

Customer Action Plan  
For: Example Company

**Prepared By:**

**John Doering**

**xxx-xxx-xxx**

**[www.internet.com](http://www.internet.com)**

**August 2017**

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## Section 1: Executive Summary

The customer action plan for Example Company is intended to be used as a resource for the key account representative as well as a road map for future success with the key account. The appendixes & contact history in this document represent merely a snap shot in time. Appendixes & contact history are regularly updated and used by the key account representative to track the overall health of the key account. This includes electric and water consumption history, billing and payment history, utility service & equipment testing, goals and budgeting.

Example Company is a producer and supplier of custom-designed apparel. The company operates a 275,000 square foot production warehouse facility containing 31 screen print presses and 26 embroidery machines. Example Company was started in 1984 by two friends and Detroit Lakes natives Jim Green and Mike Yellow. They started printing shirts in Jim's parents' basement to sell on Detroit Lakes mile long beach. Today there are over 350 employees and their main customers include major Colleges & Universities and resorts across the country.

Example Company is one of the most energy and water intensive companies in Detroit Lakes. They are DLPU's highest water customer, using more than three times as much water as the second ranked customer. They are the fourth highest user of electricity and in 2016 represented \$326,964.45 of annual electric revenue to DLPU.

In order to grow and strengthen the relationship with Example Company, DLPU is employing the 3x3x3 relationship rule. This states that you should strive to have three solid relationships with at least three individuals at three different levels of the organization in three different departments within each key account. At this point the key account representative already has three relationships that meet this rule including Example Company Controller (executive level), Engineering & Maintenance (middle management) and Sales Representative (front line employee). The key account representative will work to strengthen these relationships to create more trust and confidence with DLPU.

To serve the needs of Example Company which represented \$48,389.26 of at risk revenue in 2016, DLPU will need to budget in 2018 for approximately \$760. The key account budget was created as a total program budget then divided evenly among all sixteen key accounts. Details of the budget and decision matrix can be found in Appendix G.

DLPU seeks to offer Example Company with exceptional service and to assist them with success in our community. It's organizational our goal is to transition from an informal key accounts program that only focused on energy efficiency to a standard key accounts program with a wide range of services as outlined by this customer action plan and the American Public Power Association Key Accounts Program. It is our first priority to increase communication through our key accounts program to learn how we can better serve the needs of Example Company. In doing so we will gain trust and confidence with key employees that will help to strengthen our relationship and succeed with our key accounts program.

## Section 2: Key Accounts Contact Profile

**Name:** Frank Blue

**Position:** Controller

**Email:** [frank@example.com](mailto:frank@example.com)

**Phone:** 218-XXX-XXX

**Office Phone:** 1-800-XXX-XXXX

**Fax:** N/A

**Mailing address:** 750 Your Road, Detroit Lakes, MN 56501

**Preferred method of contact email:** Email or Phone



Frank has been with Example Company since 1994. He was born and raised in Detroit Lakes and graduated college from Minnesota State University Moorhead. Frank is responsible for finances and is a decision maker and influencer at Example Company. He has direct contact and is a trusted advisor to the two owners and has high level decision making. Frank's hobbies include walleye fishing and spending time with his two children. He is married to Jackie Blue who is the manager of Human Resources at St. Mary's which is also one of our key accounts. His father, Larry Blue is a former Mayor of Detroit Lakes and served on our utility commission for five years.

Contact History: (insert table)

Contact Date	Contact Method	Comments
8/8/2017	Email	2018 Rate change notification
5/26/17	Email	Community Solar – Jim Green
4/11/17	In person	Discussed community solar
9/26/16	Email	Proposed 2017 Rates
12/22/2015	Email	Rate notification email

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**Name:** Bill Black

**Position:** Engineering & Maintenance Manager

**Email:** [danh@example.com](mailto:danh@example.com)

**Phone:** 218-XXX-XXXX

**Office Phone:** 1-800-XXX-XXXX

**Fax:** N/A

**Mailing address:** 750 Your Road, Detroit Lakes, MN 56501

**Preferred method of contact email:** Email or Phone



Bill has been with Example Company since 1996. Bill was born and raised in Detroit Lakes and graduated from Detroit Lakes High School. Bill oversees two others employees in the facilities/ maintenance department. He is well liked and respected by many of the employees at Example Company including front line employees working in the manufacturing part. Bill and his wife Irene, who also works at Example Company are

great lovers of Great Danes. They have two Great Danes right now and treat their dogs like children. Bill and his wife even allow the dogs to crawl into bed with them at night. Bill spent six years on the board of the Humane Society and is a strong supporter of rescue dog programs.

Contact Date	Contact Method	Comments
6/2/17	Email	LED lighting status
1/20/2016	In person	Discussed LED light rebates
12/17/2015	In person	New addition walk through - rebates
12/22/2015	Email	Rate notification email

**Name:** Kelly Orange

**Position:** Sales Representative

**Email:** [kelly@Example Company.com](mailto:kelly@Example Company.com)

**Phone:** 218-XXX-XXXX

**Office Phone:** 1-800-XXX-XXX

**Fax:** N/A

**Mailing address:** 750 Your Road, Detroit Lakes, MN 56501

**Preferred method of contact email:** Email or Phone



Kelly is a fairly new contact for me at Example Company. I’m still learning her decision-making capability and where she is at in the hierarchy of other sales representatives. My working relationship with Kelly began by working with her on purchasing t-shirts for an annual event for 4<sup>th</sup> grade area students. She is very creative and has been great to work with on this event. Kelly is married to Jay Orange who is the owner of Orang Electric which is one of the larger electrical contractors in Detroit Lakes. I know her husband very well, as we have worked together on various lighting projects and off peak programs for our electric customers. They have a son who plays fullback for the North Dakota Bison football team. The Bison are a NCAA Division I-FCS team that have won five National Championships in the last six years.

Contact Date	Contact Method	Comments
8/25/2017	Email	Finalize shirt order for Electric Dept.
7/19/17	In person	Shirt order for Electric Dept.
6/2/17	Email	LED lighting status
1/20/2016	In person	Discussed LED light rebates
12/17/2015	In person	New addition walk through - rebates
12/22/2015	Email	Rate notification email

## Section 3: Key Account Business or Profile

### **Business description**

Founded in 1984, Example Company is a producer and supplier of custom-designed apparel. The company operates a 275,000 square foot production and warehouse facility containing 31 screen print presses and 26 embroidery machines.

**Product lines:** SKI, RETRO, OVER THE TOP, GLITTER, CALI, SOUTHERN SYTLY

**Target markets:** Colleges & Universities, Resorts, NCAA and misc. sporting events

**Main competition:** Hanesbrands, Levi Strauss, PVH, Ralph Lauren, and VF Corporation (all based in the US), along with Michael Kors (based in Hong Kong) and Prada (Italy)

**Years in business:** Started in 1984. 33 years in business

**Total Employees:** 350

**NAICS #:** 314XXXXX

**Trade Associations:** Fair Labor Association

**Website:** <http://Example Company.com/>

**Annual Revenue:** \$60 million

### **Key Employees:**

Mike Yellow - Owner

Jim Green – Owner

Frank Blue - Controller

### **How Key Account makes money and key drivers to profitability:**

Example Company is a producer and supplier of custom-designed apparel mostly shirts. What stands Example Company apart from other garment manufactures is great art work. By working collaboratively with their customers and 30 plus artists they strive to continually stay on-trend, creating over 10,000 new designs each year. Techniques include sublimation, rhinestones, foil, shimmer, glitter, moon dust, water-based discharge printing.

Example Company also owns their own private dye plant, dyeing more than 70 different colors and over 2 million garments a year. Because of this they can be reactive, adding colors mid-season and keeping in stock with the latest trending colors. All the dyes used in their dye house are earth friendly and certified organic based.

Fast turn times are a very important part of their business. As a result, they have created a world-class production facility like no other. In order to serve customers better and remain quick and nimble, production runs 20 hours a day with the capacity to ship up to 40,000 units a day. 60% of their designs are available for “quick ship”, produced and shipped in less than 24 hours.

## **Industry Description (provided by Questline):**

Demand is largely determined by consumer tastes and the comparative costs of manufacture in the US and overseas. The profitability of individual companies depends on efficient operations and the ability to secure contracts with clothing marketers. Small companies can compete effectively with large ones by specializing in a particular type of apparel manufacture. There are few economies of scale in manufacture, because of the high labor content of most apparel. The US industry is fragmented: the 50 largest companies generate less than 40% of revenue.

Because of the lower costs to manufacture apparel abroad, the US imports more clothes than it makes domestically. Imports account for about 95% of the US market. The largest suppliers to the US are Bangladesh, China, India, Indonesia, and Vietnam. Major export markets for US apparel manufacturers include Canada, Mexico, and the UK. Exports account for about 50% of US production.

Because of the different skills and equipment needed to produce different types of clothes, manufacturers usually specialize in one type. Women's, girls', and infants' cut and sew apparel manufacturing accounts for about 40% of industry revenue. Men's and boys' cut and sew apparel manufacturing and hosiery and sock mills each account for about 10% of industry revenue.

The industry includes several types of manufacturers. Integrated manufacturers, like Levi Strauss, design and market their own clothing brands, and make products both in their own manufacturing plants and in those of independent contractors. Licensees like Warnaco operate their own manufacturing plants and market clothing under license from the brand owner. Many clothing designers market their own brands, but contract out the manufacturing. Contract manufacturers may have long-standing relationships (but not actual contracts) with designers and marketers, or may use brokers to get new business.

The operations of most apparel manufacturers are similar. Designs for a piece of clothing are converted into cloth patterns along with a plan for the sewing steps needed to produce the finished product. Cloth is cut in various sizes (typically six to eight sizes) in a cutting room (or cutting plant), and is then sewn (or "made-up") into finished items by individual workers at sewing stations, in a series of assembly-line steps that may require special sewing equipment. Finished goods are pressed, inspected, and packaged for delivery.

The large labor content of the finished product has encouraged manufacturers to use the lowest-cost labor available. The US apparel manufacturing industry has shrunk in recent years, as clothing companies have either moved plants offshore or outsourced production to foreign manufacturers. Wages in many countries are much lower than in the US; consequently, more apparel is now imported than produced domestically.

Despite attempts at greater automation, most apparel is still sewn by hand, using specialized sewing machines, some of which may be designed to sew sleeves, pockets, or other specific parts of the garment. Efforts to develop machinery that can replace human hands entirely have been stymied by the softness of most textiles. Some standardized articles made from stiff material, mainly jeans, can be sewn by semi-automated machinery that requires workers only to position the material. Equipment is bought from makers like Yamato or Juki.

Another application for technology in the manufacturing process is installation of electronic article

surveillance (EAS) devices, also called source tagging. More apparel makers are attaching anti-theft EAS devices on clothing in the factory, driven by demand from retailers who would prefer not to install them in the store. In general, however, computers have had a limited effect on the industry, although some computerized machines may be used to produce patterns and cut materials.

## **Key Account Core Issues by Priority & Drivers for Issues**

### ***Made in the USA***

Example Company are firmly committed to high quality products Made in the USA, despite a growing trend in the industry towards imported garments. Though they do work with partners overseas, a large portion of their products are still produced domestically. In fact, around 2 million garments per year are sourced in the USA. Helping to keep machines humming in 8 other factories which provide close to 500 jobs for hard working Americans.

### ***Teamwork***

Example Company is committed to a strong team. They have been focused for over 30 years on building a team of individuals that are committed to continuous improvement and making their customers experience better. They believe in open book management and are pleased to offer profit sharing opportunities to their employees. Families are important to Example Company and their employees, which is why they encourage employees to take the time to attend family events and school functions. This helps create a stronger team.

### ***Community***

Example Company feels very fortunate and blessed to be able to build a company in the community the owners grew up in. They believe it's their responsibility to be leaders in the community by giving back and making a difference. It's common to see Example Company involvement in the form of monetary sponsorships and donations, apparel, and employee participation. By doing so, they help create a better place to be.

### **Company History (direct from Example Company webpage):**

The Example Company story starts more than 30 years ago when two childhood friends, Jim Green and Mike Yellow, started printing shirts in Jim's parents' basement to sell on Detroit Lakes mile long beach. At that time, the company consisted of two teenagers, a couple dogs, a homemade plywood printer, two secondhand kitchen ovens, and cookie sheets for curing the ink. The product line included a handful of screen-print designs that were sold at the small beach store and custom artwork for local resorts, restaurants and businesses. We didn't have many rules back then other than no beer until after 8 pm, no Frank Zappa while customers were around and lastly, no leaving until the orders were out the door. We have a few more rules now, but we're still focused on wowing our customers. Today, Example Company has grown to over 350 team members, 6 dogs, one super hero and more than 10,000 satisfied customers. What started in that basement next to the lake has grown to a 275,000 square foot production and warehouse facility. The single plywood printer has been replaced by 31 automatic screen print presses, 26 multi-head embroidery machines, six 60-foot laser appliqué bridges, three sublimation presses and a digital direct-to-garment press. After 32 years of business, our goal is to be an exceptional company. Exceptional companies are very rare. There are thousands of good companies, but very few exceptional ones. We strive to exceed not only our customers' expectations, but bring value to all our stakeholders - customers, employees, vendors, owners, and the community we call home.

Our Example Company team knows a thing or two about designing and manufacturing excellent custom-designed apparel.



## Section 4: Energy Use and Key Account Equipment Description

### **Consumption history with load profiles for electric, water & wastewater: See appendix A**

Load profiling is not available at this time. If DLPU is able to enroll key account in Automated Energy load profiling will then be available.

### **Percentage of energy costs as a function of total facility costs:**

Bill Black estimated energy and water/wastewater costs represents roughly 5% of total facility costs to Example Company. It will be beneficial to work with Example Company to get a more accurate number.

### **Transformer Maintenance Data: Appendix D-F**

Transformer testing is conducted every 3-5 years by DLPU lineman. Results of recent testing can be found in Appendix D-F

### **Internal equipment descriptions:**

Example Company operates a 275,000 square foot production and warehouse facility containing 31 screen print presses and 26 embroidery machines. They also have multiple dyeing machines that change the color of the t-shirts. They also have many printing machines and packing machines that assist the employees.

### **Power quality needs & equipment:**

As part of key account program goals, DLPU will be working internally & with Example Company to assess their power quality needs.

### **One-line diagram from substation/transmission to facility: Appendix B**

### **Outage reports:**

No outages have been reported from Example Company in the last two years. DLPU uses APPA's eReliability Tracker to record outages. Example Company is listed on our form as a key account so any outages will be quickly identified.

### **Billing and payment history: Appendix B & C**

### **Forecast of power requirements:**

Currently Example Company is adding on to the front of their main building for additional office space. Existing transformers will support additional added electric load. At this point Example Company has no additional plans for expansion.

## Section 5: Relationship Analysis

### Relationship Status

The overall relationship status right now is good. DLPU has a great working relationship with Bill Black and Steve White from the facilities department. Our relationship with Example Company Controller, Frank Blue, is still fairly new but seems to be going in the right direction. My first face to face meeting with Frank was in April of 2017. The meeting went very well and I think we can work well together to fit his needs. With DLPU developing a new key account program we will be able to offer Example Company more services that should help to strengthen our relationship.

### Changes in Relationship:

There are a few minor changes needed in our current relationship. We need to communicate rate changes and billing issues with Frank better. He has told us specifically water/sewer rate increases have a dramatic effect on their bottom line. Communicating increases early (preliminary numbers in July) will help Example Company adjust their prices or make changes in production.

With the facilities department we need to do a better job in communicating our power quality testing, transformer testing and asking them more questions about power quality. We currently do some testing, but do not provide Example Company with any documentation nor do we have an organized way to store that information. DLPU is working on an internal process to fit this gap in services.

The desired future relationship is to focus on rates and other city services with Frank Blue. For energy efficiency and power quality and expansion to work with Bill Black the Engineering & Maintenance Manager. Power quality will be a new service we will be focusing on with our key accounts program. Our contacts at Example Company are all very busy we intend to keep communications focused on specific issues relating to their department.

### Long Term Relationship:

The desired long term relationship is to be a trusted partner and provide a high level of service that allows Example Company to grow in our community. This can be accomplished by formalizing a key accounts program and offering a high level of service to Example Company.

### Principal Contact for Utility:

The principal contact since 2012 has been Peter Red, Energy Services Specialist. Prior to 2012 the principal contact was Becky Ruby, Energy Services Specialist (2007-2012). Prior to Becky Ruby the principal contact was Curt Tan, Utilities Superintendent (1992-2007).

### Contact History:

The principal contact for rates and city services is Frank Blue. The principal contact for power quality and energy efficiency is Bill Black and Steve White.

**Frank Blue Contact History:**

Contact Date	Contact Method	Comments
8/8/2017	Email	2018 Rate change notification
5/26/17	Email	Community Solar – Jim Green
4/11/17	In person	Discussed community solar
9/26/16	Email	Proposed 2017 Rates
12/22/2015	Email	Rate notification email

**Bill Black Contact History:**

Contact Date	Contact Method	Comments
6/2/17	Email	LED lighting status
1/20/2016	In person	Discussed LED light rebates
12/17/2015	In person	New addition walk through - rebates
12/22/2015	Email	Rate notification email

**Kelly Orange Contact History:**

Contact Date	Contact Method	Comments
8/25/2017	Email	Finalize shirt order for Electric Dept.
7/19/17	In person	Shirt order for Electric Dept.
6/2/17	Email	LED lighting status
1/20/2016	In person	Discussed LED light rebates
12/17/2015	In person	New addition walk through - rebates
12/22/2015	Email	Rate notification email

## Section 6: Communication Strategies

**How will you communicate with the customer?**

The key account representative will have three main contacts at Example Company. For rate issues and other city services Frank Blue will be the main contact. For power quality and energy efficiency the main contacts will be Bill Black and Steve White. Email and phone will be the primary means of communication. In person meetings and site visits with Bill and Pete will be conducted yearly or as needed to determine energy efficiency projects and power quality concerns. In person meetings to discuss rates and city services will be conducted as needed with Frank Blue.

**Other communication channel:**

Both facilities personnel, Bill Black and Steve White are subscribed to Questline and receive monthly email newsletters. Additional departments within DLPD that will serve to assist Example Company:

Electric Distribution Supervisor: Roger Blonde – power quality, outages and distribution issues  
Meter Techs: Tim Purple & Nathan Peach – transformer testing as scheduled & requested

Water & Wastewater Supervisor: Scott Grey – service upgrades and maintenance issues  
Planning & Zoning: Larry Pink – permitting for expansion or remodeling

## Section 7: Goals for Account

**Short Term Goal #1:** Officially enroll Example Company in key accounts program.

Objective 1: Mail out official welcome letter to Example Company by February 1<sup>st</sup> 2018.

Objective 2: Follow up email and/or phone call to discuss program by end of February.

Objective 3: Drop off in person or mail key account participant gift (Yeti mug or something with key account logo) within two weeks of key account agreeing to participate in program.

This is the first necessary step to achieve any future goals with key account. Without offering such service the key account could look to an energy service company to achieve its goals. Offering a formal Key Accounts program to our customers is a goal of DLPU. Once Example Company agrees to participate we will move to short term goal #2 or assess any initial needs expressed by the key account.

**Short Term Goal #2:** Develop power quality testing procedure for Example Company by April 1<sup>st</sup> 2018.

Objective 1: Work with electric metering department to determine necessary testing. October 2017-December 2017.

Objective 2: Develop testing schedule and document storage system by December 2017.

Objective 3: Determine what kind of testing & reporting Example Company would like to receive by April 2018.

Achieving this goal will help avoid potential damage to internal manufacturing equipment and reduce unnecessary outages. There are also 3<sup>rd</sup> party companies that could offer similar services and charge the key account for the same testing we will offer for free. Reliable power is at the core of our values at DLPU so this is simply an extension of our services.

**Short Term Goal #3:** Develop key accounts customer survey by January 2019.

Objective 1: Determine if internet or paper based survey will be used.

Objective 2: Write five to ten survey questions by November 2018.

Objective 3: Upon return of survey review answers to assist with structuring key account program and goal setting.

The customer survey will be an important step in gauging the success of DLPU's key account program. The survey questions will be written to assess the mood of our key accounts, find any gaps in service and determine their perception of our program.

**Long Term Goal #1:** Complete audit of the numerous water meters at Example Company to ensure they are on correct rates and are using meters by September 2018.

Objective 1: Put together list with account numbers and associated water meter size for water department to verify by April 2018.

Objective 2: Water department employee to check water meters and report back to key account representative by June 2018.

Objective 3: Make appropriate changes, if necessary, and notify Example Company of results of audit by September 2018.

An audit of the water meters will make sure DLPU is being accurate in our billing and may provide an opportunity to consolidate meters and/or service charge. This process would be very time consuming and difficult for the key account to do themselves without having access to DLPU’s billing software. It’s the goal of DLPU to be accurate in our billing and find ways for customers to save when possible. Once this audit is completed the key account representative will communicate with Example Company the findings and if any action is needed.

**Long Term Goal #2:** All Example Company electric demand accounts (5 meters) to be enrolled in Automated Energy program by December 2018.

Objective 1: Work with DLPU Metering Department to determine costs and resources for metering implementation. July-October2017.

Objective 2: Approach Example Company to present capabilities of software by July 2018.

Objective 3: Work with Automated Energy to train appropriate staff at Example Company how to use program within 2-3 weeks of sign up.

Objective 4: Key account representative to set up notification of outages and high usage (demand) events upon sign up.

By enrolling all of Example Company meters into Automated Energy the utility and key account will be able to determine what opportunities there are for peak load shaving and energy savings. Also, since DLPU does currently does not have any kind out of outage management software Automated Energy will be able to send notification to the Key Account when there is a loss of power. By not offering this service Example Company may look to outside vendors to assist with energy tracking and peak demand potential. Reducing peak demand aligns with our core goal of reducing wholesale power costs. Once they are enrolled we will look to providing a yearly report or summary for Example Company to review.

## Section 8: Financial and Budget

Addition funding – see appendix 4. To serve Example Company with key account program DLPU will need to budget \$760 for 2018.

Example Company is one of largest employers in Detroit Lakes with over 350 employees. They are 4<sup>th</sup> in electric revenue and 1<sup>st</sup> in water/wastewater revenue. They rank 4<sup>th</sup> in our at risk electric revenue report.

Rank	Customer	Annual Revenue	Fuel Costs	Net Revenue	Mobility Factor	At-Risk Revenue
4	Example Company/	\$326,954.45	\$205,981.30	\$120,973.15	40	\$48,389.26

## Section 9: Barriers to Success with Key Account

### Internal Barriers to Success

Time spent on key account – The key account representative also has many other responsibilities and job duties. It will be a challenge to maintain focus and keep on track to achieving goals of program.

Resources – Working to establish a new program may result in limited financial resources in the first few years.

Buy in from others – Buy in may be difficult at first. Building upon success will help increase buy in from others.

### External Barriers to Success

Competitive rates – Example Company is competing with companies located overseas in China and SE Asia. Generally these companies have lower electricity prices and less environmental regulation.

Affordable housing for employees - Currently there is a shortage of affordable homes and rentals in Detroit Lakes. Unless the shortage of housing is alleviated Example Company may have a difficult time in recruiting and bringing in employees at wages that make most homes & rentals in Detroit Lakes unaffordable.

Workforce - Example Company relies on mainly on a low-skilled young workforce. The owners & management need to keep Example Company a fun and hip place to retain and recruit this workforce demographic.

### Utility Goals and Priority:

DLPU seeks to offer Example Company with exceptional service and to assist them with success in our community. It's organizational our goal is to transition from an informal key accounts program that only focused on energy efficiency to a standard key accounts program with a wide range of services as outlined by this customer action plan and the American Public Power Association Key Accounts Program. It is our first priority to increase communication through our key accounts program to learn how we can better serve the needs of Example Company. In doing so we will gain trust and confidence with key employees that will help to strengthen our relationship and succeed with our key accounts program.

**Appendix A**

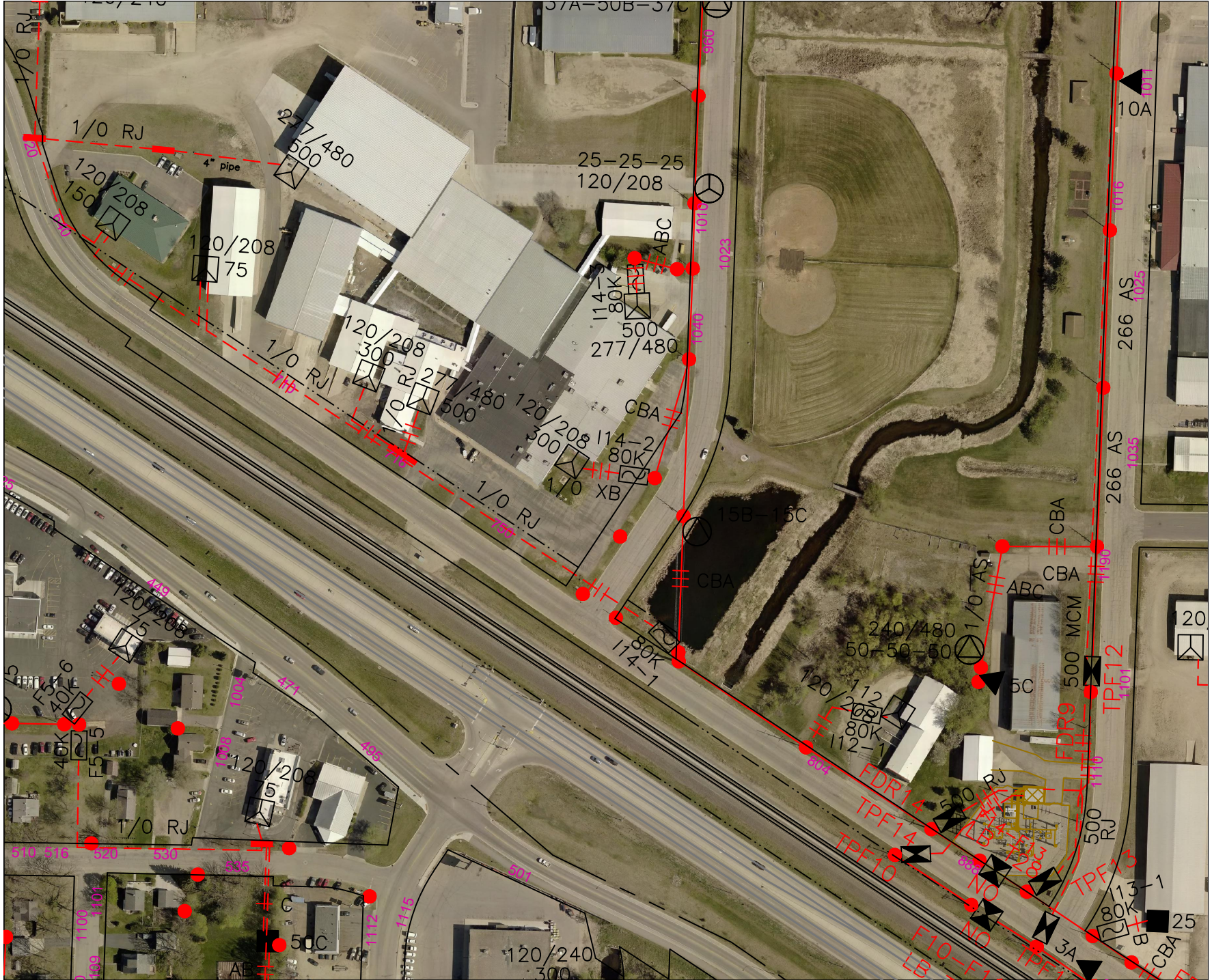
**Example Company Consumption Profile**

<b>2016</b>	<b>Jan-16</b>	<b>Feb-16</b>	<b>Mar-16</b>	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>	<b>Jul-16</b>	<b>Aug-16</b>	<b>Sep-16</b>	<b>Oct-16</b>	<b>Nov-16</b>	<b>Dec-16</b>	<b>Total</b>	<b>% of total end user</b>
kW	941	942	893	959	900	967	1,070	1,056	1,065	974	912	942	11,619	3.16%
kWh	291,025	279,823	270,207	300,890	296,380	281,231	333,899	362,120	338,570	312,904	256,565	279,801	3,603,415	1.99%
Elec. Load Factor	42%	41%	41%	44%	44%	40%	42%	46%	44%	43%	39%	40%	43%	n/a
Power Factor	Not currently measured by DLPU													n/a
Water per 100 cubic ft	1960	2240	2394	1544	2312	2390	2597	2691	2632	2382	2281	2564	27,987	3.56%

<b>2015</b>	<b>Jan-15</b>	<b>Feb-15</b>	<b>Mar-15</b>	<b>Apr-15</b>	<b>May-15</b>	<b>Jun-15</b>	<b>Jul-15</b>	<b>Aug-15</b>	<b>Sep-15</b>	<b>Oct-15</b>	<b>Nov-15</b>	<b>Dec-15</b>	<b>Total</b>	<b>% of total end user</b>
kW	831	815	798	824	799	862	946	964	949	962	909	908	10,567	2.80%
kWh	269,277	274,350	239,800	270,670	266,370	276,840	314,440	342,680	318,250	306,390	266,538	264,107	3,409,712	1.83%
Elec. Load Factor	44%	47%	40%	46%	45%	45%	45%	48%	47%	43%	41%	39%	44%	n/a
Power Factor	Not currently measured by DLPU													n/a
Water per 100 cubic ft	1801	1832	1919	2021	1986	1955	2192	2403	2504	2461	2129	2020	25,223	3.67%

**Rate Comparison**

<b>2017 Large Commercial Service</b>	<b>Service Charge</b>	<b>KW Jun-Sept</b>	<b>KW Oct-Jun</b>	<b>kWh</b>
	\$56.00	\$18.65	\$14.10	\$0.043
<b>2016 Large Commercial Service</b>	<b>Service Charge</b>	<b>KW Jun-Sept</b>	<b>KW Oct-Jun</b>	<b>kWh</b>
	\$48.00	\$16.00	\$13.50	\$0.043
<b>2015 Large Commercial Service</b>	<b>Service Charge</b>	<b>KW Jun-Sept</b>	<b>KW Oct-Jun</b>	<b>kWh</b>
	\$48.00	\$16.00	\$13.50	\$0.043





Example CompanyINC

## Appendix C

ADDRESS:

METERED SERVICES:

	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	TOTAL
EL MTR -GS 3P	4,450.00	4,020.00	3,730.00	3,170.00	3,140.00	2,520.00	2,500.00	2,930.00	2,680.00	2,820.00	2,970.00	3,930.00	38,860.00
	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	
EL COMMERCIAL	424.55	386.28	360.47	310.63	307.96	252.78	276.00	318.57	293.82	279.48	292.83	378.27	3,881.64
EL TAX	29.19	26.56	24.78	21.36	21.17	17.38	18.98	21.90	20.20	19.21	20.14	26.01	266.88
EL TAX/COUNTY	2.12	1.93	1.80	1.55	1.54	1.26	1.38	1.59	1.47	1.40	1.46	1.89	19.39
TOTAL	455.86	414.77	387.05	333.54	330.67	271.42	296.36	342.06	315.49	300.09	314.43	406.17	4,167.91
	1/25/2016	2/25/2016	3/25/2016	4/25/2016	5/25/2016	6/25/2016	7/25/2016	8/25/2016	9/25/2016	10/25/2016	11/25/2016	12/25/2016	
PAYMENT	455.86CR	414.77CR	387.05CR	333.54CR	330.67CR	271.42CR	296.36CR	342.06CR	315.49CR	300.09CR	314.43CR	406.17CR	4,167.91CR

Example CompanyINC

ADDRESS:

METERED SERVICES:

	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	TOTAL
EL MTR -GS 3P	400.00	500.00	350.00	400.00	300.00	300.00	150.00	350.00	550.00	2,550.00	5,100.00	5,400.00	16,350.00
WA MTR -COMM 5/8	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.00	0.00	2.00	2.00	8.00
	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	
EL COMMERCIAL	64.10	73.00	59.65	64.10	55.20	55.20	43.35	63.15	82.95	255.45	482.40	509.10	1,807.65
STREET LIGHTS	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	24.00
EL TAX	4.41	5.01	4.10	4.41	3.79	3.79	2.98	4.34	5.71	17.56	33.17	35.00	124.27
EL TAX/COUNTY	0.32	0.37	0.30	0.32	0.28	0.28	0.22	0.32	0.41	1.28	2.41	2.55	9.06
WA COMMERCIAL	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	16.40	12.00	14.20	14.20	152.80
WA TAX	0.83	0.83	0.83	0.83	0.83	0.83	0.83	0.83	1.13	0.83	0.98	0.98	10.56
WA TAX//COUNTY	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.08	0.06	0.07	0.07	0.76
SE COMMERCIAL	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	32.10	16.50	24.30	24.30	229.20
TOTAL	100.22	109.77	95.44	100.22	90.66	90.66	77.94	99.20	140.78	305.68	559.53	588.20	2,358.30
	1/25/2016	2/25/2016	3/25/2016	4/25/2016	5/25/2016	6/25/2016	7/25/2016	8/25/2016	9/25/2016	10/25/2016	11/25/2016	12/25/2016	
PAYMENT	100.22CR	109.77CR	95.44CR	100.22CR	90.66CR	90.66CR	77.94CR	99.20CR	140.78CR	305.68CR	559.53CR	588.20CR	2,358.30CR

Example CompanyINC

ADDRESS:

METERED SERVICES:

	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	TOTAL
EL MTR -LARGE PO	90,840.00	83,760.00	85,380.00	96,960.00	91,380.00	86,520.00	107,400.00	115,620.00	103,080.00	100,560.00	77,280.00	83,280.00	1122,060.00
DEMAND	252.18	274.92	281.46	283.38	272.34	302.70	303.72	315.60	327.90	297.42	259.80	277.32	3,448.74
WA MTR -COMM OUT	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	
EL COMMERCIAL	7,358.55	7,361.10	7,519.05	8,042.91	7,653.93	7,854.81	9,525.72	10,069.26	9,726.84	8,387.25	6,878.34	7,372.86	97,750.62
EL TAX	505.91	506.07	516.93	552.94	526.21	540.03	654.89	692.26	668.72	576.62	472.87	506.88	6,720.33
EL TAX/COUNTY	36.79	36.81	37.60	40.22	38.27	39.27	47.63	50.35	48.63	41.94	34.40	36.87	488.78
WA IRRIGATION	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	36.00
WA TAX	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	0.20	2.40
WA TAX//COUNTY	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.24
TOTAL	7,904.47	7,907.20	8,076.80	8,639.29	8,221.63	8,437.33	10,231.46	10,815.09	10,447.41	9,009.03	7,388.83	7,919.83	104,998.37
	1/25/2016	2/25/2016	3/25/2016	4/25/2016	5/25/2016	6/25/2016	7/25/2016	8/25/2016	9/25/2016	10/25/2016	11/25/2016	12/25/2016	
PAYMENT	7,904.47CR	7,907.20CR	8,076.80CR	8,639.29CR	8,221.63CR	8,437.33CR	10,231.46CR	10,815.09CR	10,447.41CR	9,009.03CR	7,388.83CR	7,919.83CR	104,998.37CR

Example CompanyINC

ADDRESS:

METERED SERVICES:

	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	TOTAL
EL MTR -LARGE PO	58,560.00	57,920.00	55,040.00	57,920.00	58,720.00	64,800.00	70,720.00	81,920.00	76,640.00	71,040.00	53,280.00	54,880.00	761,440.00
DEMAND	141.12	146.56	134.08	134.08	140.96	169.60	202.24	198.08	200.96	177.60	159.36	147.52	1,952.16
WA MTR -COMM 5/8	4.00	3.00	4.00	4.00	4.00	4.00	5.00	5.00	5.00	8.00	4.00	3.00	53.00
WA MTR -COMM 2"	28.00	30.00	30.00	33.00	34.00	32.00	36.00	37.00	33.00	35.00	31.00	31.00	390.00
WA MTR -COMM OUT	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00
WA MTR -COMM 1"	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	
EL COMMERCIAL	4,471.20	4,517.12	4,224.80	4,348.64	4,475.92	5,124.00	6,324.80	6,739.84	6,558.88	5,500.32	4,490.40	4,399.36	61,175.28
STREET LIGHTS	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	24.00
EL TAX	307.39	310.56	290.46	298.97	307.73	352.28	434.83	463.36	450.91	378.15	308.70	302.45	4,205.79
EL TAX/COUNTY	22.36	22.58	21.12	21.74	22.37	25.62	31.62	33.70	32.80	27.50	22.46	22.00	305.87
WA COMMERCIAL	92.60	93.40	94.50	97.35	98.30	96.40	101.30	102.25	98.45	103.65	95.45	94.35	1,168.00
WA IRRIGATION	3.00	3.00	3.00	3.00	3.00	3.00	3.00	4.10	3.00	3.00	3.00	3.00	37.10
WA TAX	6.57	6.62	6.70	6.90	6.96	6.83	7.16	7.31	6.97	7.33	6.76	6.68	82.79
WA TAX//COUNTY	0.48	0.49	0.49	0.50	0.51	0.50	0.53	0.53	0.51	0.53	0.50	0.50	6.07
SE COMMERCIAL	174.30	178.20	182.10	193.80	197.70	189.90	209.40	213.30	197.70	217.20	186.00	182.10	2,321.70
SW COMMERCIAL	448.42	448.42	448.42	448.42	448.42	448.42	448.42	448.42	448.42	448.42	448.42	448.42	5,381.04
TOTAL	5,528.32	5,582.39	5,273.59	5,421.32	5,562.91	6,248.95	7,563.06	8,014.81	7,799.64	6,688.10	5,563.69	5,460.86	74,707.64
	1/25/2016	2/25/2016	3/25/2016	4/25/2016	5/25/2016	6/25/2016	7/25/2016	8/25/2016	9/25/2016	10/25/2016	11/25/2016	12/25/2016	
PAYMENT	5,528.32CR	5,582.39CR	5,273.59CR	5,421.32CR	5,562.91CR	6,248.95CR	7,563.06CR	8,014.81CR	7,799.64CR	6,688.10CR	5,563.69CR	5,460.86CR	74,707.64CR

Example CompanyINC

ADDRESS:

METERED SERVICES:

	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	TOTAL
EL MTR -LARGE PO	92,000.00	86,560.00	79,120.00	93,840.00	94,480.00	86,000.00	109,200.00	114,800.00	111,680.00	92,320.00	79,840.00	86,640.00	1126,480.00
DEMAND	337.04	315.44	287.60	337.44	286.40	296.16	357.12	334.32	328.32	308.48	288.48	315.92	3,792.72
WA MTR -COMM 2"	105.00	114.00	100.00	125.00	114.00	108.00	141.00	148.00	217.00	42.00	106.00	105.00	1,425.00
	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	
EL COMMERCIAL	8,554.04	8,028.52	7,332.76	8,638.56	7,977.04	7,744.16	10,457.52	10,333.52	10,103.36	8,182.24	7,375.60	8,038.44	102,765.76
EL TAX	588.10	551.96	504.13	593.89	548.43	532.41	718.95	710.43	694.61	562.53	507.07	552.65	7,065.16
EL TAX/COUNTY	42.77	40.14	36.66	43.20	39.88	38.72	52.29	51.67	50.52	40.91	36.88	40.19	513.83
WA COMMERCIAL	149.35	157.90	144.60	168.35	157.90	152.20	183.55	190.20	255.75	89.50	150.30	149.35	1,948.95
WA TAX	10.26	10.86	9.94	11.58	10.86	10.46	12.62	13.08	17.58	6.15	10.33	10.26	133.98
WA TAX//COUNTY	0.75	0.79	0.72	0.84	0.79	0.76	0.92	0.95	1.28	0.45	0.75	0.75	9.75
SE COMMERCIAL	426.00	461.10	406.50	504.00	461.10	437.70	566.40	593.70	862.80	180.30	429.90	426.00	5,755.50
TOTAL	9,771.27	9,251.27	8,435.31	9,960.42	9,196.00	8,916.41	11,992.25	11,893.55	11,985.90	9,062.08	8,510.83	9,217.64	118,192.93
	1/25/2016	2/25/2016	3/25/2016	4/25/2016	5/25/2016	6/25/2016	7/25/2016	8/25/2016	9/25/2016	10/25/2016	11/25/2016	12/25/2016	
PAYMENT	9,771.27CR	9,251.27CR	8,435.31CR	9,960.42CR	9,196.00CR	8,916.41CR	11,992.25CR	11,893.55CR	11,985.90CR	9,062.08CR	8,510.83CR	9,217.64CR	118,192.93CR

DOGHOUSE DYEWORKS

ADDRESS:

METERED SERVICES:

	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	TOTAL
ELECTRIC MTR -LARGE PO	22,100.00	25,400.00	26,350.00	28,150.00	27,500.00	26,150.00	27,050.00	28,600.00	27,750.00	26,900.00	24,350.00	29,400.00	319,700.00
DEMAND	133.30	119.60	118.75	128.05	124.45	121.00	137.20	140.40	134.85	126.55	124.05	131.70	1,539.90
WA MTR -BOD 2"	0.00	0.00	0.00	0.00	28.00	29.00	20.00	18.00	9.00	5.00	0.00	1.00	110.00
WA MTR -COMM 5/8	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WA MTR -COMM 6"	1,823.00	2,084.00	2,257.00										6,164.00
WA MTR -BOD 6"				1,374.00	2,126.00	2,212.00	2,390.00	2,476.00	2,359.00	2,281.00	2,134.00	2,417.00	19,769.00
WA MTR -BOD 1 1/2"					6.00	5.00	5.00	6.00	5.00	6.00	4.00	5.00	42.00
	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	TOTAL
ELECTRIC COMMERICAL	2,797.85	2,754.80	2,784.18	2,987.13	2,910.58	2,805.95	3,406.35	3,524.20	3,398.85	2,913.13	2,769.73	3,090.15	36,142.90
STREET LIGHTS	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	24.00
ELECTRIC TAX	192.35	189.40	191.40	205.37	200.11	192.91	234.18	242.29	233.66	200.29	190.42	212.44	2,484.82
ELECTRIC TAX/COUNTY	13.99	13.77	13.93	14.93	14.55	14.03	17.04	17.62	17.00	14.56	13.85	15.45	180.72
WA COMMERICAL	2,033.45	2,219.80	2,384.15	1,545.30	2,376.60	2,458.30	2,618.85	2,699.60	2,578.95	2,502.00	2,355.70	2,626.45	28,399.15
WA TAX	139.80	152.61	163.91	106.24	163.39	169.00	180.05	185.60	177.30	172.02	161.95	180.57	1,952.44
WA TAX//COUNTY	10.17	11.10	11.92	7.73	11.88	12.30	13.09	13.49	12.90	12.50	11.78	13.13	141.99
USE COMMERICAL	7,175.70	6,697.20	7,138.35	5,787.30	9,138.00	9,499.20	10,209.00	10,566.00	10,032.60	9,692.40	9,045.60	10,242.60	105,223.95
TOTAL	12,365.31	12,040.68	12,689.84	10,656.00	14,817.11	15,153.69	16,680.56	17,250.80	16,453.26	15,508.90	14,551.03	16,382.79	174,549.97
	1/25/2016	2/25/2016	3/25/2016	4/25/2016	5/25/2016	6/25/2016	7/25/2016	8/25/2016	9/25/2016	10/25/2016	11/25/2016	12/25/2016	TOTAL
PAYMENT	12,365.31CR	12,040.68CR	12,689.84CR	10,656.00CR	14,817.11CR	15,153.69CR	16,680.56CR	17,250.80CR	16,453.26CR	15,508.90CR	14,551.03CR	16,382.79CR	174,549.97CR

DOGHOUSE DYEWORKS

ADDRESS:

METERED SERVICES:

	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	TOTAL
EL MTR -LARGE PO	16,400.00	16,400.00	16,080.00	16,960.00	15,440.00	12,720.00	14,560.00	14,880.00	13,600.00	14,400.00	12,160.00	13,680.00	177,280.00
DEMAND	77.12	85.12	71.04	75.76	75.36	77.12	69.36	67.76	73.44	63.84	80.08	69.84	885.84
WA MTR -COMM 1 1	0.00	8.00	3.00										11.00
WA MTR -BOD 1 1/				8.00									8.00
	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	
EL COMMERCIAL	1,794.32	1,902.32	1,698.48	1,800.04	1,729.28	1,636.08	1,783.84	1,772.00	1,807.84	1,529.04	1,651.96	1,579.08	20,684.28
EL TAX	123.35	130.78	116.76	123.75	118.88	112.48	122.63	121.83	124.29	105.12	113.57	108.56	1,422.00
EL TAX/COUNTY	8.98	9.52	8.50	9.00	8.65	8.18	8.92	8.86	9.04	7.65	8.26	7.89	103.45
WA COMMERCIAL	35.00	42.60	37.85	77.60									193.05
WA TAX	2.40	2.93	2.60	5.33									13.26
WA TAX//COUNTY	0.18	0.21	0.19	0.39									0.97
SE COMMERCIAL	16.50	47.70	28.20	66.60									159.00
TOTAL	1,980.73	2,136.06	1,892.58	2,082.71	1,856.81	1,756.74	1,915.39	1,902.69	1,941.17	1,641.81	1,773.79	1,695.53	22,576.01
	1/25/2016	2/25/2016	3/25/2016	4/25/2016	5/25/2016	6/25/2016	7/25/2016	8/25/2016	9/25/2016	10/25/2016	11/25/2016	12/25/2016	
PAYMENT	1,980.73CR	2,136.06CR	1,892.58CR	2,082.71CR	1,856.81CR	1,756.74CR	1,915.39CR	1,902.69CR	1,941.17CR	1,641.81CR	1,773.79CR	1,695.53CR	22,576.01CR

Example Company

ADDRESS:

METERED SERVICES:

	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	TOTAL
EL MTR -GS 3P	1,020.00	1,500.00	1,740.00	1,200.00	1,080.00	720.00	600.00	300.00	300.00	240.00	240.00	240.00	9,180.00
WA MTR -COMM 5/8	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
EL MTR -OFF PEAK	4,320.00	2,760.00	1,620.00	1,560.00	1,680.00	120.00	0.00	0.00	0.00	0.00	0.00	960.00	13,020.00
	1/08/2016	2/10/2016	3/10/2016	4/08/2016	5/10/2016	6/10/2016	7/08/2016	8/10/2016	9/09/2016	10/10/2016	11/10/2016	12/09/2016	
EL COMMERCIAL	335.96	302.24	267.74	216.74	211.94	103.46	92.90	63.20	63.20	54.86	54.86	101.90	1,869.00
STREET LIGHTS	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	24.00
EL TAX	23.10	20.78	18.40	14.90	14.57	7.12	6.38	4.34	4.34	3.77	3.77	7.01	128.48
EL TAX/COUNTY	1.68	1.51	1.34	1.09	1.06	0.51	0.47	0.32	0.32	0.28	0.28	0.51	9.37
WA COMMERCIAL	12.00	13.10	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	145.10
WA TAX	0.83	2.28	0.83	0.83	0.83	0.83	0.83	0.83	0.83	0.83	0.83	0.83	11.41
WA TAX//COUNTY	0.06	0.17	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.83
SE COMMERCIAL	16.50	20.40	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	201.90
SW COMMERCIAL	145.29	145.29	145.29	145.29	145.29	145.29	145.29	145.29	145.29	145.29	145.29	145.29	1,743.48
FROST BOTTOM		20.00											20.00
TOTAL	537.42	527.77	464.16	409.41	404.25	287.77	276.43	244.54	244.54	235.59	235.59	286.10	4,153.57
	1/25/2016	2/25/2016	3/25/2016	4/25/2016	5/25/2016	6/25/2016	7/25/2016	8/25/2016	9/25/2016	10/25/2016	11/25/2016	12/25/2016	
PAYMENT	537.42CR	527.77CR	464.16CR	409.41CR	404.25CR	287.77CR	276.43CR	244.54CR	244.54CR	235.59CR	235.59CR	286.10CR	4,153.57CR



Example CompanyINC

ADDRESS:

METERED SERVICES:

	1/20/2016	2/19/2016	3/18/2016	4/20/2016	5/20/2016	6/20/2016	7/20/2016	8/19/2016	9/20/2016	10/20/2016	11/18/2016	12/20/2016	TOTAL
EL MTR -GS 3P	335.00	323.00	317.00	330.00	2,260.00	901.00	1,399.00	2,280.00	1,850.00	1,554.00	905.00	711.00	13,165.00
WA MTR -COMM 5/8	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00	0.00	0.00	0.00	2.00
WA MTR -OUTDOOR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	1/20/2016	2/19/2016	3/18/2016	4/20/2016	5/20/2016	6/20/2016	7/20/2016	8/19/2016	9/20/2016	10/20/2016	11/18/2016	12/20/2016	
EL COMMERCIAL	58.32	57.25	56.71	57.87	229.64	108.69	167.00	254.22	211.65	166.81	109.05	91.78	1,568.99
STREET LIGHTS	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	24.00
EL TAX	4.01	3.93	3.90	3.98	15.79	7.48	11.48	17.48	14.55	11.47	7.49	6.31	107.87
EL TAX/COUNTY	0.29	0.29	0.28	0.29	1.15	0.54	0.84	1.27	1.06	0.83	0.55	0.46	7.85
SW COMMERCIAL	15.55	15.55	15.55	15.55	15.55	15.55	15.55	15.55	15.55	15.55	15.55	15.55	186.60
WA TURN ON				70.00									70.00
WA TAX				4.81	0.83	0.83	0.90	0.83	0.90				9.10
WA TAX//COUNTY				0.35	0.06	0.06	0.07	0.06	0.07				0.67
WA COMMERCIAL					12.00	12.00	13.10	12.00	13.10				62.20
WA IRRIGATION					3.00	3.00	3.00	3.00	3.00				15.00
SE COMMERCIAL					16.50	16.50	20.40	16.50	20.40				90.30
TOTAL	80.17	79.02	78.44	154.85	296.52	166.65	234.34	322.91	282.28	196.66	134.64	116.10	2,142.58
	1/05/2016	2/05/2016	3/05/2016	4/05/2016	5/05/2016	6/05/2016	7/05/2016	8/05/2016	9/05/2016	10/05/2016	11/05/2016	12/05/2016	
PAYMENT	80.08CR	80.17CR	79.02CR	78.44CR	154.85CR	296.52CR	166.65CR	234.34CR	322.91CR	282.28CR	196.66CR	134.64CR	2,106.56CR

SELECTION CRITERIA

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ACCOUNT SELECTIONS:

REPORT SELECTION:

ACCOUNT NUMBER(S):

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PRINT OPTIONS

TRANSACTION DATE RANGE: 1/01/2016 THRU 12/31/2016

\*\*\* END OF REPORT \*\*

Report Date 1/28/2015

Company City of Detroit Lakes

Customer Example Company  
doghouse east  
transformer and metering

Address Public Utilities

Site Address Randolph Road Dye  
works area.

Thermographer

Contact Person



**Image and Object Parameters**

**Text Comments**

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 1:01:16 PM
Image Name	IR_0262.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

**Description**

Doghouse east trans, No problems detected, sun reflection noted.

Report Date 1/28/2015

Company City of Detroit Lakes

Customer Example Company  
doghouse east  
transformer and metering

Address Public Utilities

Site Address Randolph Road Dye  
works area.

Thermographer

Contact Person



Image and Object Parameters



Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 1:01:29 PM
Image Name	IR_0264.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

Description

Doghouse east arrestors are in good condition

Report Date 1/28/2015

Company City of Detroit Lakes

Customer Example Company  
doghouse east  
transformer and metering

Address Public Utilities

Site Address Randolph Road Dye  
site works area.

Thermographer

Contact Person



Image and Object Parameters



Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 1:01:39 PM
Image Name	IR_0266.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

Description

Doghouse east elbows are in good condition



# Inspection Report

Report Date 1/28/2015

Company City of Detroit Lakes

Customer

Example Company  
doghouse east  
transformer and metering

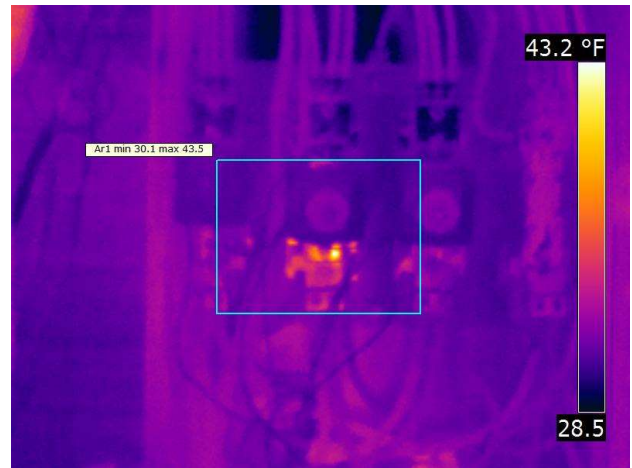
Address Public Utilities

Site Address

site  
Randolph Road Dye  
works area.

Thermographer

Contact Person



## Image and Object Parameters

## Text Comments

## External Sensor

## Description

Doghouse east ct's are in good condition. Hot spot is due to reflection

Report Date 1/27/2015

Company City of Detroit Lakes

Customer Example Company  
doghouse new/west  
transformer and metering

Address Public Utilities

Site Address Randolph Road Dye  
works area.

Thermographer

Contact Person

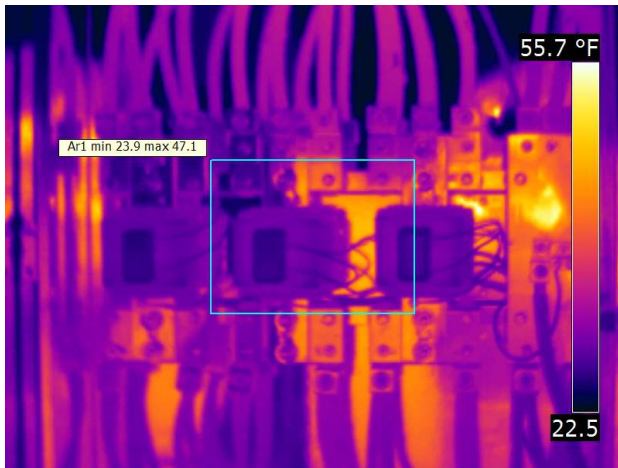


Image and Object Parameters



Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 8:17:36 AM
Image Name	IR_0234.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

Description

Example Company doghouse new/west ct's. Hot spots are from sun reflection. No problems found.

Example Company doghouse ct metering,

Report Date	1/27/2015		
Company	City of Detroit Lakes	Customer	Example Company doghouse new/west transformer and metering site
Address	Public Utilities	Site Address	Randolph Road Dye works area.
Thermographer		Contact Person	



Image and Object Parameters



Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 8:19:28 AM
Image Name	IR_0237.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

**Description**

Example Company doghouse new/west trans, No hot spots detected.

Example Company doghouse new/west trans



Report Date 1/27/2015

Company City of Detroit Lakes

Customer Example Company  
doghouse new/west  
transformer and metering

Address Public Utilities

Site Address Randolph Road Dye  
site  
works area.

Thermographer

Contact Person



Image and Object Parameters



Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 8:19:43 AM
Image Name	IR_0239.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

## Description

Example Company doghouse new/west trans.  
Arresters are in good condition.

Example Company doghouse new/west trans

Report Date 1/27/2015

Company City of Detroit Lakes

Customer Example Company  
doghouse new/west  
transformer and metering

Address Public Utilities

Site Address Randolph Road Dye  
works area.

Thermographer

Contact Person



Image and Object Parameters

Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 8:19:53 AM
Image Name	IR_0241.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

Description

Example Company doghouse new/west trans.  
Elbows are in good condition.

Example Company doghouse new/west trans

Report Date 1/28/2015

Company City of Detroit Lakes

Customer Example Company  
maintanace building

Address Public Utilities

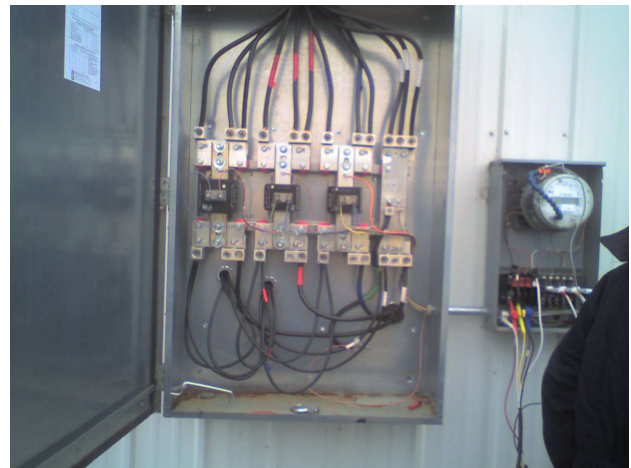
Site Address New maintance building  
by arrow electric. (Old  
DL jobbing)

Thermographer

Contact Person



Image and Object Parameters



Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 10:14:19 AM
Image Name	IR_0245.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

### Description

Example Company maintance building ct's, no problems detected, photographer reflection noted

Report Date 1/28/2015

Company City of Detroit Lakes

Customer Example Company  
maintanace building

Address Public Utilities

Site Address New maintance building  
by arrow electric. (Old  
DL jobbing)

Thermographer

Contact Person



Image and Object Parameters

Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 10:14:33 AM
Image Name	IR_0247.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

Description

Example Company mantance building weather head, no problems

Report Date 1/28/2015

Company City of Detroit Lakes

Customer Example Company  
maintanace building

Address Public Utilities

Site Address New maintance building  
by arrow electric. (Old  
DL jobbing)

Thermographer

Contact Person



Image and Object Parameters



Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 10:15:23 AM
Image Name	IR_0249.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

Description

Example Company maintance tub bank, no  
problems

Report Date 1/28/2015

Company City of Detroit Lakes

Customer Example Company  
maintanace building

Address Public Utilities

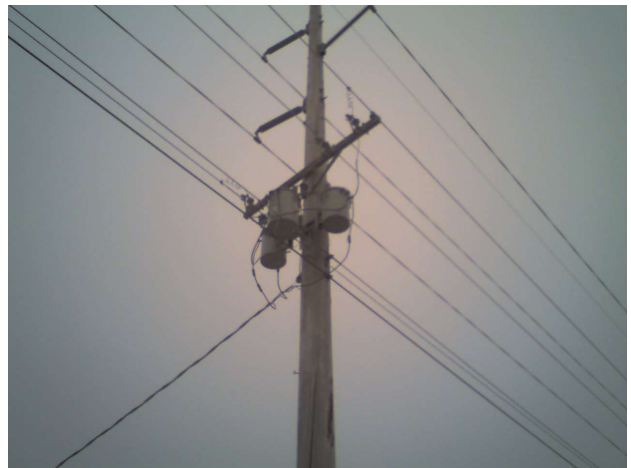
Site Address New maintance building  
by arrow electric. (Old  
DL jobbing)

Thermographer

Contact Person



Image and Object Parameters



Text Comments

Camera Model	FLIR T360_ Western
Image Date	1/27/2015 10:15:41 AM
Image Name	IR_0251.jpg
Emissivity	0.95
Reflected apparent temperature	68.0 °F
Object Distance	5.0 ft

Description

Example Company maintance tub bank, no problems

# Appendix G

## Key Accounts Budget 2018

701-5-9050-3300	Advertising	KA Participant Gift	\$1,000.00	~48 people @ \$20 per gift
701-5-9050-2100	Operating & Maintenance Supplies	DLPU logo shirts	\$150.00	5 shirts w/KA & DLPU logo
701-5-9050-3200	Travel, Meeting and Schools	Customer Connections/KA annual meeting?	\$3,500.00	50% of Customer Connections Conference Costs
701-5-9050-2100	Operating & Maintenance Supplies	Annual Survey	\$1,500.00	Mailing & printing costs
701-5-9050-2100	Operating & Maintenance Supplies	E-Newsletter Sign Up	\$0.00	Labor only
701-5-9050-3700	Outside Services and Charges	Automated Energy	\$6,000.00	\$52*20 meters*12 month
		Total	\$12,150.00	
		% of total to Example Company (6.3%)	<b>\$759.38</b>	

## Decision Matrix

Rank	Service	Cost (5)	Allocated Time (4)	DSM (3)	\$\$ Savings	Total
5	DLPU Logo Shirts	25	20	6	2	53
1	E-Newsletter Sign Up	15	20	9	6	50
4	KA Participant Gift	20	20	6	2	48
3	Annual Survey	15	20	6	2	43
6	Customer Connections	10	20	6	6	42
2	Automated Energy	5	4	15	10	34

Rating	Cost	Allocated Time	DSM	\$\$ Savings
5	\$1-\$500	1-3 months	Yes	Very High
4	\$501-\$1,000	4-6 months		High
3	\$1,000-\$2,500	7-12 months		Moderate
2	\$2,501-\$5,000	12-18 months	No	Low
1	\$5,001+	19+ months		Very Low