

TOHONO O'ODHAM UTILITY AUTHORITY



CHARLES W. WIESE
GENERAL MANAGER



City ●
Reservation ■

TOHONO O'ODHAM NATION



- 4,479 Square Miles
- Population of 12,000 to 14,000
- Over 70 Villages Scattered Throughout the Reservation

TOHONO O'ODHAM UTILITY AUTHORITY



- Established in 1970 by the Tribal Council
- Given a Feasibility Plan and a Plan of Operation
- Given \$75,000 Start-up Funds
- Began Negotiations with TRICO for acquisition of the electric system in 1971
- Established Wholesale Power Agreements with a Copper Mine

OPERATIONS BEGIN



- 1974 – IHS and BIA Transferred Water Systems To The Authority
- First Billing – 114 Customers
- 1975 – Executed a \$2.5 Million Loan with REA and Acquired Electric System
- First Billing – September 1975 – 900 Customers

OTHER MILESTONES



- Acquired Telephone System – 1987
- Became an Internet Service Provider – 1996
- Partnered With Cellular One – 1997
- Began Providing Propane Service - 1998

STRUCTURE



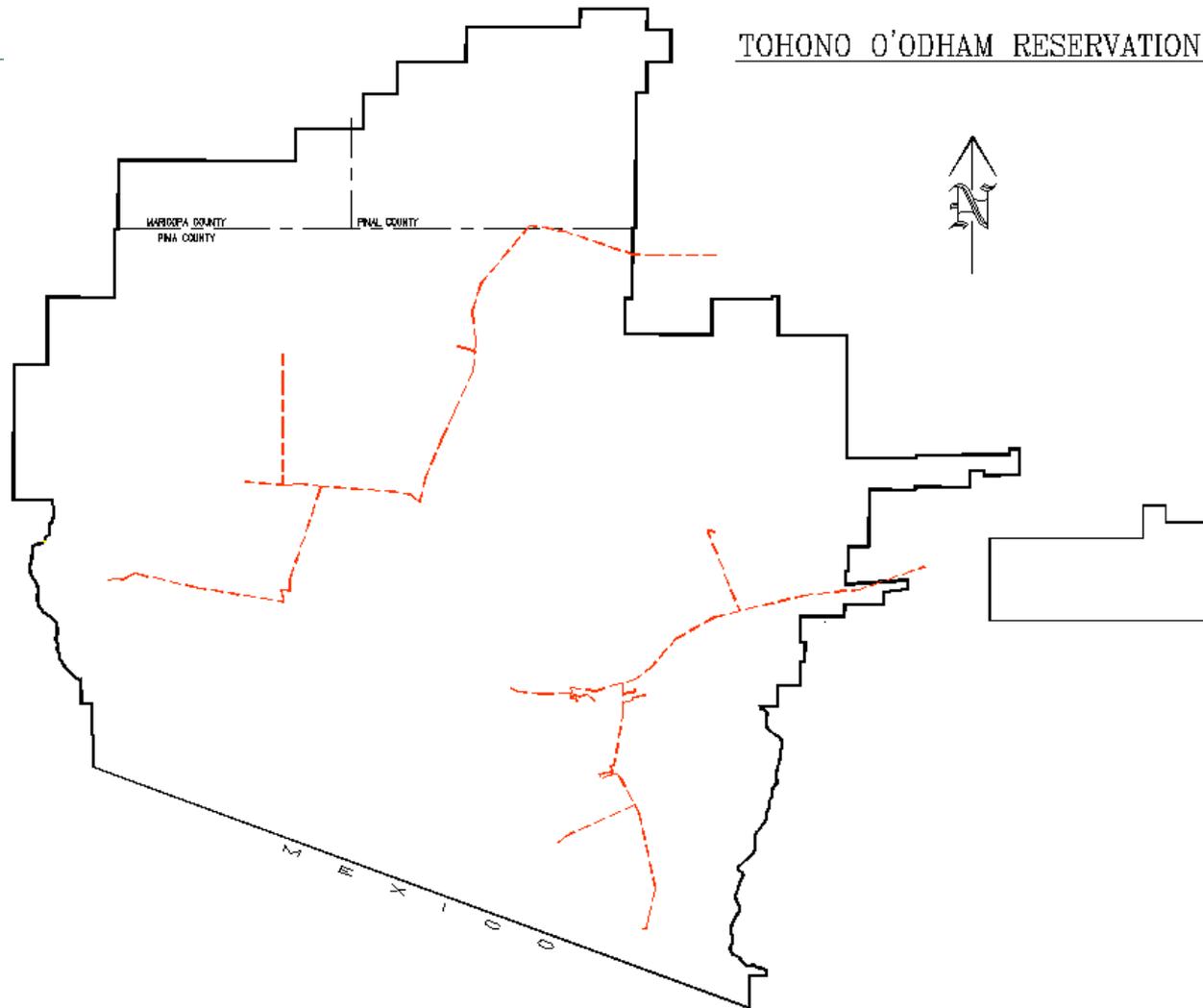
- Tribal Enterprise
- Board of Directors
 - At Least Four Must Have Significant Management Experience in the Utility Industry
 - At Least Three Must Be Tribal Members
 - General Manager Reports to the Board

WHY GET INTO THE ELECTRIC BUSINESS?



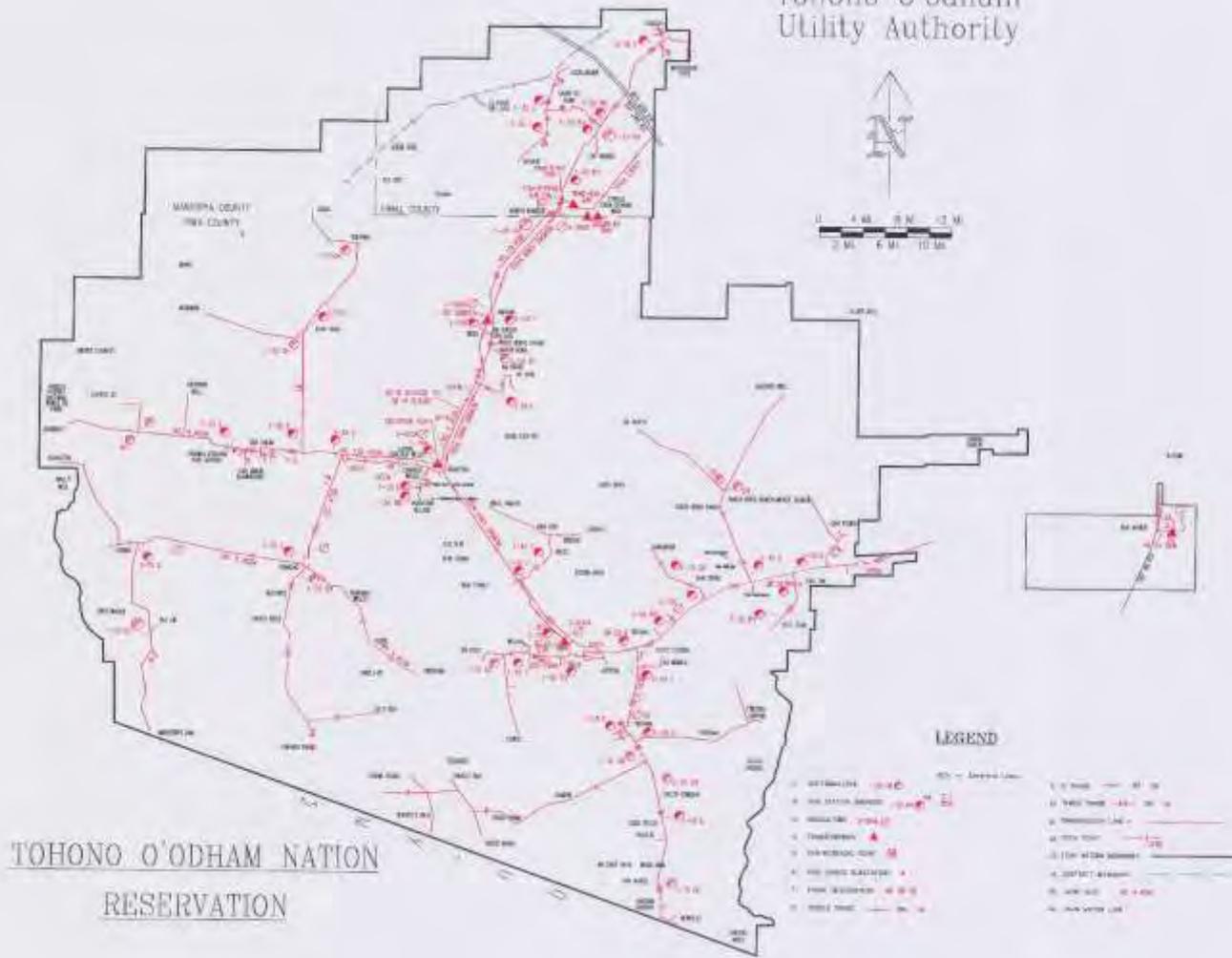
- Many Villages Had No Power
- Service Extensions From the Cooperative Were Very Expensive
- Extending Power to the Small Communities Was Not Economically Practical For the Cooperative

TOHONO O'ODHAM RESERVATION



LG TRAIL AND PIMA

Tohono O'odham Utility Authority



WHY GET INTO THE WATER BUSINESS?



- BIA & IHS Did Not Want to Operate the Systems
- Communities Wanted Out of Operations
 - Operation and Maintenance Was a Problem For Small Communities
 - New Drinking Water Regulations, Reporting Requirements and Liability Issues Were Becoming a Burden

TODAY



Electric Serves 95% of the Homes (3,750 Meters)

Water Serves 51 Systems and 3,200 Customers

Over 85% of the Homes Have Telephone Service (4,000 Access Lines)

Over 1,100 Propane Customers

Annual Revenues of \$23 Million

Investment in Plant of \$115 Million

A Stable and Expert Staff of 115 Employees Who Take Pride in Their Work – We are the Premier Workplace

WHAT ARE WE DOING NOW?



- Maintain and Upgrade Our Services
- Look For New Areas That We Can Serve and/or Market
- Continue to Train and Enhance Our Staffing

UTILITY OPERATIONS



- OUTSIDE OPERATIONS
- BACK OFFICE
- ADMINISTRATION
- RESOURCES





FIRST



- SAFETY!!

- **SAFETY!!**

- **SAFETY!!**

- **SAFETY!!**

TOUA'S PROGRAM



- ELEVEN SESSIONS FROM GCSECA
- AT LEAST TWO OUTSIDE SPEAKERS
- WEEKLY SAFETY MEETINGS
- TAILGATE SAFETY SESSIONS
- VISITS FROM INSURANCE PROVIDERS
- IN-HOUSE SAFETY MANAGER

TRAINING



- OUTSOURCE – CLIMBING SCHOOL AND METER SCHOOL
- FOUR YEAR CERTIFIED APPRENTICE PROGRAM
- VENDOR PROVIDED TRAINING

CONSTRUCTION



- DEVELOP A FOUR YEAR CONSTRUCTION PLAN WITH CONSULTING ENGINEER
- ASSESS FUTURE NEEDS AND IDENTIFY AREAS TO BE UPGRADED
- IDENTIFY MAINTENANCE NEEDS OF AGING PLANT
- STANDARDS SET BY RUS

OPERATIONS



- MAINTENANCE AND OPERATIONS USING THE CONSTRUCTION CREWS
- AVAILABLE 24 X 7
- SUBSTATIONS INSPECTED MONTHLY
- AVERAGE OUTAGE TIME 3 HOURS PER YEAR PER CUSTOMER
- INSTALLATION OF AUTOMATIC METER READING EQUIPMENT

BACK OFFICE



- ALL BILLING IS DONE INHOUSE
- ONE SUPERVISOR AND FOUR CUSTOMER SERVICE REPRESENTATIVES
- CUSTOMER ACCOUNTING COSTS ARE NEARLY TWICE THE STATE AVERAGE
- 70% PAY THEIR BILLS IN PERSON

ADMINISTRATION



- MANAGEMENT
- PAYROLL AND COST ACCOUNTING
- HUMAN RESOURCES
- BENEFITS ADMINISTRATION
- PURCHASING

FINANCIAL RESOURCES



- RURAL UTILITIES SERVICE
- NATIONAL RURAL COOPERATIVE FINANCE CORPORATION
- UNIQUE SECURITY ARRANGEMENTS
- OCCASIONAL GRANT

MANAGEMENT RESOURCES



- NRECA
 - INSURANCE, RETIREMENT AND TRAINING RESOURCES
- GCSECA
 - STATE AND NATIONAL LEGISLATIVE ISSUES AND TRAINING RESOURCES
- CFC
 - FINANCING TOOLS AND TRAINING RESOURCES

FINALLY



Thank You



