

City of Santa Clara Silicon Valley Power Strategic Plan

Community Meeting

March 12, 2018



**City of
Santa Clara**
The Center of What's Possible

Silicon Valley Power

- Established in 1896
- Budget and rates set by City Council
- 54,000 customers
- 7 City-owned generating plants
- 28% renewable energy in 2016
- Starting January 1, 2018, we are coal-free
- Residential customers are carbon-free

“Our mission is to be a progressive, service-oriented utility, offering reliable, competitively priced services for the benefit of Santa Clara and its customers.”

www.siliconvalleypower.com



Agenda

- **Introduction**
- **Strategic Planning Project Overview**
- **Discussion and Q&A**
- **Next Steps**



Introduction

The purpose of this meeting is to collect feedback from Silicon Valley Power's customers to inform the strategic planning process.

In this session, we will:

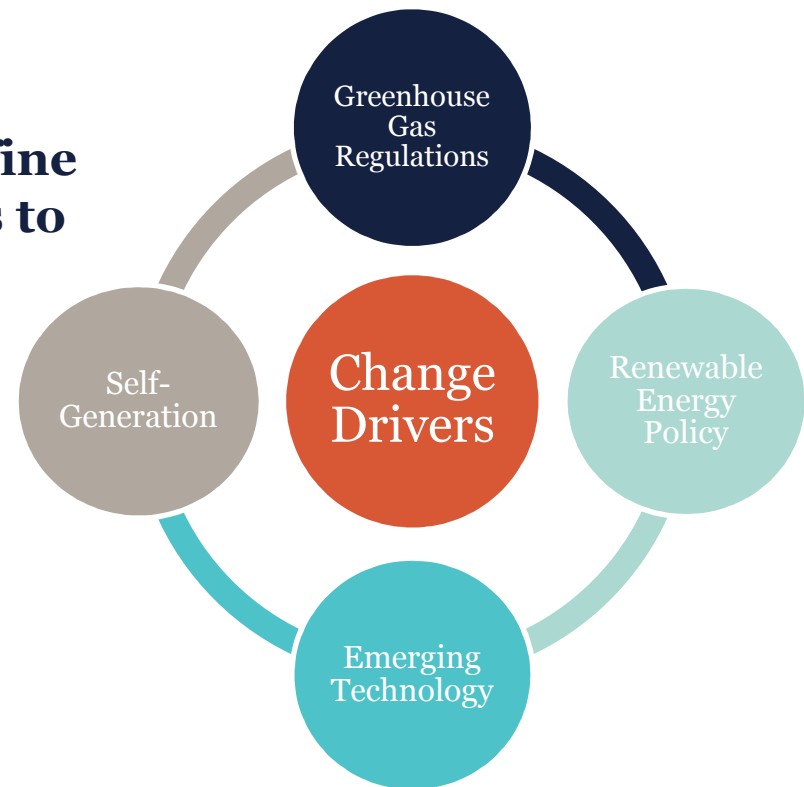
- Introduce the Strategic Planning Project
- Answer questions
- Have an open and candid discussion
- Provide everyone a chance to speak and respect all views



Project Overview

SVP recently launched a project to define the strategic plan for the next 10 years to address challenges facing the utility.

- Technology and innovation
- Changing energy mix
- Increased customer expectations
- Workforce challenges
- Etc.



Project Overview

Navigant Consulting, Inc. (Navigant) was selected to partner with SVP on this project. A central aspect of Navigant’s approach is active and continuous engagement with the Santa Clara community.

- 1 • Identify and integrate the views of key stakeholders into long-range planning
- 2 •Comprehensively assess the internal and external environment in which the Utility operates
- 3 •Confirm the Vision, Mission, and Values of SVP
- 4 •Design implementation and performance management plans associated with the strategic plan
- 5 •Ensure ongoing communication with key stakeholders across the strategic planning period



Project Overview

We are working to understand the current state and discuss the transition to a desired future state.

CURRENT STATE

- Rates & reliability
- Customer service
- What is going well today
- What could be improved

FUTURE STATE

- Mission, Vision, and Values
- New services
- Sustainability & renewable energy
- Community development



Your Feedback



Your Ideas



Current State Discussion

- What is your opinion of SVP today?
 - Low rates
 - Customer service
 - Service quality (billing, service requests)
 - Reliability
 - Sustainability
 - Other
- How does SVP compare to other utilities (like PG&E)? Other service companies (like internet providers)?
- What are SVP's areas of strength?
- What are SVP's opportunities for improvement?



Current State Discussion

- What energy-related technology are you using or considering using? (Solar panels, batteries, smart thermostat, energy efficient appliances, etc.)
- What services would you like to see from SVP in the future?
- What should SVP's top priorities be?
- How do you envision your electric utility in the future? How would you like to see it evolve?
- What are the values that should define how SVP operates?



Questions?



Next Steps

- The strategic planning process will continue for the next several months, incorporating additional stakeholder feedback along the way
- SVP's strategic plan will be finalized in the late Spring / early Summer

**Please reach out to Navigant or SVP
with any additional questions or
comments!**

A successful strategic planning process is inclusive of key stakeholder views,
like yours. Your feedback is important to us!





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