategies:	Responsibility:	Timeline:	Success Indicators:
2.1. Improve the water distribution system by replacing aging lines.	Water Superintendent	• Annual Budgets that increase maintenance	• Yearly progress towards a goal of 1 mile of 4" or 6" lines replaced per year • 10 miles replaced by 2032 • Overall 1.5 water main mile per year replacement • Reduce emergency repairs
2.2. Continue to maintain and upgrade the water plant, water treatment and production equipment. Life span of these assets can be extended with appropriate thoughtful maintenance	Water Superintendent	• Annual Review of 5 Year Capital Plan	• Water plant meets or exceeds regulatory standard and manufacturer service standards. • Minimal emergency repairs
2.3. IMU maintains healthy water infrastructure by following operational plan to conduct annual maintenance of distribution, meters and other equipment. Life span of these assets can be extended with appropriate thoughtful maintenance.	Water Superintendent	• Annual Review of 5 Year Capital Plan	• Repairs/replacements completed within budgets • Minimal Emergency repairs • No more than 1 out of service hydrant at a time

Goal 3:

IMU's communication utility is serving more customers.

Strategies:	Responsibility:	Timeline:	Success Indicators:
3.1: Expand customer base within Indianola	Communications Superintendent	• 3,250 FY23 • 3,600 FY24 • 3,800 FY25 • 3,900 FY26 • 4,000 FY27	• Serving 70% (4,700) of community • Be available in new developments
3.2: Explore financially feasible options for expansion beyond Indianola (ROI positive)	General Manager/ Communications Superintendent	• First Projects in FY23	• Onboarding customers beyond city limits • Grant options explored
3.3: Prepare for increasing customer speed and capacity demand (e.g. Wi-Fi 6, TV Streaming)	Communications Superintendent	• Redundant Transport Capacity at 20GB by 2023 • Redundant Transport 100GB by 2025 • Offer Consumers 10Gb Speeds in 2025	• Customer retention • Customer feedback positive • Capacity Increases • Redundant Options

Priority Area: Combined Utilities and Administration

Goal 4:

IMU will explore investment opportunities as they arise.

Strategies:	Responsibility:	Timeline:	Success Indicators:
4.1. IMU will be involved in State and Regional Municipal Utility associations to identify potential investment opportunities	General Manager Superintendents	• Ongoing	• If a plan is executed and proves profitable • Allows for additional capital projects and rate stabilization

Priority Area: Staff

Goal 5:

To increase employee retention while improving productivity and quality of customer service.

Strategies:	Responsibility:	Timeline:	Success Indicators:
5.1. Employee development, training, cross training, apprenticeship training and certifications.	General Manager Superintendents	• Ongoing	• # of employees cross-trained • # of internal promotions • Annual increase in # of training hours • # of conferences attended or apprenticeship modules completed

5.2. Employee Recruitment and Retention; attend job fairs and increase public outreach targeting most imminent skillsets needed.	General Manager Superintendents	• Ongoing	• Length of recruitment/hiring process from beginning to end • # of applications received • Turnover rates • Average increase in years of continuous employment
5.3. Host IMU employee recognition events and partner with City for various events (bowling, golf...) include years of service and customer acknowledgements	General Manager	• Annually	• Level of employee participation • # of acknowledgments and/or awards
5.4. Provide consultations for other utilities in all core service areas.	Superintendents	• As requested	• # of consults provided • # of speaking engagements

Goal 6:

A future employee pipeline is nurtured and encouraged.

Strategies:	Responsibility:	Timeline:	Success Indicators:
6.1. Continue apprenticeship program	Electric Superintendent	• Ongoing	• Participants successfully complete program

Priority Area: Community

Goal 7:

IMU customers are aware of the Utility's services, programs and performance.

Strategies:	Responsibility:	Timeline:	Success Indicators:
7.1. Develop a citizen education plan that will drive communications (determine audiences, messages and methods)	General Manager	Plan in 2022, implementation ongoing	Citizen Education Plan developed and implemented
7.2. Encourage/enable staff and trustees to be more visible in local organizations (e.g. Lions, Rotary) as members and/or speakers	General Manager Trustees	- Track Participation Hours in FY23 - Volunteer of Year Established in FY23	- Participation/speaking at meetings # of memberships in organizations
7.3. Provide sponsorships for events as allowable and activities, support community decorating efforts (install holiday lights, banners, etc.)	General Manager Superintendents Finance	- As requested - Seek opportunities in FY23	# attendees at customer appreciation event \$ of donations - In-kind donations (hours, value...)
7.4. Partner with community assistance and other organizations to help families with energy efficiency and conservation efforts (e.g. LIHEAP, local nonprofits, rebate programs)	Utility Service Supervisor General Manager	- Ongoing - Annual Review of Program Participation - Annual Rebate Updates	- Annual agreements fulfilled - Maintain or increase budget allocations to rebate programs - Continued Program Updates and Rebate amounts as recommended by IAMU vendor

Priority Area: Organization

Goal 8:

IMU remains fiscally responsible to our customer owners while maintaining a financially sustainable business.

Strategies:	Responsibility:	Timeline:	Success Indicators:
8.1. Set annual budgets with capital planning in mind.	Finance General Manager Superintendents	Annually	- Timely budget approval by Trustees - Maintain Bond Rating - Collaboration with City Administration
8.2. Work with City staff to develop infrastructure replacement plans	General Manager Superintendents	Ongoing	# of shared projects