

ROCHESTER PUBLIC UTILITIES  
BOARD POLICY STATEMENT

POLICY SUBJECT: PUBLIC INFORMATION AND OUTREACH

OBJECTIVE:

The Rochester Public Utilities Board fosters a culture of excellence and open participation in formulating its objectives. The Board encourages comments and suggestions from customers in order to ensure the standards and vision of the community are reflected in the selection of resources and programs.

In meeting this objective, the Board will provide its customers and the general public with information that is relevant, factual, understandable and timely in regard to the Board's utility operations and the use of the electric and water services.

POLICY STATEMENT:

1. Board meetings will be public in compliance with the Minnesota Open Meeting Law. That notwithstanding, the Board will hold its meetings and focus its deliberations with both the City of Rochester Core Values and Standards and the RPU Core Values always in mind.
2. The Board will maintain open comment periods on its agendas, in order to hear from the ratepayers.
3. The Board will engage the community, City, County and other stakeholders in key decisions in order to provide a transparent approach to decision-making.
4. The Board will strive to provide information that helps the general public and customers understand the business of the utility, and provide informed comments and feedback in utility operations.
5. The Board will use various channels to disseminate information to customers and other members of the public. This will include using a strategy to seek out no- or low- cost, but productive ways, to inform the public using an equitable and inclusive public relations and marketing strategy.
6. The Board meetings will be held in accordance with the Transparency Act of 2019 as adopted by the Rochester City Council.

RESPONSIBILITIES:

1. The general manager will establish procedures and ensure coordination with the City the City's communications department.. The general manager will coordinate releases to the news media with the objective of ensuring accuracy, avoiding premature publication and duplication of effort.
2. The general manager will prepare and present for the Board's approval, an annual program and budget to support outreach efforts. The program shall include strategies to increase awareness of various programs that promote conservation, commitment to equality and inclusiveness, customer intimacy, community involvement and environmental stewardship.

RELEVANT LEGAL AUTHORITY:

City of Rochester Home Rule Charter Sections 15.03  
City Resolution In Support of Cultural Diversity adopted  
August 21, 2012  
Transparency Act of 2019 adopted January 7, 2019

EFFECTIVE DATE OF POLICY:

April 30, 2019

POLICY APPROVAL:

April 30, 2019

  
\_\_\_\_\_  
Board President

4/30/19  
\_\_\_\_\_  
Date