

# **Governance Workshop: Sustaining Public Power's Value Through Effective Governance**

February 7, 2019

**Objective:** The workshop will provide the GUC Commissioners with detailed training on industry trends and challenges, understanding and communicating the value of public power, strategies for successful board operations including the duties and legal obligations of governing officials, and techniques for providing effective oversight, direction, and support to utility management.

**8:00 am – Breakfast**

**8:45 am**

- **Introductions and Workshop Objectives**
- **Industry Trends and Challenges Facing Public Power**
  - Regulatory uncertainty
  - Aging infrastructure
  - Workforce evolution
  - New technologies
  - Financial pressures
  - Evolving customer expectations
  - Asymmetric competition

**9:45 am - Break**

**10:00 am**

- **Communicating the Public Power Advantage**
  - Understanding the public power business model
  - Strategic roadmap for success
  - Capturing and communicating your utility's value
- **Effective Governance – Understanding Board Roles and Responsibilities**
  - Characteristics of high performing governing bodies
  - Duties (statutory and fiduciary), roles, and responsibilities of utility boards'
  - Assuring effective communication and board-management relations
  - Representing the interests of, and communicating with, customers and stakeholders

**12:15 pm - Lunch**

**12:45 pm**

- **Measuring and Improving Performance**
  - Managing the CEO: hiring, firing and performance evaluation/management
  - Evaluating governing board performance: what and how to measure
  - Utility performance: identifying key performance areas, indicators and metrics
  - Methods of measuring utility performance and communicating to stakeholders

**1:30 pm – Other Issues**

**2:15 pm – Summary and Take-Aways**

**2:30 pm – Adjourn**