

AGENDA

October 19, 2026

[Join the meeting now](#)

Dial in by phone

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9:00 a.m.	Call to Order Pursuant to the Colorado Open Meetings Law and the City Charter, since three or more members of the Utilities Board may be attending this public meeting, it is noticed and open to the public. Pursuant to the Utilities Board Bylaws, this Committee of the Utilities Board will not accept public comments at this meeting.	Chair Donelson
9:05 a.m.	Safety Moment: Elevator Safety	Mike Francolino, Chief Customer and Enterprise Services Officer
9:10 a.m.	Compliance Reports: - E-2 CEO/Board Partnership Responsibilities – CEO Responsibilities - Electric Cost Adjustment/Gas Cost Adjustment Update	Scott Shirola, Pricing and Rates Manager
9:20 a.m.	Annual Transmission Revenue Requirement (ATRR) to the Federal Energy Regulatory Commission (FERC)	Scott Shirola, Pricing and Rates Manager
9:35 a.m.	Government Streetlighting Revenue Requirement	Scott Shirola, Pricing and Rates Manager
9:50 a.m.	Water Voluntary Assistance Policy	Bryan Babcock, System and Field Operations General Manager
		Stuart Smith, Public Affairs Specialist
10:10 a.m.	Utilities Policy Advisory Committee (UPAC) Assignment Discussion	Chair Donelson
10:30 a.m.	Employee Pulse Survey Results	Tara Russell, General Manager of People, Safety and Development
11:15 a.m.	Adjournment	Chair Donelson



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Elevator Safety

Mike Francolino
Chief Customer and Enterprise Services Officer
October 19, 2026

Most Risk is at the Doorway

Three moments deserve our full attention.

1

Approach

Stand to the side. Let passengers exit before you enter.

2

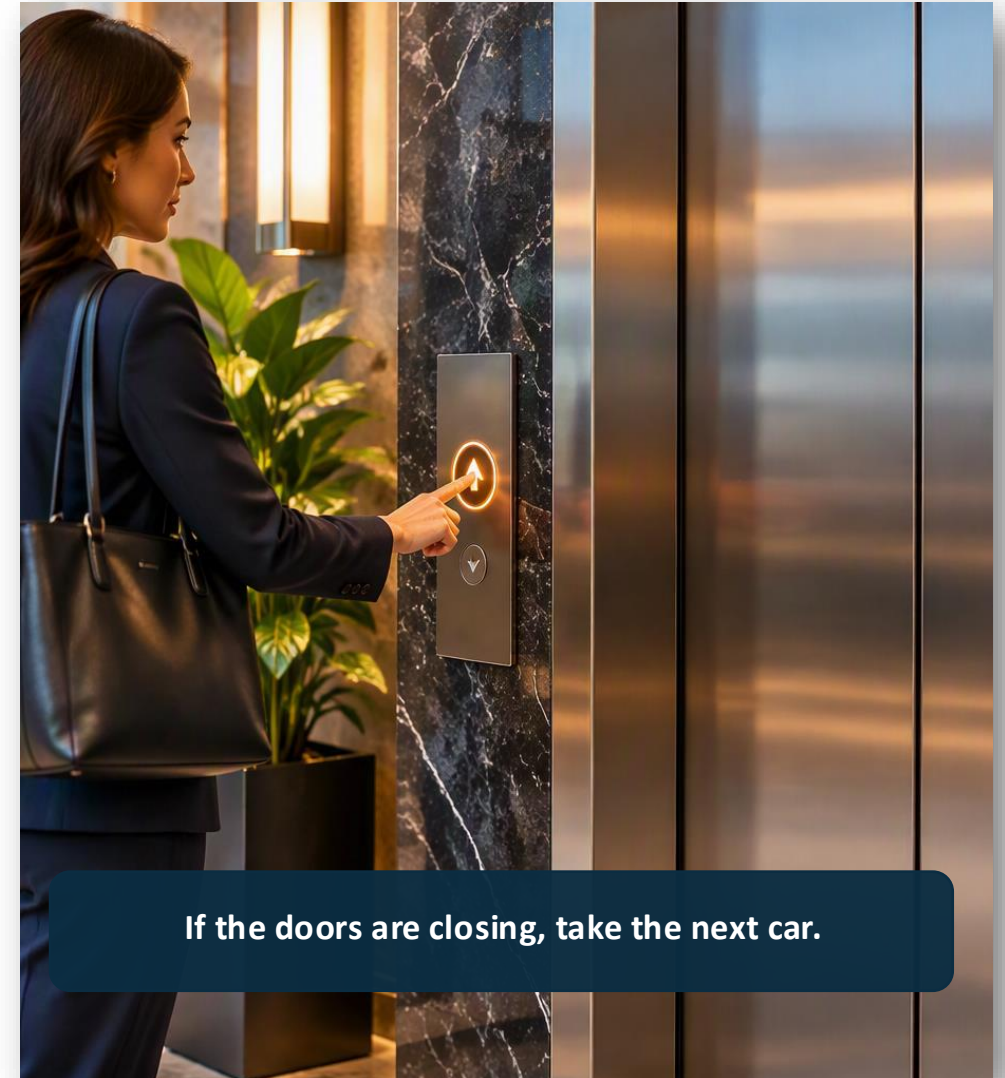
Threshold

Watch your step. The car may not be perfectly level with the floor.

3

Closing doors

Never use a hand, foot, bag, or equipment to stop closing doors.



If the doors are closing, take the next car.

Inside the Car: Stay Aware

Safe riding is simple, calm, and deliberate.



Respect capacity

Do not exceed the posted load limit.



Keep clear

Keep clothing, bags, carts, children, and pets away from doors.



Face forward

Pay attention to floor indicators and prepare to exit.



Report concerns

Do not use equipment with an observed safety defect. Notify Facilities or the building contact.

If the Elevator Stops



Stay in the car. Use the built-in communication system.

1 Stay calm

Elevator cars have ventilation.

2 Call for help

Use the ALARM, HELP button, phone, or intercom.

3 Share key facts

Building/location, occupants, injuries or medical needs.

4 Wait for qualified help

Never force doors or climb out of a stalled car.

During a Fire or Evacuation

Follow the building emergency plan and posted instructions.



NO

Do not use passenger elevators during a fire evacuation unless specifically directed by the emergency plan or responders.



GO

Use the designated exit route. Assist others only within your training and the site plan. Report mobility assistance needs in advance.

The 10-Second Elevator Check

Before every ride, pause and ask:

CLEAR?

Are the doors and threshold clear?

LEVEL?

Is the car aligned with the floor?

CAPACITY?

Is there room without crowding?

PLAN?

Would I know what to do if it stopped?

Leadership takeaway: Model the behavior, report defects, and reinforce site-specific emergency procedures.



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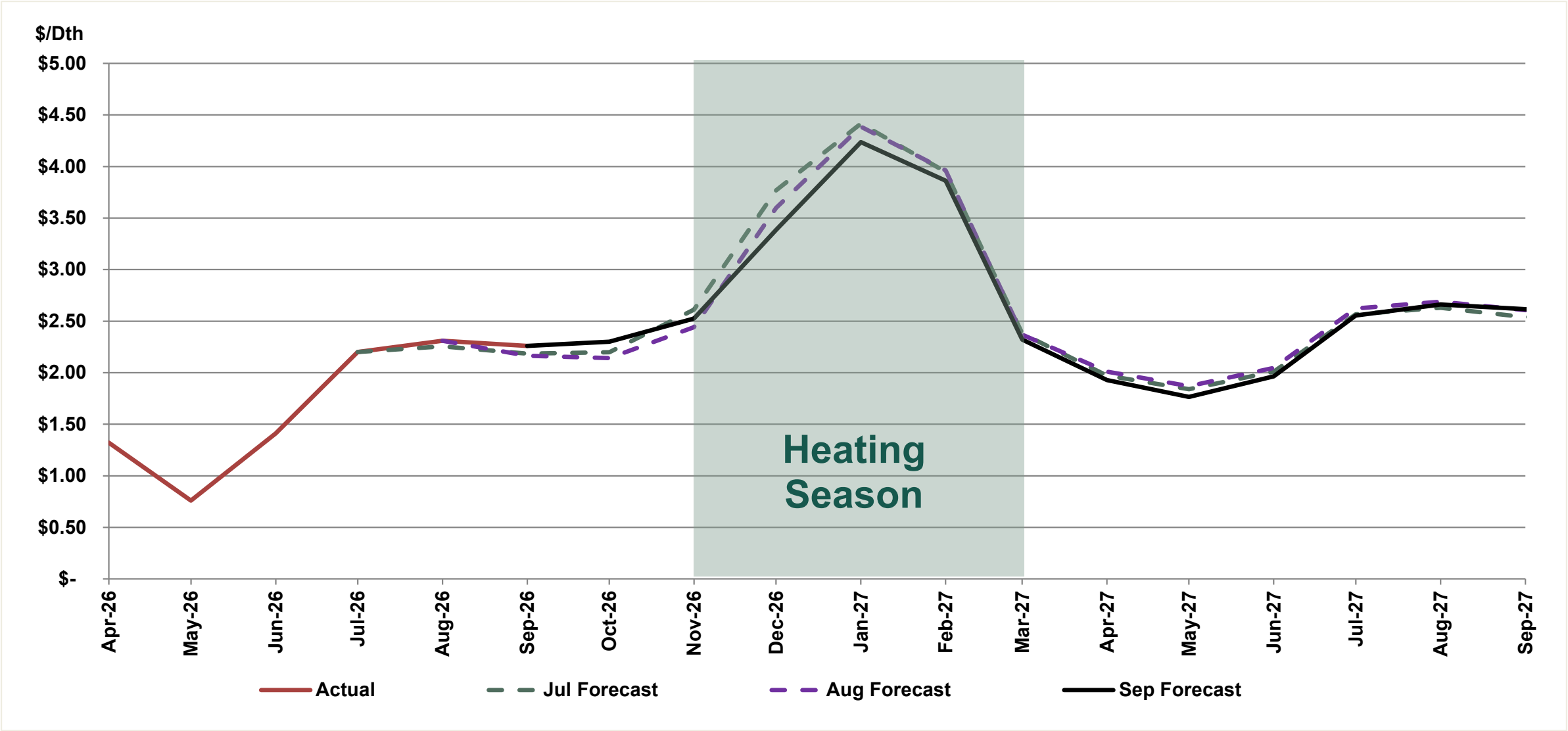


Electric Cost Adjustment Gas Cost Adjustment

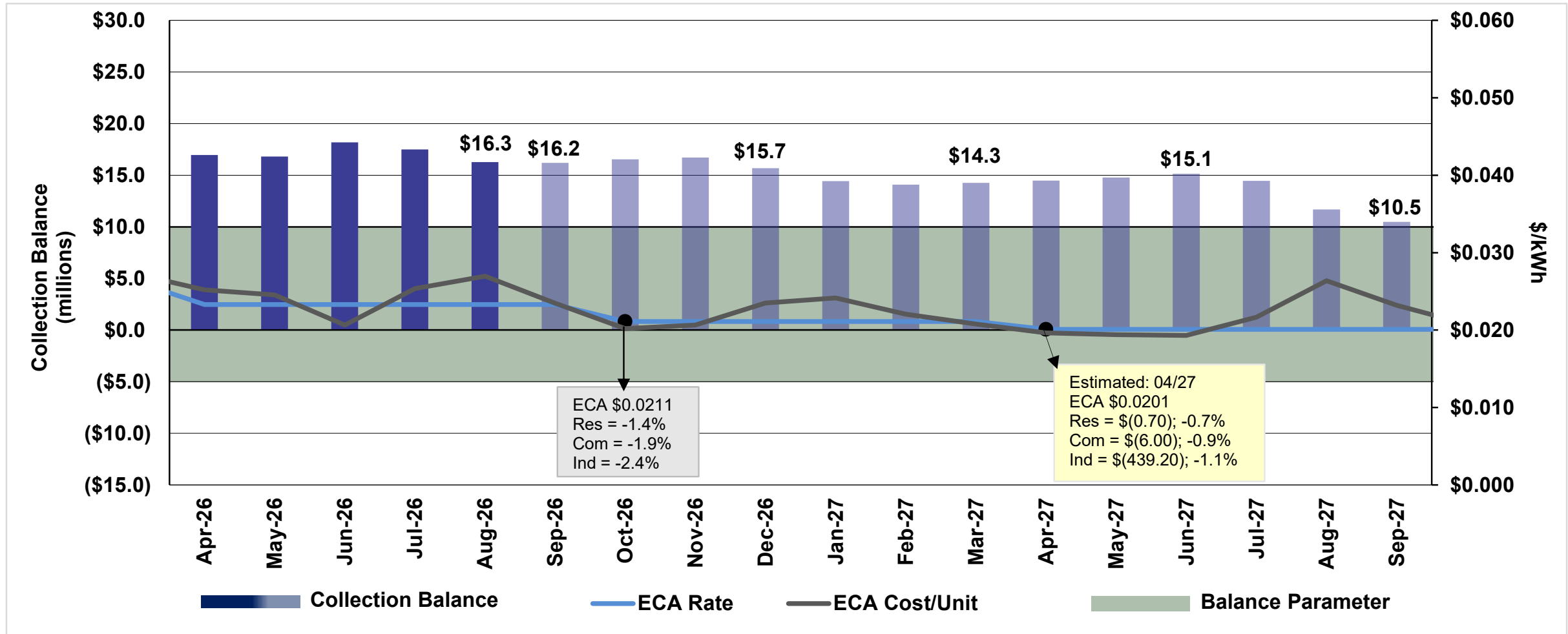
Scott Shirola, Pricing and Rates Manager

October 19, 2026

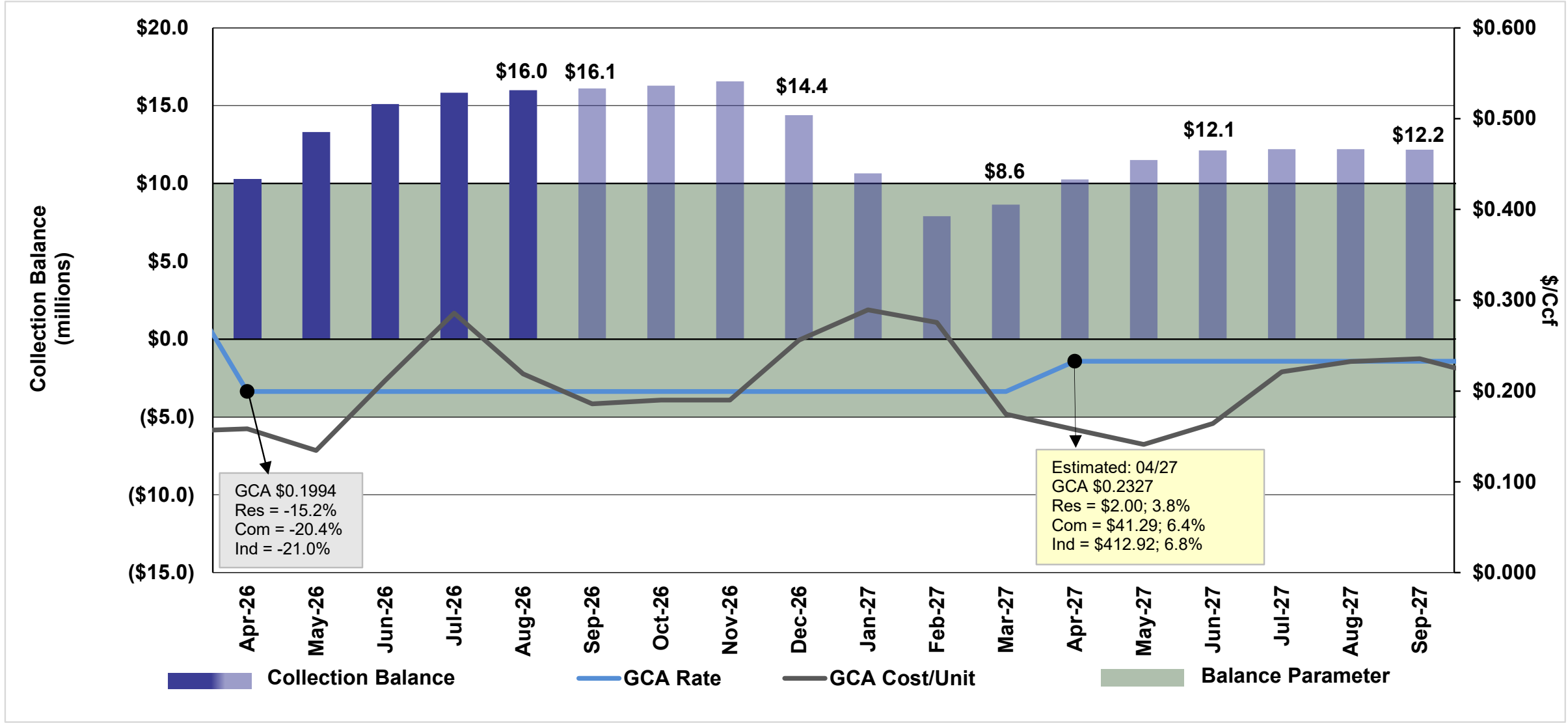
Natural Gas Prices as of September 1, 2026



ECA Projections September 2026



GCA Projections September 2026





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Annual Transmission Revenue Requirement (ATRR)

October 19, 2026

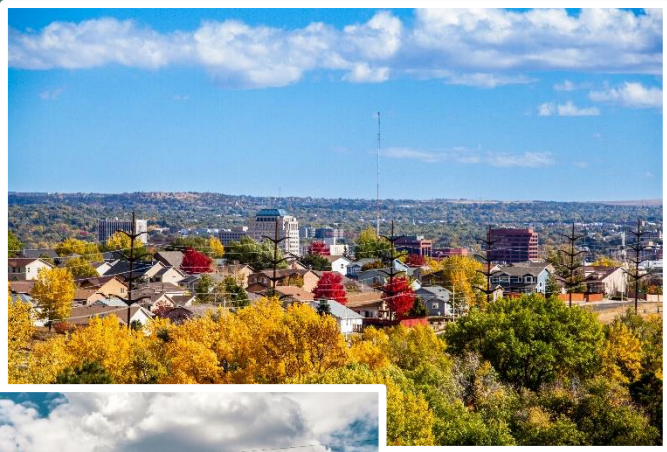
Scott Shirola, Pricing and Rates Manager

ATRR Background

- Transmission owner's cost of building, maintaining, and operating transmission facilities is established in the ATRR
- Preparing to enter Southwest Power Pool (SPP) on April 1, 2026
 - October 28, 2025, City Council approved Transmission proposals as part of Springs Utilities 2026 Rate Case including:
 - Withdrawal of Open Access Transmission Tariff (OATT)
 - Establishment of Formula Rate Template (Template) and Implementation Protocols (Protocols) collectively, (Formula Rate) – used to calculate and update the ATRR on an annual basis
 - Formula Rate later submitted to SPP and filed with Federal Energy Regulatory Commission (FERC) on behalf of Springs Utilities
 - FERC accepted Formula Rate under Attachment H of SPP's OATT

ATRR Summary

- Current ATRR
 - 2026 projected ATRR - \$34,281,960
- Annual Update of Formula Rate
 - 2027 projected ATRR - \$38,751,091



2027 Annual Update Timeline

✓ September 1, 2026	• Annual Update Publication
✓ September 10	• Annual Customer Meeting
October 19	• Utilities Board Working Committee Presentation
October 21	• Utilities Board Presentation
November 10	• City Council Regular Session
November 15	• End of Information Exchange Period
December 18	• ATRR Update Final Submittal to SPP
Jan 1. – Dec. 31, 2027	• Projected Rate Year
January 15, 2027	• Informational Filing to FERC

Next Steps

- October 21, 2026, Utilities Board meeting
- November 10, 2026, City Council Regular Session



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Municipal Government Street Lighting

Working Committee

October 19, 2026

Scott Shirola, Manager of Pricing and Rates

Background

- Two distinct Street Lighting services
 - Municipal Government (MG) Street Lighting service
 - Established by City Code as a separate service of Colorado Springs Utilities
 - Cost of Service based MG Street Lighting Revenue Requirement calculation
 - Electric Contract Service – Street Light (Tariff E7SL)
 - Tariff rate available in Colorado Springs Utilities' Electric service territory

2027 Revenue Requirement

Line No.	Description	2026	2027	Difference
<u>(a)</u>	<u>(b)</u>	<u>(c)</u>	<u>(d)</u>	<u>(e)</u>
1	Direct Functional Expenditures			
2	Operation and Maintenance	\$ 1,298,777	\$ 1,164,548	\$ (134,228)
3	Administrative and General	1,164,125	1,279,741	115,616
4	Debt Service	481,051	527,934	46,882
5	Cash Funded Capital	759,618	1,081,022	321,404
6	Additions to Cash	(303,476)	(596,815)	(293,339)
7	Less: Revenue Credits	45,563	17,342	(28,221)
8	Total Direct Functional Expenditures	\$ 3,354,532	\$ 3,439,087	\$ 84,556
9	Allocated from Electric Cost of Service Study			
		1,270,383	1,440,901	170,518
10	Subtotal	\$ 4,624,914	\$ 4,879,988	\$ 255,074
11	Fuel	816,887	725,067	(91,820)
12	Total Street Lighting	\$ 5,441,801	\$ 5,605,055	\$ 163,254

Next Steps

- October 21, 2026 – Utilities Board Meeting
 - MG Streetlighting presentation
- November 10, 2026 – City Council Meeting
 - Propose Resolution setting Municipal Government Street Lighting Revenue Requirement



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Water Damage Voluntary Assistance Program

Stu Smith – Public Affairs Specialist
Utilities Board Working Committee
October 19, 2026

Agenda

1. Why create a water damage assistance program?
2. How the program works
3. Financial Controls & Risk Management

Why Create a Water Damage Assistance Program?

This program addresses a customer gap. Customers can suffer significant water damage even when Colorado Springs Utilities has no legal liability. This program provides a structured, limited mechanism to assist eligible customers while protecting enterprise interests.

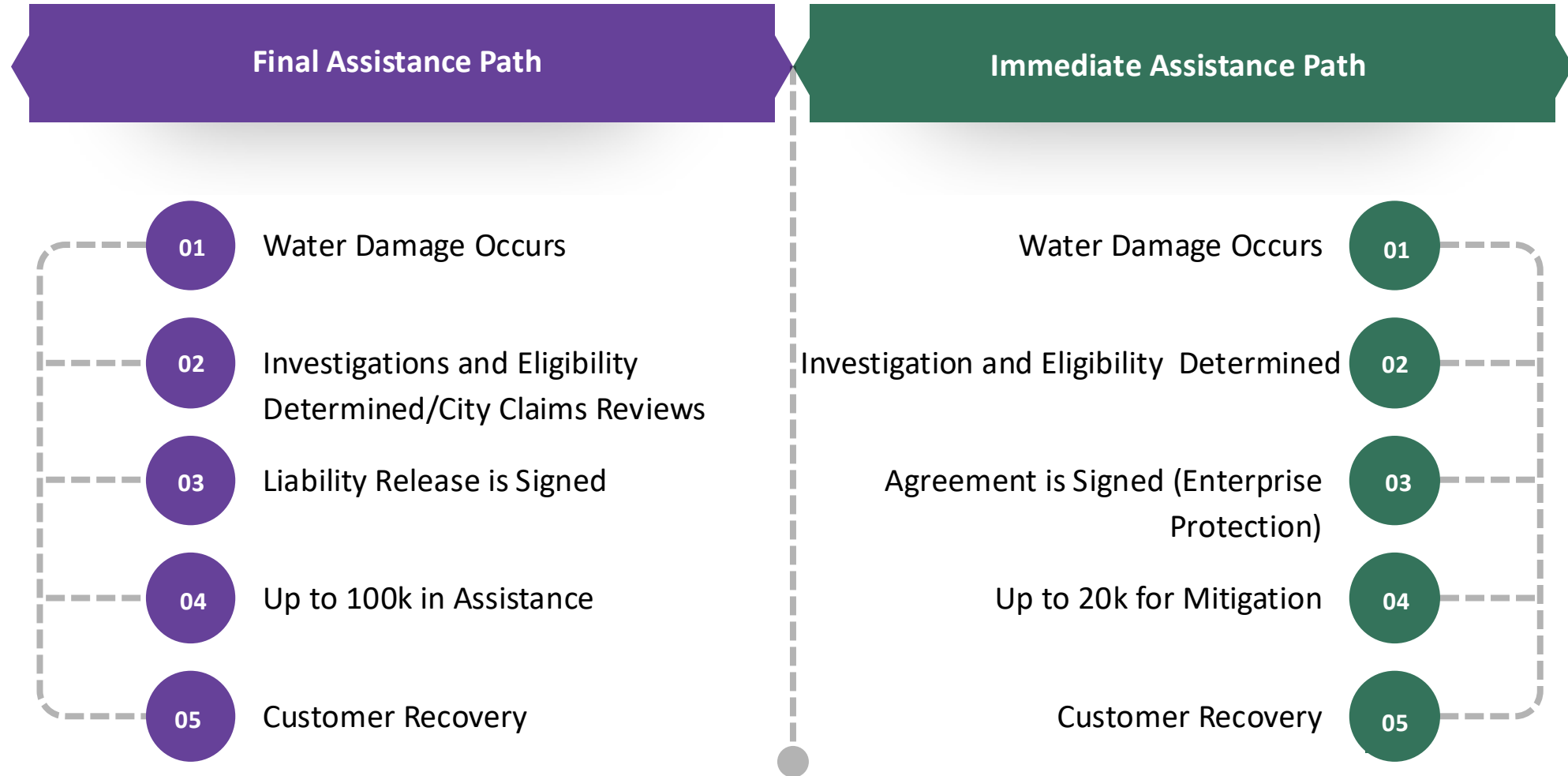
Current Reality:

- Water main breaks and main line stoppages can cause substantial residential property damage.
- Under the Colorado Governmental Immunity Act, Utilities is generally not responsible unless negligence is established.
- Impacted customers can face immediate out-of-pocket costs for mitigation, restoration, housing, and personal property losses.

Program Purpose:

- Provide voluntary financial assistance when Utilities is not legally liable.
- Help customers recover from qualifying water damage events.
- Support customer trust while maintaining financial controls.

Process Once Water Damage Occurs



How the Program Works

Eligibility Highlights

Eligible:

- Owner-occupied residential property.
- Damage related to Utilities main line stoppage or qualifying water main failure.
- Customer completes insurance and City claims requirements.

Not Eligible:

- Rental properties.
- Customer-owned service line failures.
- Floods, natural disasters, catastrophic events, terrorism, war.
- Customer negligence.

Covered Categories

- ☐ Emergency response.
- ☐ Mitigation services.
- ☐ Restoration costs.
- ☐ Uninsured personal property losses.
- ☐ Temporary lodging/storage needs

Financial Controls & Risk Management

Customer Assistance

Immediate Assistance

- Up to \$20,000 available for urgent mitigation needs.
- Helps restore habitability quickly.
 - Allows Utilities to provide rapid mitigation funding while preserving enterprise protections.

Program Assistance

- Up to \$100,000 per residence per incident.

Enterprise Protections

Funding Controls

- Subject to appropriated funding.
- Annual program funding capped at \$1 million.
- Separate agreement required before immediate assistance is issued.
 - Defines customer obligations and potential repayment requirements.

Liability Protections

- No admission of liability.
- Customer insurance remains primary.
- Required release of claims.
- Assistance approved at Utilities' discretion.



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WATER DAMAGE ASSISTANCE PROGRAM

Effective: MONTH DAY, YEAR

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Overview

Under the Colorado Governmental Immunity Act, Colorado Springs Utilities (“Utilities”) is not responsible for water damage caused from stoppage in Utilities’ main line or water main breaks (“Water Damage”) unless Utilities is negligent in its operation and maintenance of the public water facility or Utilities negligently allows a dangerous condition to exist in the public water facility, and such negligence was the cause of the damages. Utilities acknowledges, however, that property owners are left in a challenging situation when Utilities is not legally liable for the Water Damage. Utilities’ Water Damage Assistance Program (the “Program”) is intended to assist residential property owners in such situations.

Water Damage Investigation and Claims Process

a) Investigation & Public Safety

- i) Utilities’ primary goal is to ensure public safety.
- ii) Utilities first inspects its water system within the pipe segment to which the customer’s residential property is connected to determine if the root cause of the damage is on Utilities’ water system. This inspection may require a shutoff of the curb stop (isolation point and debarkation from Utilities owned service line segment to property owner service line segment) to determine who is responsible for a leak.
- iii) If Utilities finds that the cause of the Water Damage is on its system, Utilities will take steps to correct the problem(s).

b) Cleanup Process

- i) Utilities recommends that customers experiencing Water Damage use a business that specializes in water clean-up services. **For reference, contact the [Better Business Bureau](#) at 719-636-1155.**

c) Claims Process

- i) Utilities understands that Water Damage can be costly. A customer may have multiple options for recovery.
 - (1) Homeowner’s Insurance
 - (a) To qualify for the Program, the customer must contact their insurance company to see if their homeowner’s policy covers water damage or flooding resulting from a water leak or water main break.
 - (b) Some insurance companies offer water damage coverage, some as part of a policy and some as additional endorsements. Every policy is different, so the customer will have to speak with their insurance agent to see if their damage is covered. The cause and location of the damage will likely play a factor in whether the claim is covered by insurance.
 - (2) City Claims Process
 - (a) If the Water Damage is not caused by the service line or the customer’s negligence or intentional act, the customer should file a claim with the City Claims Department of the City Risk Management Division.
 - (b) Upon submission of a claim, the customer may be asked to submit the following for the claim to be processed:
 - i) Proof of loss
 - ii) Proof that the amount of the claim is a reasonable estimate of the cost

- to restore property (this may include multiple estimates for repair)
- iii) List of damaged personal property describing the item, age, condition and estimated actual cash value of the property
- iv) Cause of the Water Damage, to the extent known by the customer
- (c) To be eligible for the Program, the customer must file a claim with the City of Colorado Springs ("City") and must comply with all applicable policies, practices, and procedures of the City Claims Department and provide all documentation requested by the City Claims Department.
- (d) For additional information about the City's claims process, contact City Risk Management at **719-385-5125**.

Water Damage Assistance Program

a) General Policy

- i) Utilities' residential customers impacted by Water Damage, provided the Water Damage is not the result of a storm, flood or other natural event, may be eligible for assistance under the Program.
- ii) The Program does not apply to damage to or caused by water service lines, which run from customers' homes to Utilities' watermain line, and damages caused by the property owner's service line issues. Water service lines are owned and maintained by the property owner and the property owner is responsible for the maintenance of its own service line and for any damage to or caused by such service line.
- iii) To be eligible for the Program, the affected residence must be an owner-occupied individual dwelling and there must not be more than one (1) dwelling unit served through one (1) water meter. Rental properties, whether by commercial or residential lease, are not eligible for assistance under the Program.
- iv) Assistance under the Program is not available for residential properties where the Water Damage is caused in whole or in part by any negligent or intentional act of the owner of the property.
- v) The Program does not apply if the Water Damage is due to a catastrophic event, such as an act of God or nature (like a major flooding event), terrorism, or war.
- vi) If Utilities is not liable for the damage and the damage is not caused by the service line or the customer's negligence or intentional act, customer will be notified of same and provided the opportunity to apply for assistance under the Program.

b) Conditions and Limitations of Assistance Program

- i) Any assistance is subject to available and appropriated funding.
- ii) Utilities may provide assistance to a customer under the Program up to a maximum of \$100,000 for any one (1) incident. Such amount will be reduced by the amount the customer receives under a policy of insurance and by any immediate assistance the customer may receive from Utilities or other sources.
- iii) If a customer has an insurance policy that provides coverage for water damages with respect to any assistance which may be authorized under the Program, the customer's

insurance is primary, and the customer must submit a claim with the customer's insurance. Any amounts received via such insurance must be used first. The insurance coverage shall remain primary, and no assistance under the Program shall be authorized for the insured loss. Funds distributed under the Program are not intended to subrogate the insurance claim and will not be paid to insurance providers. Notwithstanding the foregoing, Utilities may, at its sole discretion, provide assistance to cover related insurance deductibles.

- iv) The determination to provide assistance and qualifying amounts shall be at the sole discretion of Utilities.
- v) No assistance will be paid without the customer agreeing to release Utilities from liability for the event, and such release must be in a form approved by Utilities.
- vi) Utilities will not pay for indirect, consequential, or punitive damages.
- vii) Customer must timely report a claim through the City Claims Process to be eligible for assistance under the Program.
- viii) Authorization for payment of assistance under the Program for an amount up to and including \$100,000 shall be approved by the Chief Operations Officer or designated Utilities Representative. Authorization for payment of assistance under the Program for an amount greater than \$100,000 shall be approved by the Chief Operations Officer.

c) Assistance Authorized Under the Program

- i) Payments under the Program will be at the discretion of Utilities and will be limited to costs for emergency response services, mitigation services, restoration, uninsured personal property loss, and temporary losses as more fully described below. All such costs must be substantiated in accordance with City Claims processes and procedures.
- ii) To be eligible for the Program, customers experiencing water damage must immediately take steps to limit their damage, including conducting or contracting for the following emergency response services and mitigation services, as applicable.
 - (1) Emergency response services include, but are not limited to, pumping or vacuuming water out of the residence, removing debris, securing electric or gas lines, isolating water service and draining lines to prevent freezing, and removing hazards to make the premises safe for entry.
 - (2) Mitigation must be timely completed upon discovery to avoid additional damage. Mitigation services include, but are not limited to, drying out affected areas, removing impacted drywall, removing flooring/carpets, and repairing or replacing major appliances that are required for habitability (e.g., furnaces, water heaters, etc.), and if applicable, asbestos testing and remediation.
- iii) Restoration
 - (1) Utilities may provide payment based on the estimated or actual cost of restoring damaged property to its pre-damage condition.
 - (2) Payments for restoring damaged property will be based upon estimates or invoices as required per the City Claims process.
- iv) Uninsured Personal Property Loss
 - (1) Utilities may provide payment for the loss of uninsured personal property. Such payments will be based on an estimated property value and proof of damage per the City Claims process. The value of such property may be reduced in

accordance with the City Claims processes, practices, and procedures and adjusting for actual value rather than replacement cost.

v) Temporary Losses

- (1) Utilities may provide payment for temporary lodging when a residence is uninhabitable because of Water Damage. Utilities may pay for up to seven (7) days of temporary lodging.
- (2) In applicable circumstances, Utilities may also provide payment for the cost of storing personal property at a storage facility while mitigation and restoration are performed.

Immediate Assistance

a) General Policy and Terms

- i) Upon a determination that the Water Damage is not caused in whole or in part by any negligent or intentional act of the owner of the affected property (or any resident thereof) and the damage is not to or caused by a customer's water service line, Utilities may provide one-time immediate assistance to a residential customer experiencing damage to the customer's owner-occupied residential property as a result of Water Damage ("Immediate Assistance"). The purpose of the Immediate Assistance under the Program is to provide affected customers with funds to complete the emergency response services and the mitigation services necessary to make the affected residences habitable in a timely manner.
- ii) Immediate Assistance is limited to \$20,000 per customer per incident.
- iii) A customer is not required to comply with the other requirements of the Program to receive Immediate Assistance; provided however, that if the customer fails to comply with the other requirements of the Program within six (6) months of the Water Damage, the customer will be required to reimburse the Immediate Assistance back to Utilities within six (6) months of receiving the Immediate Assistance.
- iv) The amount of Immediate Assistance that a customer receives will reduce the amount the customer may receive under any other provision of the Program. The total amount that any customer may receive under the Program, including Immediate Assistance, together with the proceeds of policies of insurance, is limited to \$100,000 for any one (1) incident, as determined by Utilities in its sole discretion.
- v) Any customer receiving Immediate Assistance under the Program will be required to sign an agreement, in a form provided by Utilities, and consistent with the Program document, describing the terms under which the Immediate Assistance is being provided.
- vi) If it is determined that the Water Damage was not caused by the negligence or intentional conduct of Utilities, the customer may be required to refund the Immediate Assistance funds to Utilities within six (6) months of the determination.

Attachments

WATER DAMAGE IMMEDIATE ASSISTANCE AGREEMENT

This Water Damage Immediate Assistance Agreement ("Agreement") is entered into between Colorado Springs Utilities ("Utilities"), an enterprise of the City of Colorado Springs, Colorado, a Colorado home rule city and municipal corporation, and **PROPERTY OWNER NAME, of ADDRESS, CITY, STATE** ("Property Owner"), as of the date of the latest signature below.

RECITALS

A. Under the Colorado Governmental Immunity Act, Utilities is not responsible for damages caused from stoppage in Utilities main line or a water main breaks unless such damages result from Utilities' negligence in its operation and maintenance of a public water facility or unless Utilities negligently allows a dangerous condition to exist in a public water facility.

B. Utilities' Water Damage Assistance Program ("Program") is intended to assist residential property owners when a water damage incident damages their property and Utilities is not legally liable for such damages.

C. Pursuant to the Program, and subject to available and appropriated funding, Utilities may, in its sole discretion, provide an eligible property owner up to \$50,000 in assistance for any one water damage incident ("Maximum Assistance"). Utilities may provide one-time immediate assistance of up to \$20,000 of the maximum of \$50,000 ("Immediate Assistance") for the express purpose of allowing the property owner to complete the emergency response services and mitigation services necessary to make the affected residence habitable in a timely manner.

D. The Maximum Assistance will be reduced by any proceeds of insurance policies the Property Owner receives for damages from the water damage incident and by any Immediate Assistance the Property Owner receives from Utilities or any other assistance Property Owner receives from other sources with regard to the incident.

E. Utilities has determined that Property Owner is eligible for assistance under the Program for damages resulting from a water damage incident on DATE ("Incident") at ADDRESS ("Property").

NOW, THEREFORE, for good and valuable consideration, the sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. Utilities, in its sole discretion, will provide Property Owner with Immediate Assistance in the amount of \$ for damages resulting from the Incident.

2. Property Owner will use the Immediate Assistance to help offset costs of emergency response services and mitigation services necessary to restore the Property to habitability in a timely manner as a result of the Incident.
3. Emergency response services include, but are not limited to, pumping or vacuuming water out of the residence, removing debris, securing gas or electric lines, isolating water service and draining lines to prevent freezing, and removing hazards to make the premises safe for entry.
4. Mitigation services include, but are not limited to, drying out affected areas, removing impacted drywall, removing flooring/carpets, repairing or replacing major appliances required for habitability, and, if applicable, asbestos testing and remediation.
5. Property Owner acknowledges that the Immediate Assistance, together with any proceeds of insurance policies or other sources that Property Owner receives for damages from the Incident, will reduce the total amount the Property Owner may receive under the Program.
6. Within six (6) months of the Incident, Property Owner will comply with all other requirements of the Program, as described in the Water Damage Assistance Program Policy attached hereto as Exhibit A and incorporated herein by reference.
7. If Property Owner fails to comply with all other requirements of the Program within six (6) months of the Incident, Property Owner will reimburse Utilities the amount of the Immediate Assistance (\$) within six (6) months of receiving the Immediate Assistance.
8. Property Owner represents that they have the full power and authority and are competent to enter into this Agreement and be bound by its terms. Property Owner represents that they are the Colorado Springs Utilities customer who owns the Property and receives utility service at the Property.
9. Property Owner acknowledges that the City is subject to the Colorado Open (Public) Records Act, C.R.S. § 24-72-201, et seq.
10. This Agreement shall be construed in accordance with the laws of the State of Colorado without reference to conflicts of laws, the Colorado Springs City Charter, City Code, Ordinances, Rules and Regulations. In the event of litigation, this Agreement shall be enforceable by or against the City of Colorado Springs on behalf of Utilities as provided in Colorado Springs City Code Section 12-1-109. In the event of any dispute under this Agreement, the exclusive venue for such litigation shall be the El Paso County District Court, Colorado Springs, Colorado, and if necessary, for exclusive federal questions, the United States District Court for the District of Colorado.

Nothing in this Agreement shall be interpreted to limit or prevent the protections afforded to the City under the Colorado Governmental Immunity Act, C.R.S. § 24-10-101, et seq.

11. In exchange for the Immediate Assistance, Property Owner, and for their heirs, personal representatives, executors, administrators, successors, assigns, tenants, co-tenants, and occupants of the Property, hereby releases, acquits, and forever discharges the City of Colorado Springs and Colorado Springs Utilities and any of their current or former entities, officials, employees, agents, servants, successors, heirs, executors, administrators, insurers, and all other persons or entities who may be associated with the City of Colorado Springs and Colorado Springs Utilities, from any and all claims, actions, causes of action, demands, rights, damages, injuries, suits, costs, loss of service, expenses and compensation of any kind or nature whatsoever, pursuant to any federal or state statute, constitution, common law, contract or otherwise, known and unknown, foreseen and unforeseen, including those which Property Owner now has or may hereafter accrue, or result in any way on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen damages and/or injuries and the consequences thereof resulting from the Incident on the Property as well as any and all matters relating thereto, and any and all consequences thereof.
12. Should any provision of this Agreement be declared or determined by any court to be illegal or invalid or unenforceable, the validity of the remaining parts, terms, or provisions shall not be affected thereby and said illegal or invalid or unenforceable part, term, or provision shall be deemed not to be a part of this Agreement.
13. It is understood and agreed that Utilities' payment of the Immediate Assistance is not to be construed as an admission of liability on the part of the City of Colorado Springs and/or Colorado Springs Utilities.
14. Property Owner further declares and represents that no promise, inducement or agreement not herein expressed has been made to them.
15. This Agreement contains the entire agreement between Utilities and Property Owner, and the terms of this Agreement are contractual and not mere recitals.
16. Property Owner has carefully read this Agreement and knows and understands its contents. Property Owner has signed this Agreement as a free and voluntary act for the purpose of making a full and final settlement of any and all claims, disputed or otherwise, known and unknown, pertaining to the Incident.

COLORADO SPRINGS UTILITIES

By: _____

Printed: _____

Title: _____

Date: _____

PROPERTY OWNER

By: _____

Printed: _____

Date: _____

CITY ATTORNEY'S OFFICE – UTILITIES DIVISION

Approved as to Form

By: _____

Printed: _____

Title: _____

Date: _____

EXHIBIT A

WATER DAMAGE ASSISTANCE PROGRAM POLICY OVERVIEW

Under the Colorado Governmental Immunity Act, Colorado Springs Utilities ("Utilities") is not responsible for water damage caused from stoppage in Utilities' main line or water main breaks ("Water Damage") unless Utilities is negligent in its operation and maintenance of the public water facility or Utilities negligently allows a dangerous condition to exist in the public water facility, and such negligence was the cause of the damages. Utilities acknowledges, however, that property owners are left in a challenging situation when Utilities is not legally liable for the Water Damage. Utilities' Water Damage Assistance Program (the "Program") is intended to assist residential property owners in such situations.

WATER DAMAGE INVESTIGATION AND CLAIMS PROCESS

a) Investigation & Public Safety

- i) Utilities' primary goal is to ensure public safety.
- ii) Utilities first inspects its water system within the pipe segment to which the customer's residential property is connected to determine if the root cause of the damage is on Utilities' water system. This inspection may require a shutoff of the curb stop (isolation point and debarkation from Utilities owned service line segment to property owner service line segment) to determine who is responsible for a leak.
- iii) If Utilities finds that the cause of the Water Damage is on its system, Utilities will take steps to correct the problem(s).

b) Cleanup Process

- i) Utilities recommends that customers experiencing Water Damage use a business that specializes in water clean-up services. **For reference, contact the [Better Business Bureau 719-636-1155](#)**

c) Claims Process

- i) Utilities understands that Water Damage can be costly. A customer may have multiple options for recovery.
 - (1) Homeowner's Insurance
 - (a) To qualify for the Program, the customer must contact their insurance company to see if their homeowner's policy covers water damage or flooding resulting from a water leak or water main break.
 - (b) Some insurance companies offer water damage coverage, some as part of a policy and some as additional endorsements. Every policy is different, so the customer will have to speak with their insurance agent to see if their damage is covered. The cause and location of the damage will likely play a factor in whether the claim is covered by insurance.
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 - (b) Upon submission of a claim, the customer may be asked to submit the following for the claim to be processed:
 - i) Proof of loss

- ii) Proof that the amount of the claim is a reasonable estimate of the cost to restore property (this may include multiple estimates for repair)
- iii) List of damaged personal property describing the item, age, condition and estimated actual cash value of the property
- iv) Cause of the Water Damage, to the extent known by the customer
- (c) To be eligible for the Program, the customer must file a claim with the City of Colorado Springs ("City") and must comply with all applicable policies, practices, and procedures of the City Claims Department and provide all documentation requested by the City Claims Department.
- (d) For additional information about the City's claims process, contact City Risk Management at **719-385-5125**.

WATER DAMAGE ASSISTANCE PROGRAM

d) General Policy

- i) Utilities' residential customers impacted by Water Damage, provided the Water Damage is not the result of a storm, flood or other natural event, may be eligible for assistance under the Program.
- ii) The Program does not apply to damage to or caused by water service lines, which run from customers' homes to Utilities' watermain line, and damages caused by the property owner's service line issues. Water service lines are owned and maintained by the property owner and the property owner is responsible for the maintenance of its own service line and for any damage to or caused by such service line.
- iii) To be eligible for the Program, the affected residence must be an owner-occupied individual dwelling and there must not be more than one (1) dwelling unit served through one (1) water meter. Rental properties, whether by commercial or residential lease, are not eligible for assistance under the Program.
- iv) Assistance under the Program is not available for residential properties where the Water Damage is caused in whole or in part by any negligent or intentional act of the owner of the property.
- v) The Program does not apply if the Water Damage is due to a catastrophic event, such as an act of God or nature (like a major flooding event), terrorism, or war.
- vi) If Utilities is not liable for the damage and the damage is not caused by the service line or the customer's negligence or intentional act, customer will be notified of same and provided the opportunity to apply for assistance under the Program.

e) Conditions and Limitations of Assistance Program

- i) Any assistance is subject to available and appropriated funding.
- ii) Utilities may provide assistance to a customer under the Program up to a maximum of \$100,000 for any one (1) incident. Such amount will be reduced by the amount the customer receives under a policy of insurance and by any immediate assistance the customer may receive from Utilities or other sources.
- iii) If a customer has an insurance policy that provides coverage for water damages with respect to any assistance which may be authorized under the Program, the customer's

insurance is primary, and the customer must submit a claim with the customer's insurance. Any amounts received via such insurance must be used first. The insurance coverage shall remain primary, and no assistance under the Program shall be authorized for the insured loss. Funds distributed under the Program are not intended to subrogate the insurance claim and will not be paid to insurance providers. Notwithstanding the foregoing, Utilities may, at its sole discretion, provide assistance to cover related insurance deductibles.

- iv) The determination to provide assistance and qualifying amounts shall be at the sole discretion of Utilities.
- v) No assistance will be paid without the customer agreeing to release Utilities from liability for the event, and such release must be in a form approved by Utilities.
- vi) Utilities will not pay for indirect, consequential, or punitive damages.
- vii) Customer must timely report a claim through the City Claims Process to be eligible for assistance under the Program.
- viii) Authorization for payment of assistance under the Program for an amount up to and including \$100,000 shall be approved by the Chief Operations Officer or designated Utilities Representative. Authorization for payment of assistance under the Program for an amount greater than \$100,000 shall be approved by the Chief Operations Officer.

f) Assistance Authorized Under the Program

- i) Payments under the Program will be at the discretion of Utilities and will be limited to costs for emergency response services, mitigation services, restoration, uninsured personal property loss, and temporary losses as more fully described below. All such costs must be substantiated in accordance with City Claims processes and procedures.
- ii) To be eligible for the Program, customers experiencing water damage must immediately take steps to limit their damage, including conducting or contracting for the following emergency response services and mitigation services, as applicable.
 - (1) Emergency response services include, but are not limited to, pumping or vacuuming water out of the residence, removing debris, securing electric or gas lines, isolating water service and draining lines to prevent freezing, and removing hazards to make the premises safe for entry.
 - (2) Mitigation must be timely completed upon discovery to avoid additional damage. Mitigation services include, but are not limited to, drying out affected areas, removing impacted drywall, removing flooring/carpets, and repairing or replacing major appliances that are required for habitability (e.g., furnaces, water heaters, etc.), and if applicable, asbestos testing and remediation.
- iii) Restoration
 - (1) Utilities may provide payment based on the estimated or actual cost of restoring damaged property to its pre-damage condition.
 - (2) Payments for restoring damaged property will be based upon estimates or invoices as required per the City Claims process.
- iv) Uninsured Personal Property Loss
 - (1) Utilities may provide payment for the loss of uninsured personal property. Such payments will be based on an estimated property value and proof of damage per the City Claims process. The value of such property may be reduced in

accordance with the City Claims processes, practices, and procedures and adjusting for actual value rather than replacement cost.

v) Temporary Losses

- (1) Utilities may provide payment for temporary lodging when a residence is uninhabitable because of Water Damage. Utilities may pay for up to seven (7) days of temporary lodging.
- (2) In applicable circumstances, Utilities may also provide payment for the cost of storing personal property at a storage facility while mitigation and restoration are performed.

IMMEDIATE ASSISTANCE

b) General Policy and Terms

- i) Upon a determination that the Water Damage is not caused in whole or in part by any negligent or intentional act of the owner of the affected property (or any resident thereof) and the damage is not to or caused by a customer's water service line, Utilities may provide one-time immediate assistance to a residential customer experiencing damage to the customer's owner-occupied residential property as a result of Water Damage ("Immediate Assistance"). The purpose of the Immediate Assistance under the Program is to provide affected customers with funds to complete the emergency response services and the mitigation services necessary to make the affected residences habitable in a timely manner.
- ii) Immediate Assistance is limited to \$20,000 per customer per incident.
- iii) A customer is not required to comply with the other requirements of the Program to receive Immediate Assistance; provided however, that if the customer fails to comply with the other requirements of the Program within six (6) months of the Water Damage, the customer will be required to reimburse the Immediate Assistance back to Utilities within six (6) months of receiving the Immediate Assistance.
- iv) The amount of Immediate Assistance that a customer receives will reduce the amount the customer may receive under any other provision of the Program. The total amount that any customer may receive under the Program, including Immediate Assistance, together with the proceeds of policies of insurance, is limited to \$100,000 for any one (1) incident, as determined by Utilities in its sole discretion.
- v) Any customer receiving Immediate Assistance under the Program will be required to sign an agreement, in a form provided by Utilities, and consistent with the Program document, describing the terms under which the Immediate Assistance is being provided.
- vi) If it is determined that the Water Damage was not caused by the negligence or intentional conduct of Utilities, the customer may be required to refund the Immediate Assistance funds to Utilities within six (6) months of the determination.

GUIDELINES

Guideline: **Water Damage Assistance Program (G-15)**

Date of Adoption:

Applicable **Community Investment (I-13)**
Policy Title
(Number):

Water Damage Assistance Program

1. The Chief Executive Officer is authorized to implement a program and related policies which provides financial assistance to residential customers whose properties have been impacted by water damage caused by either (i) a verified stoppage in Utilities main line or (ii) intrusion of the water system by a main water pipeline failure provided the intrusion is not the result of a storm or natural flood event. Any such program shall be subject to the following limitations and requirements and shall be consistent with the purpose of the program:
 - A. Any assistance shall be subject to available and appropriated funding.
 - B. Assistance under the program is limited to \$100,000 per eligible residence per covered incident. Any such assistance will be reduced by amounts received under the customer's policies of insurance.
 - C. The determination of whether to provide assistance and in what amount, up to the applicable limit, shall be at the sole discretion of Springs Utilities, and no vested rights are or shall be created by such program.
 - D. No assistance will be paid without the recipient agreeing to release Springs Utilities from liability for the event and the damage to the residence. All such releases shall be subject to the approval of Springs Utilities.
 - E. Assistance shall be limited to property damage, timely emergency response and mitigation services, temporary housing, and temporary storage of personal property. Springs Utilities will not pay any assistance for indirect, consequential or punitive damages.
 - F. The program shall only be available to customers receiving services at an owner-occupied residential property that is an individual dwelling and where not more than one dwelling unit is served through one water meter. The program shall not apply to rental property.

- G. A residential customer shall not be eligible for assistance under the program where the water damage is caused in whole or in part by any negligent or intentional act of such residential customer.
 - H. The program shall not apply to a water damage event which is due to a catastrophic event that impacts several properties, such as an act of God or nature (like a major natural flood event), terrorism, or war.
2. The program may include immediate assistance to help offset the costs of emergency response services and mitigation services necessary to restore a property to habitability prior to the customer completing all prerequisites of the program, provided that such owner agrees to pay any immediate assistance back if the owner does not comply with the requirements of the program. The purpose of the program is to provide assistance for a defined class of customers and categories of damages relating to water damage and the operation of the enterprise even though Springs Utilities likely has no legal liability for such damages. No net benefit will accrue to a customer as assistance will be limited to actual, direct damages resulting from water damage. The program is consistent with and advances both customer and enterprise interest.
 3. Annual funding for the program will not exceed \$1,000,000, which will be funded through the normal operating budget and Utilities appropriation process.



Utilities Policy Advisory Committee (UPAC) Assignment Scope

October 2026

What are Distributed Energy Strategies?

Distributed Energy Strategies are the coordinated use of customer- and utility-sited energy solutions to optimize the electric system, reduce costs, enhance reliability and resilience, and defer or avoid traditional infrastructure investments while maintaining customer choice.



Assignment Objective and Purpose

Assignment Objective:

Recommend policy principles for how distributed energy resources (DERs), distributed energy strategies (DES) and other customer or utility-sited solutions should support Colorado Springs Utilities' future energy system.

Purpose:

Evaluate the policy choices Colorado Springs Utilities should consider as distributed resources become a larger part of system planning and operations. The assignment should establish community priorities, decision criteria, roles, and governance principles rather than select specific technologies, vendors, projects, or tariffs.

Question 1: What policy principles should guide how customers, facilities, and communities are prioritized?

UPAC should recommend fair and transparent principles for determining where programs or investments should be focused to ensure mutual benefit. Considerations may include:

- Criticality of the facility or service
- Existing reliability or resilience needs
- Potential systemwide and community benefits
- Cost-effectiveness and alternatives
- Customer interest and ability to participate
- Equitable access to benefits and avoidance of undue cost shifts
- Potential to support military installations, emergency services, water infrastructure, commercial areas, neighborhoods, and residential customers

Question 2: What policy principles should guide CSU's approach?

UPAC should evaluate the appropriate balance among utility investments, customer-led solutions, market-based approaches, and operational strategies. Considerations may include:

- When Colorado Springs Utilities should invest directly versus enable customer- or third-party-led solutions
- How costs, risks, and benefits should be allocated among participating customers and the broader customer base
- What role rates, incentives, standards, and market signals should play
- How Colorado Springs Utilities should compare distributed solutions with centralized resources and traditional grid investments
- How non-energy benefits, such as resilience, emergency preparedness, and military readiness, should be considered
- What criteria should support decisions to pilot, expand, modify, or discontinue a program

Question 3: What customer participation, governance, and regulatory principles are needed?

UPAC should recommend principles that protect customers and system reliability while enabling useful participation. Topics may include:

- Voluntary participation, customer choice, and the ability to opt out
- Data access, privacy, cybersecurity, and informed consent
- Utility, customer, and third-party roles and accountability
- Operational authority during normal conditions, emergencies, outages, and restoration
- Fair compensation, performance expectations, and prevention of improper cost shifting or double compensation
- Interconnection, interoperability, measurement, verification, and program transparency
- Alignment with applicable retail, wholesale market, and resource adequacy requirements

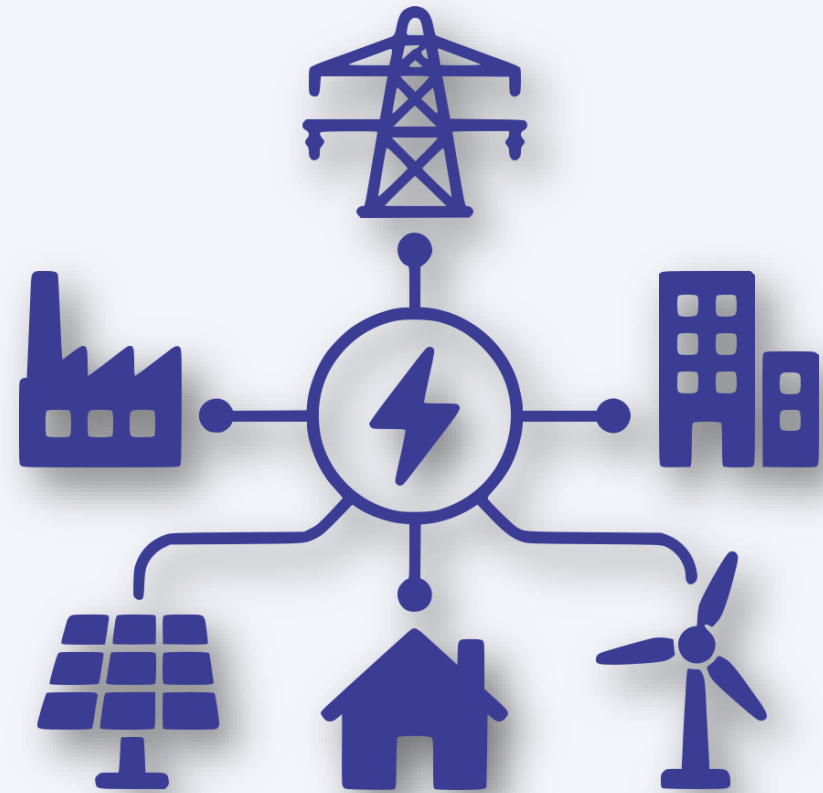
Question 4: What DER and DES policies have peer utilities adopted, and which policy approaches should CSU consider?

UPAC should review a representative group of municipal, cooperative, and investor-owned utilities, with emphasis on utilities facing similar growth, affordability, resilience, military, and grid-integration considerations. The review should compare:

- Policy objectives and governing principles
- Utility ownership, customer ownership, and third-party participation models
- Program eligibility, customer protections, and equity provisions
- Compensation, incentives, cost recovery, and cost-allocation approaches
- Treatment of virtual power plants, demand response, managed charging, storage, microgrids, and non-wires alternatives
- Integration with resource planning, distribution planning, resilience planning, and wholesale market participation
- Performance measures, lessons learned, and conditions that made policies transferable or non-transferable

Requested Deliverables

1. A recommended policy framework defining the role of DER and DES in Colorado Springs.
2. A prioritization framework for customer segments, facilities, and community needs.
3. A peer-utility policy review with leading practices and applicability to Colorado Springs Utilities.
4. Recommended principles for investment, customer participation, governance, cost allocation, consumer protection, and program evaluation.
5. A phased roadmap identifying near, medium, and longer-term policy actions, including appropriate pilot or program opportunities.
6. Key risks, implementation barriers, and issues requiring additional technical, legal, financial, or regulatory analysis.



Scope Boundaries

- UPAC should provide policy guidance and community perspective, not detailed engineering design.
- The assignment should not select vendors, approve projects, establish specific tariffs, or predetermine technology choices.
- Where technical or regulatory questions require specialized analysis, UPAC should identify the issue and the policy decision it informs.

Next Steps

- Vote on the UPAC assignment scope (approve as drafted or recommend revisions).
- Assignment recommendation must be submitted by March 2027, per Bylaws.
- UPAC will begin development at the November 4, 2026, meeting.



Colorado Springs Utilities

It's how we're all connected

UPAC Distributed Energy Strategies Assignment

Policy Framework for Colorado Springs Utilities

What are Distributed Energy Strategies

Distributed Energy Strategies are the coordinated use of customer- and utility-sited energy solutions to optimize the electric system, reduce costs, enhance reliability and resilience, and defer or avoid traditional infrastructure investments while maintaining customer choice.

Assignment Objective

Recommend policy principles for how distributed energy resources (DERs), distributed energy strategies (DES) and other customer- or utility-sited solutions should support Colorado Springs Utilities' future energy system.

Purpose

Evaluate the policy choices CSU should consider as distributed resources become a larger part of system planning and operations. The assignment should establish community priorities, decision criteria, roles, and governance principles rather than select specific technologies, vendors, projects, or tariffs.

Question 1: What policy principles should guide how customers, facilities, and communities are prioritized?

UPAC should recommend fair and transparent principles for determining where programs or investments should be focused to ensure mutual benefit. Considerations may include:

- Criticality of the facility or service
- Existing reliability or resilience needs
- Potential systemwide and community benefits
- Cost-effectiveness and alternatives
- Customer interest and ability to participate
- Equitable access to benefits and avoidance of undue cost shifts
- Potential to support military installations, emergency services, water infrastructure, commercial areas, neighborhoods, and residential customers

The recommendation should establish a prioritization framework, not identify specific projects or locations.

Question 2: What policy principles should guide CSU's approach?

UPAC should evaluate the appropriate balance among utility investments, customer-led solutions, market-based approaches, and operational strategies. Considerations may include:

- When CSU should invest directly versus enable customer- or third-party-led solutions
- What role rates, incentives, standards, and market signals should play
- How CSU should compare distributed solutions with centralized resources and traditional grid investments
- How non-energy benefits, such as resilience, emergency preparedness, and military readiness, should be considered
- What criteria should support decisions to pilot, expand, modify, or discontinue a program

The recommendation should provide durable decision principles that can be applied as technologies and markets evolve.

Question 3: What customer participation, governance, and regulatory principles are needed?

UPAC should recommend principles that protect customers and system reliability while enabling useful participation. Topics may include:

- Voluntary participation, customer choice, and the ability to opt out
- Data access, privacy, cybersecurity, and informed consent
- Utility, customer, and third-party roles and accountability
- Interconnection, interoperability, measurement, verification, and program transparency
- Alignment with applicable retail, wholesale market, and resource adequacy requirements

The recommendation should focus on governance and consumer protections rather than detailed tariff design.

Question 4: What DER and DES policies have peer utilities adopted, and which policy approaches should CSU consider?

UPAC should review a representative group of municipal, cooperative, and investor-owned utilities, with emphasis on utilities facing similar growth, affordability, resilience, military, and grid-integration considerations. The review should compare:

- Policy objectives and governing principles
- Utility ownership, customer ownership, and third-party participation models
- Program eligibility, customer protections, and equity provisions
- Compensation, incentives, cost recovery, and cost-allocation approaches
- Treatment of VPPs, demand response, managed charging, storage, microgrids, and non-wires alternatives
- Integration with resource planning, distribution planning, resilience planning, and wholesale market participation
- Performance measures, lessons learned, and conditions that made policies transferable or non-transferable

UPAC should identify leading practices and explain which approaches appear suitable for CSU, which would require modification, and which should not be pursued.

Requested Deliverables

A recommended policy framework defining the role of DER and DES in Colorado Springs.

A prioritization framework for customer segments, facilities, and community needs.

A peer-utility policy review with leading practices and applicability to CSU.

Recommended principles for investment, customer participation, governance, cost allocation, consumer protection, and program evaluation.

A phased roadmap identifying recommended policy actions, including appropriate pilot or program opportunities.

Key risks, implementation barriers, and issues requiring additional technical, legal, financial, or regulatory analysis.

Scope Boundaries

UPAC should provide policy guidance and community perspective, not detailed engineering design.

The assignment should not select vendors, approve projects, establish specific tariffs, or predetermine technology choices.

Where technical or regulatory questions require specialized analysis, UPAC should identify the issue and the policy decision it informs.



2026 Employee Pulse Survey Results

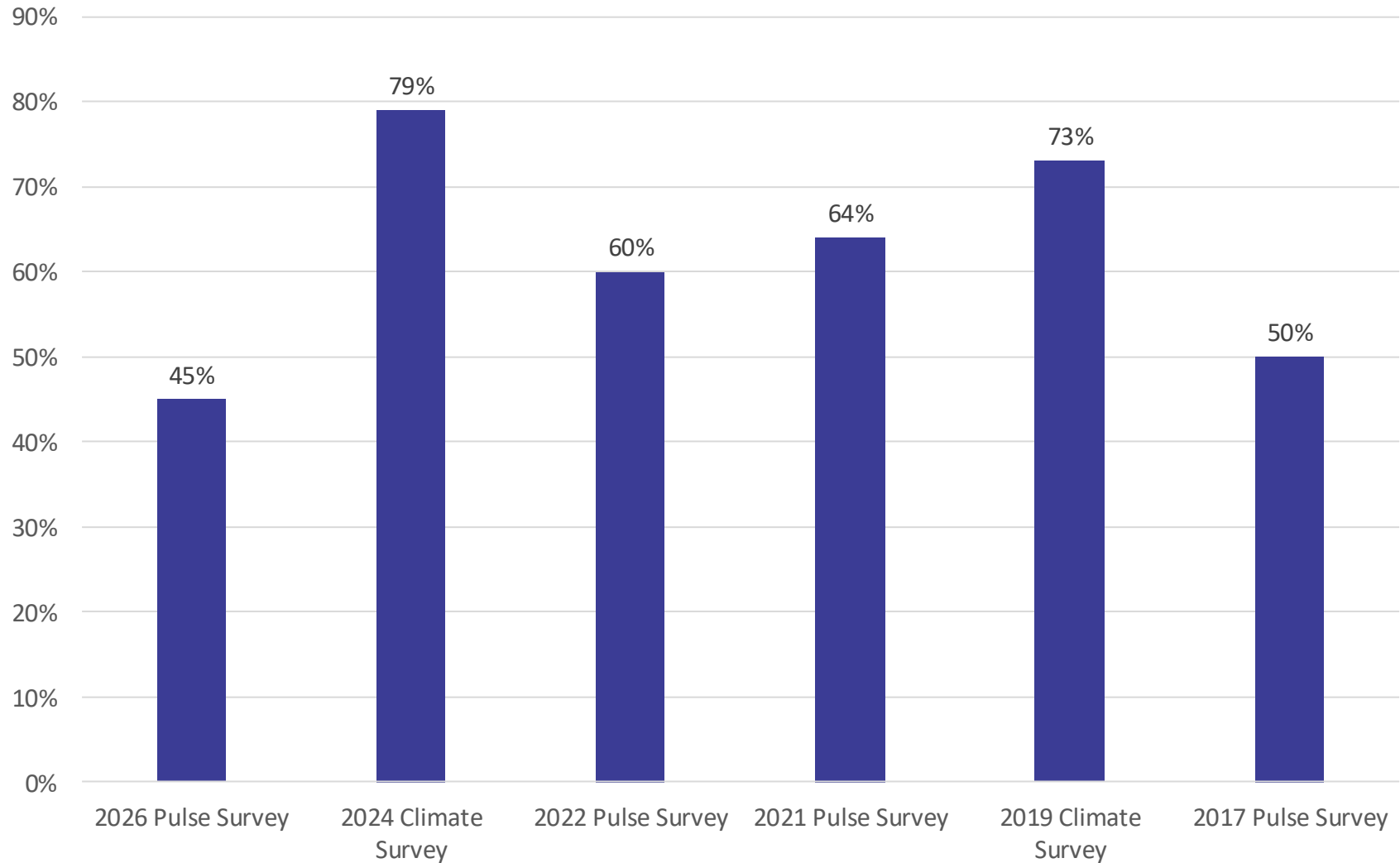
Oct. 19, 2026

**Tara Russell, General Manager of
People, Safety and Development**

Logistics

- New partner – McLean & Company
- Pulse survey (20 items)
- Administered: Aug. 17-Aug. 31, 2026
- 946 Respondents (45%)
- Results delivered to organization on Sept. 23

Participation Rates Trend



Top Five Strengths

Current Item	2026 Average	Comparable Item	2024 Average	Variance
I am very proud of the work I do.	5.32	I am proud to work for Utilities	5.00	+0.32
I am very committed to this organization.	5.20	I enjoy the type of work I perform.	5.12	+0.08
My department is committed to excellent customer service.	5.10	My department is committed to excellent customer service.	5.21	-0.11
My contributions are important to the success of the organization.	5.09	My effort directly affects the success of Utilities.	5.01	+0.08
I am part of a team working toward a shared goal.	5.01	Clear goals are set for our department.	4.16	+0.85

Top Five Opportunities

Current Item	2026 Average	Comparable Item	2024 Average	Variance
If I make a suggestion to improve something, I believe it will be taken seriously.	4.07	My direct Supervisor considers my ideas and suggestions.	5.12	-1.05
I receive recognition when I exceed expectations.	4.12	My direct Supervisor recognized my accomplishments.	4.95	-0.83
In the last year, the training and skills development I've received has helped me do my job better.	4.13	I receive the training I need to be successful in my work.	4.61	-0.48
The organization's stated mission, vision and values are reflected in the day-to-day activities of the organization.	4.21	I trust that Executive Leaders are leading utilities according to the organization's values.	4.38	-0.17
I often look forward to coming to work.	4.38	I often leave work with a feeling of satisfaction about my job.	4.54	-0.17

Distribution of Average Scores

Average Score Range	Number of 2026 Items	Number of 2024 Items
5.0 – 6.0	5	5
4.5 – 4.99	7	6
4.0 – 4.49	6	4
Less than 4.0	0	1

Next Steps

October

- Updated SharePoint site released to organization on Oct. 1
- Leaders start meeting with teams for feedback sessions to inform Action Planning
- Executive Leadership Team (ELT) meets for action planning on Oct. 28

November

- Leaders consolidate feedback from teams and ELT to identify potential action plans
- Share proposed plans with teams

December

- Finalize action plans for 2027 (Due Dec. 31)



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