

Annual Survey

Annual Water Power License Fee Stakeholder Meeting
October 23, 2018

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Hydropower Projects Manager
Water Quality Program



RCW 90.16.050

Use of water for power development—Annual license fee—Progress report—Exceptions to the fee schedule—Ensuring accountability in the programs.

RCW 90.16.050(3)(c)

Prior to the annual meeting required by (b) of this subsection, the department of fish and wildlife and the department of ecology must circulate a survey to hydropower licensees soliciting feedback on the responsiveness of department staff, clarity of staff roles and responsibilities in the hydropower licensing and implementation process, and other topics related to the professionalism and expertise of department staff assigned to hydropower project licensing projects. This survey must be designed by the department of fish and wildlife and the department of ecology after consulting with hydropower licensees and the results of the survey must be included in the biennial progress report produced pursuant to subsection (1)(c)(i) of this section. Prior to the annual meeting, the department of ecology and the department of fish and wildlife must analyze the survey results. The departments must present summarized information based on their analysis of survey results at the annual meeting for purposes of discussion with hydropower project licensees.



RCW 90.16.050

Use of water for power development—Annual license fee—Progress report—Exceptions to the fee schedule—Ensuring accountability in the programs.

RCW 90.16.050(3)(c)

Prior to the annual meeting required by (b) of this subsection, the department of fish and wildlife and the department of ecology must circulate a survey to hydropower licensees soliciting feedback on the **responsiveness** of department staff, **clarity of staff roles and responsibilities** in the hydropower licensing and implementation process, and other topics related to the **professionalism** and **expertise** of department staff assigned to hydropower project licensing projects. This survey must be designed by the department of fish and wildlife and the department of ecology after consulting with hydropower licensees and the results of the survey must be included in the biennial progress report produced pursuant to subsection (1)(c)(i) of this section. Prior to the annual meeting, the department of ecology and the department of fish and wildlife must analyze the survey results. The departments must present summarized information based on their analysis of survey results at the annual meeting for purposes of discussion with hydropower project licensees.



Feedback from 2017 Annual Survey

- Stakeholders wanted to provide separate feedback for Ecology and WDFW.
- Stakeholders were interested in having a “N/A” option when answering survey questions.
- There were concerns with the length of the survey.



Annual Survey Workgroup

- 1st meeting – share the basis and structure of the original survey and determine the best method to receive feedback.
- 2nd meeting – provide suggestions for improvement and draft new questions.
- 3rd meeting – review and approve the new version of the survey.



Annual Survey Workgroup Participants (9)

- Chris Pens, Director of Regulatory & Environmental Affairs, Tollhouse Energy Company
- Dawn Presler, Sr. Environmental Coordinator/Licensing and Compliance, Snohomish County PUD
- Ross Hendrick, License & Environmental Compliance Manager, Grant County PUD
- Marcie Clement, Water Resources Program Manager, Public Utility District No. 1 of Chelan County
- Jory Oppenheimer, Hydro Program Services, Puget Sound Energy
- Meghan Lunney, Aquatic Resource Specialist, Avista
- Ecology Staff:
 - Amelia Min-Venditti, Governmental Relations/Rules & Accountability
 - Chad Brown, Water Quality Management Unit Supervisor
 - Breean Zimmerman, Hydropower Projects Manager



Major Changes

1. The survey is focused more on addressing the intent of RCW 90.16.050 which is to solicit feedback on agency staff responsiveness, clarity of agency staff roles and responsibilities, professionalism, and expertise.
2. The survey now includes *undecided/neutral* and *N/A* as response options to questions.
3. The survey is much shorter with only 4 required questions. However, we retained the option to answer more questions if the user so desires.
4. The format is more user friendly and guides the user through the survey.
5. The survey allows you to respond to questions for Department of Ecology and Department of Fish & Wildlife, separately.



2018 Annual Survey

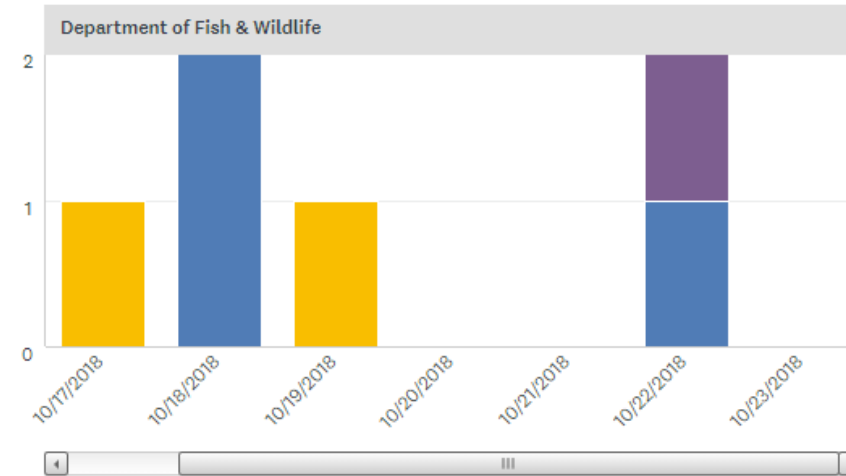
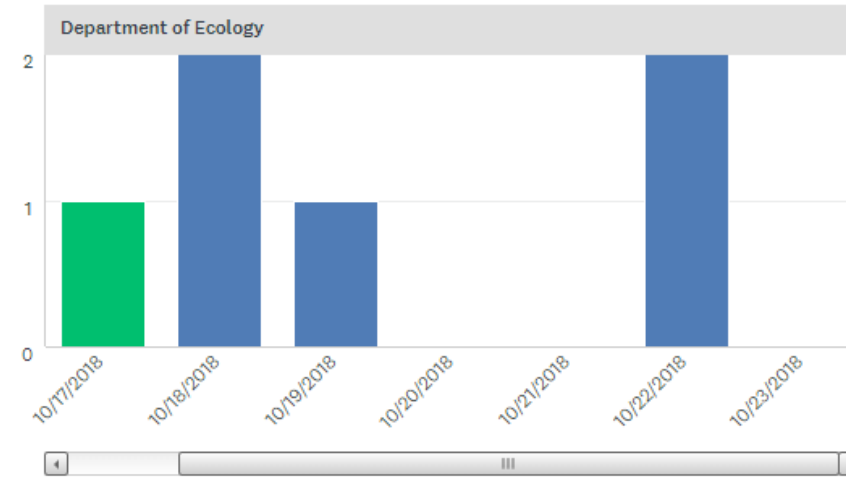
<https://www.surveymonkey.com/r/8PX53Z7>



Responsiveness:

I was satisfied with staff response time.

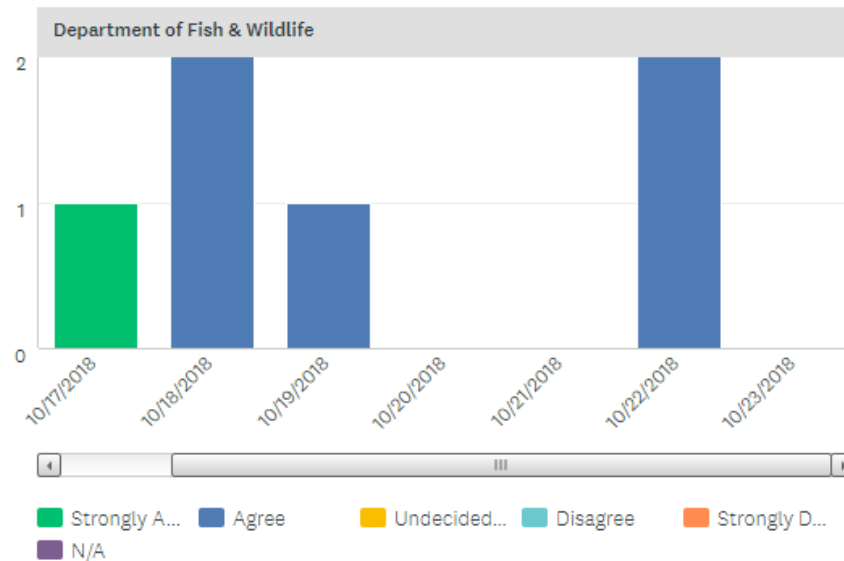
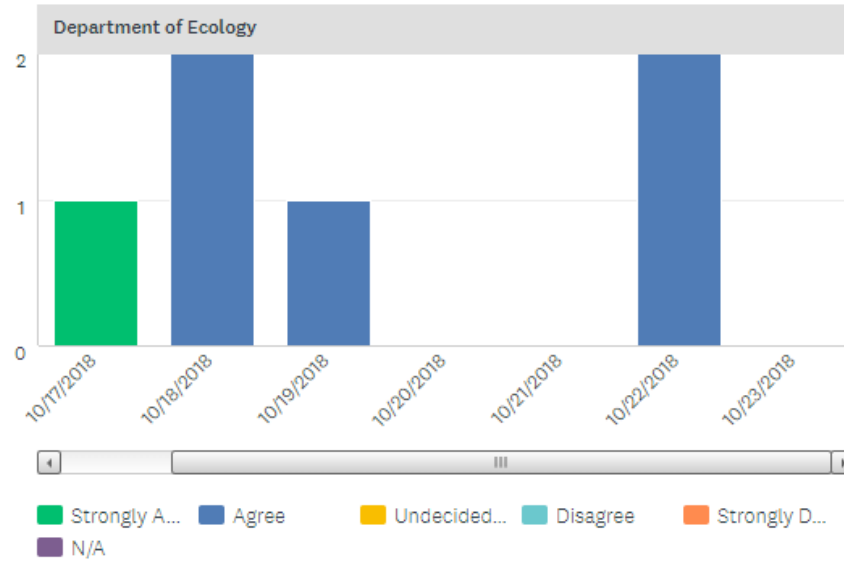
Answered: 6 Skipped: 2 First: 10/16/2018 Zoom: 10/17/2018 to 10/23/2018



Clarity of staff roles:

I know who to contact at the State agency when I have regulatory questions about my hydropower project.

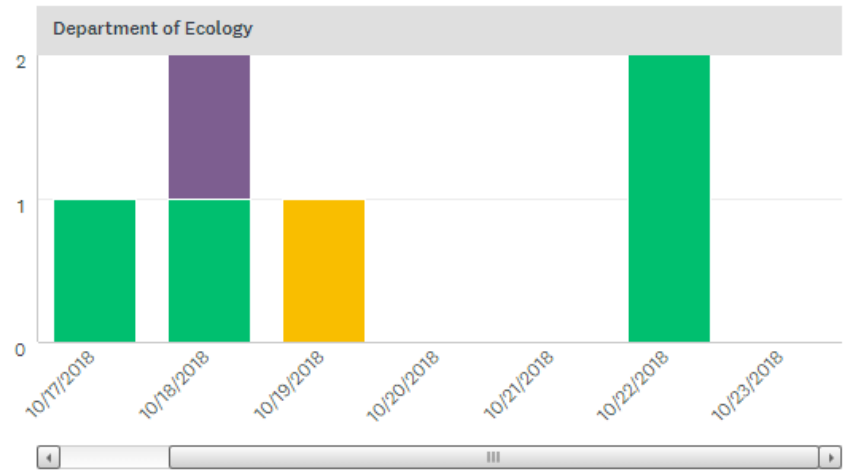
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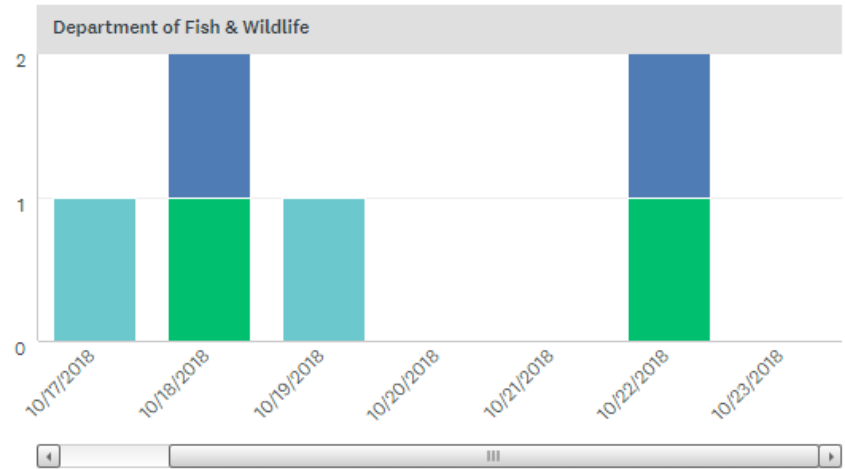
Professionalism:

State agency staff interacted with my organization in a professional manner.

Answered: 6 Skipped: 2 First: 10/16/2018 Zoom: 10/17/2018 to 10/23/2018



Strongly A... Agree Undecided... Disagree Strongly D... N/A

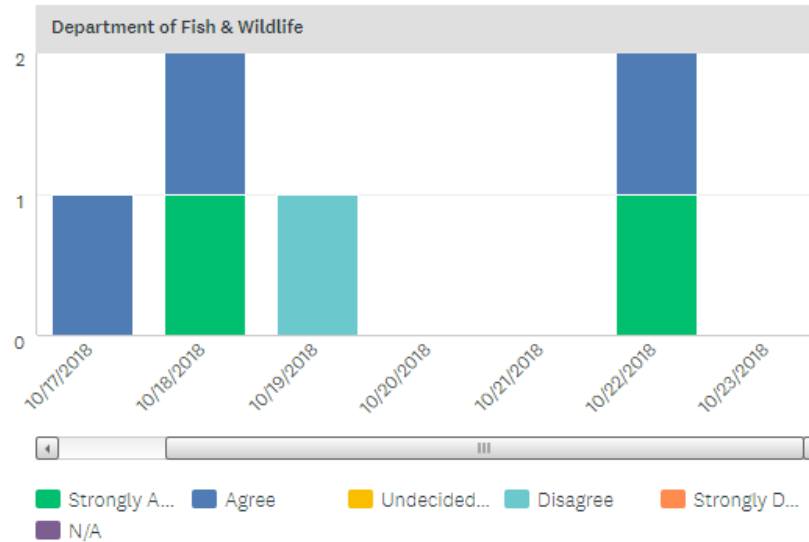
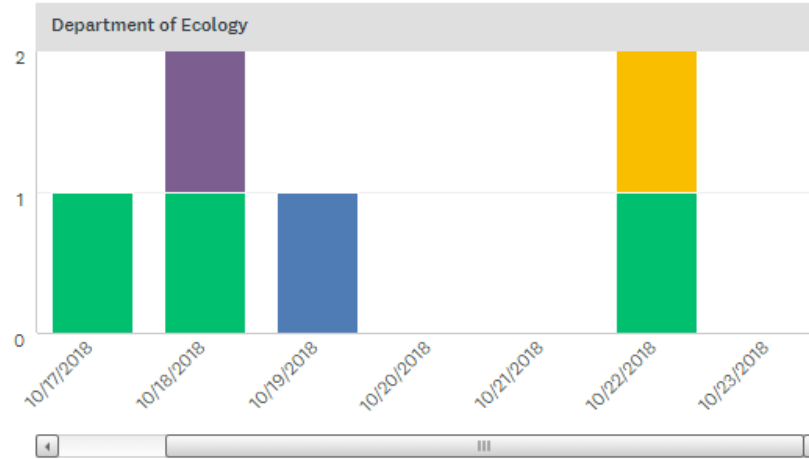


Strongly A... Agree Undecided... Disagree Strongly D... N/A

Expertise:

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

Answered: 6 Skipped: 2 First: 10/16/2018 Zoom: 10/17/2018 to 10/23/2018





Questions and Discussion