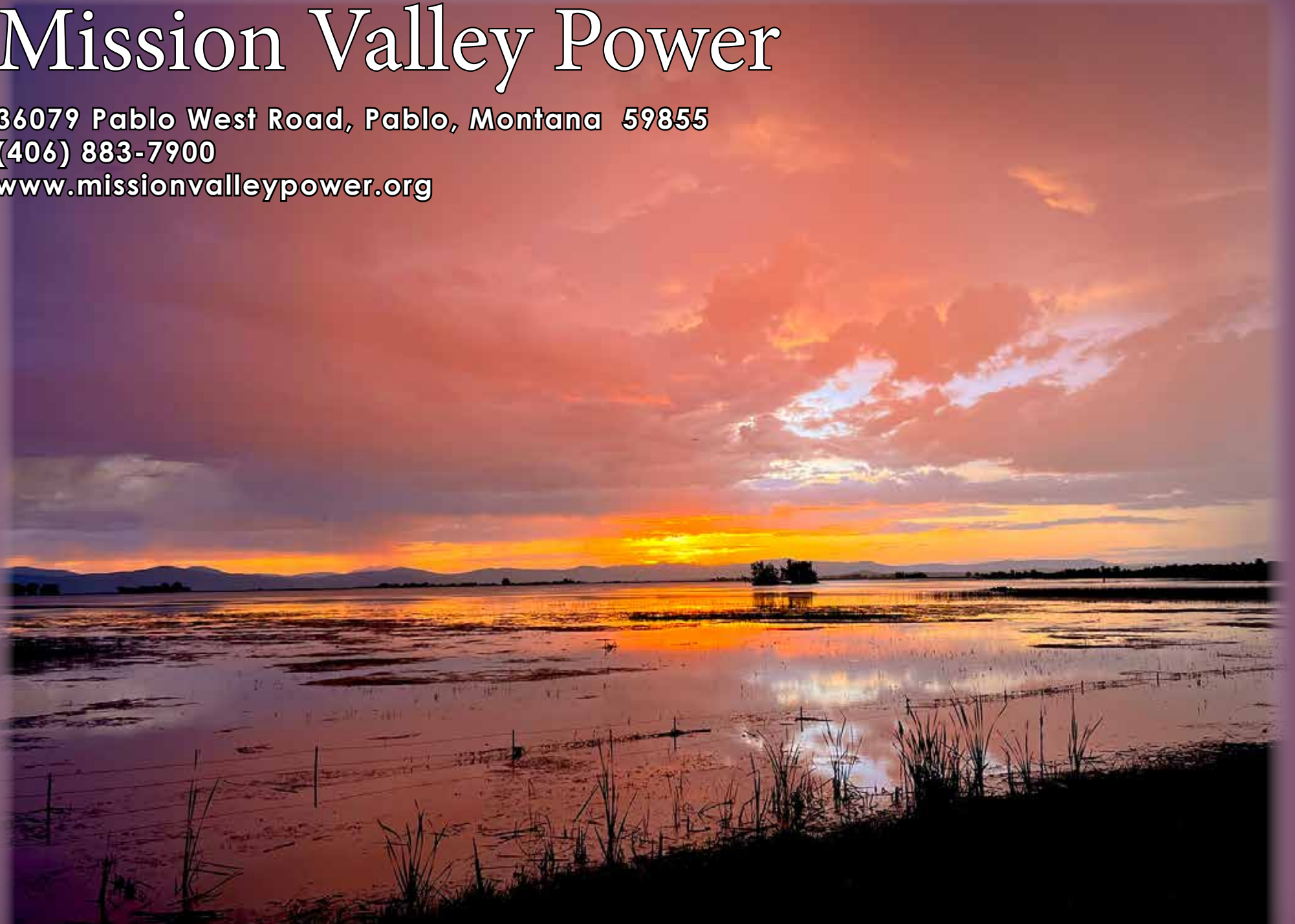


# Mission Valley Power

36079 Pablo West Road, Pablo, Montana 59855

(406) 883-7900

[www.missionvalleypower.org](http://www.missionvalleypower.org)



**FY2023 Annual Report October 1, 2022 thru September 30, 2023**

**Mission Valley Power  
36079 Pablo West Road  
P. O. Box 97  
Pablo, MT 59855-0097**

Phone: (406) 883-7900 or (406) 675-7900  
Fax: (406) 883-7919  
Pay by Phone: 877-779-7947  
After Hours Emergency Number: (406) 883-7972

**Main Office Hours:**

**Monday through Thursday  
Lobby hours: 7:00 a.m. to 5:00 p.m.  
Drive-through is open till 5:30 p.m.**

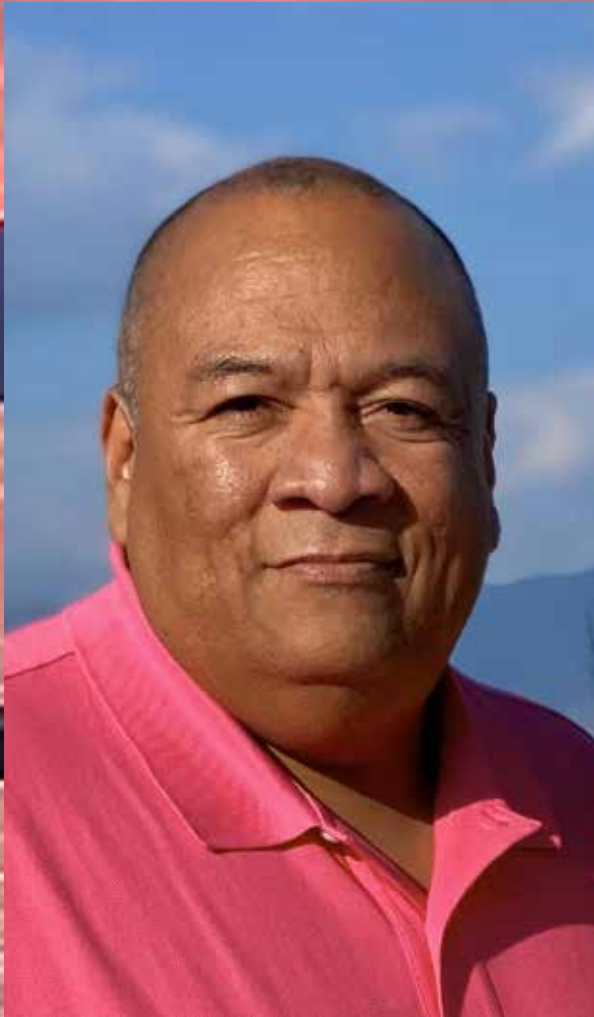
**Number of Full Time Employees as of September 30, 2023: 69**

**Mission Valley Power is a federally-owned electric utility, operated as a non-profit organization and managed by the Confederated Salish and Kootenai Tribes of the Flathead Reservation pursuant to a contract authorized under Public Law 93-638, the Indian Education and Self-Determination Act (25 U.S.C. 450).**

**Managers/Supervisors**

Zachary Conko Camel.....	General Manager
Vacant.....	Customer Service Supervisor
Vacant .....	Engineering Supervisor
Jeanne West.....	Support Services Supervisor
Craig Morigeau.....	Superintendent of Operations & Construction
Arnold Sorrell.....	Safety & Environmental Compliance Officer

# Message from Zachary Conko Camel, General Manager



Dear Valued Customers,

I am grateful for the opportunity to work for you and contribute to the success of MVP. During my time here, I have focused on improving our infrastructure, nurturing our company culture, enhancing communication, and developing a sustainable plan for the future.

We have taken on several major projects, including the installation of new meters, negotiating a new union labor agreement, and updating substations that were in desperate need of attention. Despite the increasing cost of power and other utility expenses, we remain committed to providing reliable and sustainable power to the Mission Valley community.

Customer satisfaction is our top priority, and we are dedicated to meeting your needs promptly and effectively. We strive to maintain a positive and transparent relationship with our customers and employees, making sure that everyone's voice is heard and valued.

As we move forward, we will continue to be accountable for our actions and provide a cost-effective electric power service to our customers. This is at the core of our business practices, and we are committed to upholding this standard.

Thank you for your continued support.

**MVP, Bringing Power to the People!**

Zachary Conko Camel  
General Manager  
P.O. Box 97  
Pablo, MT 59855  
Ph.(406) 883-7900 MVP Office  
(406) 883-7905 direct  
[www.missionvalleypower.org](http://www.missionvalleypower.org)

# MVP Utility Board

Utility Board members are appointed by the Confederated Salish & Kootenai Tribal Council for three year terms. The Board and General Manager recommend major changes to the Tribal Council who, in turn, review and present those recommendations to the Bureau of Indian Affairs for final approval.

Cindy Benson and Gordon Fyant have served on the Board since 1997 and are valuable resources of the utility industry for both historical trends and in planning for the future. Teresa Wall-McDonald was a board member from 2015-2017 and was reappointed in 2022. Dan DePoe, a local businessman, joined us in 2022 as well. Mike McKee was appointed in 2023 with a background in banking. All members are long time residents of the Mission Valley. Mission Valley Power is privileged to work with experienced Board members.

Utility Board members can be reached by calling our offices at 883-7900 to make an appointment.



**TERESA WALL-McDONALD, CHAIR**  
MEMBER SINCE 2022



**DAN DEPOE, SECRETARY**  
MEMBER SINCE 2022



**CINDY BENSON**  
MEMBER SINCE 1997



**GORDON FYANT**  
MEMBER SINCE 1997



**MIKE McKEE**  
MEMBER SINCE 2023

## MISSION VALLEY POWER UTILITY BOARD

# MVP Consumer Council

The Consumer Council consists of seven members who must live within MVP's service area. At least one appointee of this group, but no more than two, must be a tribal member. Established as "grass roots" representatives, two members represent Lake County, one represents Sanders County, one represents Missoula County, and three are "members at large".

This Council serves as a liaison between customers and utility staff regarding either complaints or praise. They also provide feedback to the utility and Board prior to establishing new or changed procedures or policies that affect customers, as well as rate changes. Consumer Council members can be reached by calling our offices at 883-7900 to make an appointment.



**Brian Johnson BigSam, Chair**  
Missoula County Representative  
(Tribal Member)



**James Raymond, Vice-Chair**  
Lake County Representative



**Mark Warner**  
Member-at-Large



**Greg Schock**  
Lake County Representative



**Barbara Amato**  
Member-at-Large



**Donna Durglo**  
Member-at-Large  
(Tribal Member)



**Stacy Torgerson**  
Sanders County Representative



Photo by  
Jay Fyant

## MISSION VALLEY POWER CONSUMER COUNCIL

# Customer Service Dept.

## Accomplishments for Fiscal Year 2023

- Our department is continuing to keep the disconnects down, making the extra effort to contact the customer, ask if they need to make a payment arrangement or reach out to assistance programs.
- A new website is in progress that will be more user-friendly for our customers.
- Enhanced our phone system with different options in hopes to better serve the customers.

	2019	2020	2021	2022	2023
Walk-in Transactions	21,784	19,391	16,122	13,938	15,532
Mail & Drop Box Transactions	84,798	80,874	76,743	46,778	43,004
Web Payments	15,643	16,661	17,878	17,137	17,166
Auto-Pay Checks/Cards	29,094	32,960	37,353	37,763	42,621
Web Pymts no sign-up	13,171	15,520	15,645	16,375	16,007
Pay By Phone	22,096	23,071	23,979	22,600	25,374
Kiosks	171	1,835	2,136	2,353	2,522
Smart Hub	9,377	11,705	13,025	14,022	17,971
Valley Banks Payments	6,278	3,844	0	1,416	1,553
Final Notices Mailed	17,860	20,074	19,587	15,152	17,614
Disconnect Report List	6,251	5,123	4,237	3,785	4,159
Red Cards Delivered	546	415	751	690	502
NSF/Broken P/A Red Cards	303	144	165	158	0

# Lineman's Rodeo Champions



**30th Annual  
Lineman's Rodeo  
2023  
Journeyman  
1st Place  
Team Event**

**Pictured left to right: Kienan Keniston, Bob Paro, Richard LaRance**

# Engineering Department

## Accomplishments for Fiscal Year 2023

Initialized and assigned approximately 523 Work Orders, including customer and MVP Projects. 462 Work Orders were completed.

### **Transmission Projects-**

Purchased 11 miles of conductor for upgrading transmission system and expanding capacity between Charlo & Ronan West.

### **Substation Projects-**

#### Kerr Substation

-Purchased transmission reclosers and controls for Hot Springs and Pumping Plant feeders. (Both are fed through Kerr Substation)

-Procured and ordered a larger Power Transformer to expand capacity, optimize operational reliability, and retire two small, antiquated Power Transformers.

#### West Shore Substation

-Initiated the conceptual redesign process for substation upgrade. Power transformer to be ordered for increasing capacity and reliability.

#### South Shore Substation

-In Spring of 2023, completed replacement of outdated substation protection relays with modern relays for enhancing substation and transmission protection.

### **Grid Modernization - Electronics**

Purchased electronically controlled overcurrent protection devices throughout MVP system. Initial deployment began to increase system reliability, mitigate outage duration time, and enhance protection/coordination of system.

### **Deferred Maintenance-**

Identified poor conditioned equipment in BIA evaluation and condition assessment. Initial procurement began to retire and replace with new equipment.

**Construction Work Plan-** Procured material for accomplishing system improvement projects.

**Net Metering-** 71 customers (2022-60 kW)  
Amount (kW): 487.5 kW (2022-349.88 kW)  
137.61 kW increase from 2022

The National Electrical Safety Code and MVP standards are applied to all MVP work orders issued and engineering review to confirm construction compliance.

Drone Pic of Pablo Barn  
Photo by Brent Burland





# Operations & Construction Dept.

## Accomplishments for Fiscal Year 2023

- Continued PCB transformer testing; 254 new transformers processed. 103 were tested and repaired. None recycled since February 2022, (about 100 on deck). Meters tested and repaired included 540 single phase and 72 3-phase meters. Completed 332 New Customer Services.
- Maintained accurate records of all outages monthly and provide a summary for the fiscal year. Responded to 478 outages that affected 24,371 customers with the average outage lasting 2 hours and 20 minutes. November and December were the 2 months that produced the most outages for FY 2023.
- Replaced 6,422 feet (1.21 miles) of primary cable and 7,456 feet (1.41 miles) of secondary cable. The underground cable used for new services consisted of 41,845 feet (7.92 miles) of primary wire and 29,272 feet (5.54 miles) of secondary underground wire used during installation of new services.
- Maintained area light maintenance costs. Servicemen have responded to 23 calls and made repairs to 9 area lights. Adjusted 8 and fixed 5 that were vandalized, and 1 question on a customer owned light.
- Continued MVP apprentice program. MVP has 4 apprentice linemen that are in their 2nd year of a 4-year apprenticeship, plus 3 apprentice line clearance tree trimmers that are in the final stages of a 2-year apprenticeship.
- 3,249 poles were inspected in the annual test & treat utility pole inspection program, 101 were replaced.
- A total of 289 wooden poles were set in FY 2023. This number breaks down to 9.94 miles of new poles used for new services and 5.26 miles of new poles used to replace the old structures.
- MVP has received 3,093 underground locate tickets.
- Continued tree trimming and/or removal of powerline right-of-way. 1,208 spans of wire have been cleared totaling about 64 miles. 209.25 chip loads of which 47 were delivered to customers. Foremen III and/or Servicemen have responded to 166 tree issues.



Photo by Brad BigSam

# Support Services Department

## Donations for Fiscal Year 2023

<b>St. Ignatius Chamber of Commerce - St. Ignatius Christmas Carnival</b>	<b>\$300</b>
<b>Mission Food Pantry - Thanksgiving Donation</b>	<b>\$400</b>
<b>Bread Basket - Thanksgiving Donation</b>	<b>\$400</b>
<b>Polson Loaves &amp; Fish Pantry - Thanksgiving Donation</b>	<b>\$400</b>
<b>Hot Springs Food Pantry - Thanksgiving Donation</b>	<b>\$400</b>
<b>Jocko Valley Food Pantry - Thanksgiving Donation</b>	<b>\$400</b>
<b>Flathead Lakers Membership</b>	<b>\$250</b>
<b>Polson Senior Graduation Association - PHS Senior Grad Event</b>	<b>\$300</b>
<b>Charlo Outdoor Community Complex</b>	<b>\$250</b>
<b>Mission Valley Animal Shelter - Kennel Sponsorship</b>	<b>\$100</b>
<b>Early Childhood Services</b>	<b>\$300</b>
<b>Ronan Chamber of Commerce - Ag Appreciation Dinner</b>	<b>\$200</b>
<b>Lake County Solid Waste - E-Waste Recycling Event</b>	<b>\$250</b>
<b>Charlo-Moiese Volunteer Fire Department - 29th Annual Benefit Dinner &amp; Auction</b>	<b>\$500</b>
<b>Lake County 4-H</b>	<b>\$250</b>
<b>Lonepine Hall Board - Lonepine Community Hall</b>	<b>\$2,000</b>
<b>Mission Valley Mariners, Inc</b>	<b>\$200</b>
<b>Arlee Rehabilitaion Center - Missoula Gives Pledge</b>	<b>\$500</b>
<b>Arlee Esyapoqeyni Sponsorship - Arlee Celebration Committee</b>	<b>\$400</b>
<b>MVP Scholarships</b>	<b>\$8,000</b>
<b>Standing Arrow Celebration Committee - Elmo Pow Wow</b>	<b>\$500</b>

Additionally, \$5,080.00 was awarded to promptly paying customers as required by the PL93-638 contract.

# Financial Highlights

## FISCAL YEAR 2023 OPERATING STATEMENT

### INCOME

TREASURE/OTHER INT	\$105,537.00
BPA REIMBURSEMENT - ADMIN & LIGHTING	\$0
SALES REVENUE	\$38,661,959.00
MISC. REVENUE	\$1,859,169.00
REFUNDABLE DEPOSITS	\$212,334.00
BILS DEFERRED MAINTENANCE	\$1,000,000.00
<b>TOTAL CASH RECEIVED</b>	<b>\$41,838,999.00</b>

### EXPENDITURES

PAYROLL	\$10,607,600.00
MAJOR CONSTRUCTION/WAREHOUSE	\$5,914,383.00
CAPITAL - GENERAL PLANT	\$239,509.00
MAINTENANCE - DIST/TRANS	\$196,347.00
GENERAL OPERATING/ADMINISTRATIVE	\$3,542,080.00
POWER PURCHASES	\$20,205,044.00
<b>TOTAL CASH EXPENSED</b>	<b>\$40,704,963.00</b>
NET INCREASE	\$1,134,036.00
BILS PROJECTS SET-ASIDE	(\$1,000,000.00)
<b>FY23 TOTAL INCREASE</b>	<b>\$134,036.00</b>

# Safety & Environmental Compliance Department

## Accomplishments for Fiscal Year 2023

- Mission Valley Power's safety department continued to strive for Zero Accidents/Incidents in FY23. One employee injury was reported for this Fiscal Year, 2 days of work were missed. 5 customer claims totalling \$6,417.08 were processed with \$5,365.00 paid through insurance.
- These goals are pursued by accident investigation completed by the safety officer, operations superintendent, safety committee and accident investigation team members. Safety training is offered to all MVP employees to meet and exceed OSHA requirements.
- MVP is dedicated to electrical safety and awareness and has continued the tabletop safety demonstrations offered to schools, fire departments, police departments, and any other organizations that request this service. MVP conducted 8 of these training presentations and hopes to schedule more this coming year. Contact MVP Safety Department to schedule a presentation (406-883-7946).
- The Safety Department along with other departments participate in the local High School job fairs.
- In-service training on tools and equipment remains a priority for employees at MVP, including Slips/Trips/Falls, Ergonomics, Chains & Slings, Bullying & Harrassment, Fentanyl & Narcan, First aid/CPR, EPZ (Equipotential Ground), URD Fault Locating, Human Performance, Equipment Inservice, and OSHA Required Trainings.
- All hazardous conditions and access issues are continually being reviewed and updated.
- Continued support to Tribal Emergency Response Committee (TERC) and Lake County Local Emergency Planning Committee (LEPC).



Background Photo by Amanda Blixt

# Energy Efficiency & Conservation Department

## Accomplishments for Fiscal Year 2023

MVP Customers worked to save 773,247 kilowatt hours of electricity.

For every \$1.00 MVP spends on Energy Conservation, BPA spends \$31.07 in our service area.

The Energy Conservation Programs that resulted in the greatest kWh savings were:

Measure	kWh Saved	Units
Comm. Projects /Commercial Lighting	28,240	5 Projects
CFL/LED Lights & Fixtures	20,700	207 Bulbs & Fixtures
Insulation (floor, wall & ceiling)	153,700	15,370 sf
Ductless Heat Pump	305,000	61 Units
Air Source Heat Pump	45,000	9 Units
Geo Thermal Heat Pump	10,000	1 Unit
DHP Electric FAF Conversion	85,000	12 Units
Irrigation	17,001	12 Irrigation Systems
Windows	38,673	1,547 sf
Appliance	42,750	57 Appliances
Montana Home	0	0 Site Built Homes
Manufactured Home	5,000	1 Manufactured Home
Home Electronics/Office Equipment	3,250	14 Units
Other Measures	10,000	**



Photo by Leon Wieder

\*\* - 1 Heat Pump Water Heaters, 40 Showerheads

One Energy Star / Northwest Energy Efficient Manufactured Homes placed in MVP's service area during FY23, a minimum of 15% more energy efficient than Montana State Building Code.

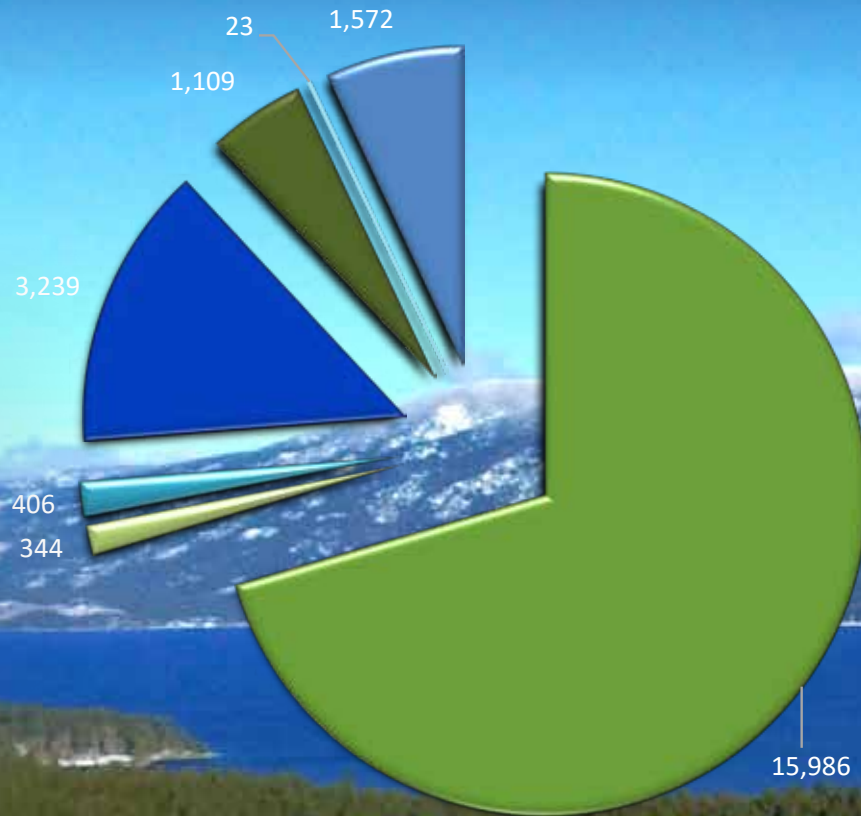
\$81,794 was returned to MVP customers for Energy Conservation Measures during FY23.

The following projects used BPA Engineers during FY23: Flathead Lake Cherry Growers & other industrial projects being studied at this time.

# Customers & Revenue

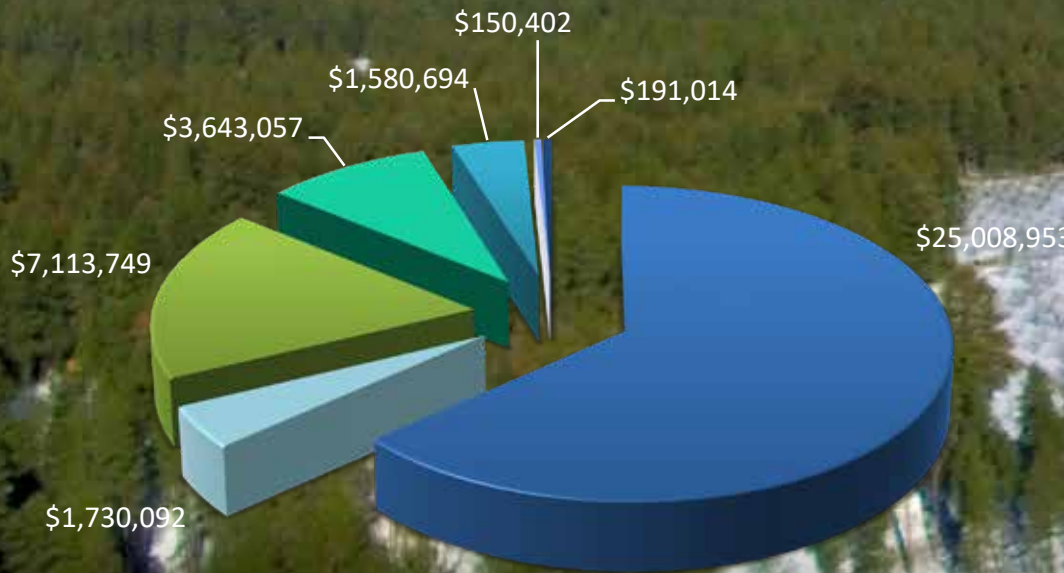
## Customers per Rate Class

- Residential (70.49%)
- Small Commercial - Single Phase (1.51%)
- Small Commercial - Three Phase (1.79%)
- Small Commercial - No Demand (14.28%)
- Irrigation (4.9%)
- Street Light (.1%)
- Area Light (6.93%)



## Revenue per Rate Class

- Residential (63.44%)
- Small Commercial - Single Phase (4.40%)
- Small Commercial - Three Phase (18.05%)
- General Services (9.24%)
- Irrigation (4.01%)
- Street Light (.38%)
- Area Light (.48%)



# Mission Valley Power



Photo by  
AddieHout

Visit our website at  
[www.missionvalleypower.org](http://www.missionvalleypower.org)  
or find us on Facebook at  
<https://www.facebook.com/missionvalleypower/>

***Mission Valley Power is organized and exists to provide the best possible and most cost effective electric power service to its customers consistent with sound business principles.***

