



MEMORANDUM

TO: Mayor and City Councilors

FROM: Rich Olson, City Manager
Karl Clow - Electric Superintendent

DATE: April 7, 2015

REF: Presentation to the City Council – APPA RP3 Platinum Award

As I reported earlier to the City Council, the American Public Power Association (APPA) has awarded the City of Elizabeth City Electric Department the RP3 Platinum Designation, which is a prestigious accomplishment! Staff has received the official plaque from APPA and would like to present it to the City Council during the Council meeting scheduled for April 13, 2015.

For the past four years, the City's Electric Department was awarded the RP3 Gold Designation. The RP3 designation is based on criteria that demonstrate the City's commitment to providing excellent electric service in our community. The four areas that are graded include reliability, safety, workforce development and system improvement.

Applications submitted are reviewed by an 18-member RP3 Review Panel, which is comprised of public power employers from across the country. Based on the information provided in a utility's completed application, utilities may be recognized as a Gold (80-90% possible points), Platinum (90-98% possible points) or Diamond (98-100% possible points) designee. Utilities are categorized as small (under 5,000 customers), medium (5,000-30,000 customers), and large (over 30,000 customers).

As we strive for the RP3 Diamond Designation, we look forward to continuing our commitment to quality customer service and to being a reliable utility provider that our customers can always depend on.

RCO/vdw