



Utilities Advisory Board Regular Meeting

Agenda

September 26, 2023 @ 12:00 pm

City Hall - Commission Chambers

401 S. Park Avenue

Winter Park, FL

welcome

Agendas and all backup material supporting each agenda item are accessible via the city's website at cityofwinterpark.org/bpm and include virtual meeting instructions.

assistance & appeals

Persons with disabilities needing assistance to participate in any of these proceedings should contact the City Clerk's Office ([407-599-3277](tel:407-599-3277)) at least 48 hours in advance of the meeting.

"If a person decides to appeal any decision made by the Board with respect to any matter considered at this hearing, a record of the proceedings is needed to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based." (F.S. 286.0105).

please note

Times are projected and subject to change.

-
1. **Call to Order**
 2. **Consent Agenda**
 - a. Approve the minutes of regular meeting August 22, 2023 1 minute
 3. **Public Comments (for items not on the agenda): Three minutes allowed for each speaker**
 4. **Action Items**
 - a. Disconnect for Non-Pay during Extreme Weather Policy - Wes Hamil 5 minutes
 - b. Determining rates for public-facing Electric Vehicle (EV) Charging Stations - Dan D'Alessandro 10 minutes
 - c. Heart of Florida United Way Emergency Utility Assistance Program Eligibility Criteria 15 minutes
 5. **Non-Action Items**
 - a. Broadband and Smart City - Paul Conway 5 minutes
 - b. City of Winter Park Energy Audit Study (15 Lightyears) - Dan D'Alessandro 15 minutes
 - c. Utility bill format 10 minutes
 6. **Staff Updates**
 - a. Electricity Utility - Dan D'Alessandro 5 minutes
 - b. Educational Campaign - Clarissa Howard 1 minutes
 - c. Performance measurement 5 minutes
 7. **Board Comments**
 8. **Upcoming Agenda Items**
 9. **Adjournment**



Utilities Advisory Board

agenda item

item type	Consent Agenda	meeting date	September 26, 2023
prepared by	Pamela Bracko	approved by	
board approval			
strategic objective			

subject

Approve the minutes of regular meeting August 22, 2023

motion / recommendation

background

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[UAB draft minutes.pdf](#)



Utilities Advisory Board Meeting Minutes

August 22, 2023 at 12:00 p.m.

City Hall, Commission Chambers
401 S. Park Avenue | Winter Park, Florida

Present

Michael Poole, Linda Lindsey, Paul Conway, Leon Huffman, Mary Dipboye, Fred Guitton and Alison Yurko.

Staff Present

Director of Electric Utility Dan D'Alessandro; Director of Finance Wes Hamil; Director of Water and Wastewater Utility David Zusi; Electric Operations Manager Miguel Cruz; Virtually: Board Coordinator Tatia Ghviniashvili.

1) Call to Order

The meeting was called to order at 12:00 p.m.

2) Consent Agenda

- a. Approve the minutes of regular meeting July, 25, 2023

Motion made by Linda Lindsey to approve the minutes as presented; seconded by Mary Dipboye. Motion carried unanimously with a 5-0 vote.

Alison Yurko and Fred Guitton arrived at 12:02 p.m.

3) Public Comments (for items not on the agenda):

There were none.

4) Action Items

- a. Disconnect for Non-Pay Extreme Weather Moratorium Policy

Staff spoke on, and shared, the policy for disconnects pertaining to non-pay due to extreme weather, and noted that this policy is similar to that practiced by Duke Energy. The policy presented states that in the case of a heat advisory issued in Orange County from the National Weather Service, where the projected temperature is above 100 degrees Fahrenheit or the projected heat index is above 105 degrees Fahrenheit or warmer, disconnects will be suspended for non-paying customers. The same steps will be taken if the temperature is freezing. Once the weather normalizes, disconnects will resume.

A discussion was held and the board asked questions to help clarify the policy. Per board suggestion, staff will remove the numerical temperatures from the policy, and rely exclusively on the National Weather Service heat advisory issue.

Motion made by Paul Conway to approve the policy related to heat disconnects, with the amendment suggested; seconded by Linda Lindsey.

The board briefly discussed the tipping point for disconnects related to freezing- as seen in the policy- and whether or not language needs to be adjusted for consistency with the language associated with the heat index.

Motion carried unanimously with a 7-0 vote.

Staff will bring back the matter of disconnects pertaining to freezing temperatures at the next meeting.

b. Scope of services for electric strategic plan

Staff presented the scope of services, drafted with guidance from the Florida Municipal Power Agency (FMPA). Staff is seeking board approval before the plan can move forward to procurement and a Request for Proposal (RFP) be advertised for solicitation.

A discussion followed and the board asked questions. Based on board feedback, staff will modify the scope of services by changing the planning horizon from 3-5 years to 5-7 years, and include a dedicated section about staffing requirements. The timeline for the process was loosely outlined, and Mr. Conway volunteered to serve on the selection committee- on behalf of this board.

**Motion made by Fred Guitton to approve the scope of services for the electric strategic plan, with the amendments suggested; seconded by Leon Huffman.
Motion carried unanimously with a 7-0 vote.**

5) Non-Action Items

a. Water and Wastewater Strategic Plan Update - David Zusi

An update was provided, and staff noted a contract has yet to be executed between the city and Robert (Bob) Daley due to delays within the procurement department. Despite this, minor work is being done.

Staff spoke briefly about the Sustainability Renewable Energy Plan, highlighting that progress is being made on the contractual process through procurement. A further update will be provided at the next meeting.

6) Staff Updates

a. Electric Utility - Dan D'Alessandro

Twenty transformers were received on special order, however, they turned out to be low profile transformers which the city does not use for new construction. These transformers will be used for maintenance, but will not contribute to the undergrounding project.

Staff also noted that moving forward, building 14 solar output will be included in the monthly electric update. A discussion ensued about the city's solar energy and the board asked questions.

b. Educational Campaign - Clarissa Howard

Attachments were included in the agenda packet; however, no discussion was held.

c. Water and Wastewater Utility - David Zusi

Staff has been working diligently on the implementation and integration of the new meter reading software. Additional towers have been placed and old electronics replaced, which have helped with readings. Progress has also been made toward getting improved outage management.

The floor opened for discussion and the board asked questions about the meter system. Staff made clarifications and spoke in further detail about staffing issues that are directly related to the speed at which certain projects are being completed.

d. Performance Measurement

The report was presented, with staff noting that data regarding solar power generated at the Events Center was included. The board asked various questions about the data, specifically about the Heart of Florida United Way Emergency Utility Assistance Program. Staff explained in detail how the program operates, and what role the city has in the program. An at-length discussion was held about the program, and the board noted that it would be beneficial to gather the data behind how many Winter Park residents applied to the program in the last 12 months, and why more individuals aren't applying for it- in respect to helping to decrease the number of disconnects.

More highlights from the report were shared, such as the fuel cost stabilization fund balance uncovering by about \$344,000.00 for the month of July- with the balance moving in the intended direction. Further discussion was held and the board asked various clarifying questions.

7) Board Comments

a. Broadband and Smart City Ad-Hoc Committee Update - Paul Conway

Mr. Conway noted that the committee is drawing to an end, and a presentation will be given to the City Commission with the committee's recommendations. The executive summary from the presentation will be sent to this board for review.

A brief discussion followed.

b. Discussion pertaining to Governance of the Board - Michael Poole

A discussion was held about proposing a different governance structure for this board, and whether or not this would be a necessary step for the betterment of the board/structure.

Alison Yurko left at 1:19 p.m.

Staff highlighted some challenges that might be faced if governance was shifted and the board was granted more authority.

Fred Guitton left at 1:37 p.m.

Will be brought back before the board in the future, with a focus of discussing what the board hopes to accomplish in the long-run and why a change in governance could be useful/not useful- specifically as it relates to the strategic plan.

8) Upcoming Agenda Items

- Preview of the new bill
- Weather Plan as an Action Item
- Discussion of heat impact on the utility work force
- Follow up on data regarding disconnects
- Discussion item of the energy audit of city buildings
- Quanta Technology update

All regular staff updates will carry over every month.

9) Adjournment

The meeting adjourned at 1:51 p.m.

Next meeting is scheduled for September 26, 2023.

Minutes approved by the board on _____.
/s/ Tatia Ghviniashvili, Board Coordinator



Utilities Advisory Board

agenda item

item type Action Items	meeting date September 26, 2023
prepared by Wes Hamil	approved by
board approval	
strategic objective	

subject

Disconnect for Non-Pay during Extreme Weather Policy - Wes Hamil

motion / recommendation

background

alternatives / other considerations

fiscal impact



Utilities Advisory Board

agenda item

item type	Action Items	meeting date	September 26, 2023
prepared by	Daniel Dalessandro	approved by	
board approval			
strategic objective			

subject

Determining rates for public-facing Electric Vehicle (EV) Charging Stations - Dan D'Alessandro

motion / recommendation

background

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[Moving to Pay Sign.pdf](#)

ATTACHMENTS:

[Doc3.pdf](#)

MOVING TO PAY

January 2024

**EV charging station fees
will be implemented**

Thank You



8.2 Festival Park

J-1772

ChargeUP 7.6 kW Park

Check In

BOOKMARK

ADD PHOTO

DIRECTIONS

EDIT

Advertisements

Explore EVs

2911 E Robinson St, Orlando, FL 32803, USA

+1 855-900-7584

Payment Required

\$0.12/kWh

\$0.50 + 5% of transaction

Parking: Free

Pull in parking

Illuminated

Shopping, Dining, EV Parking, Park

Plugs (1 Kind)

More Details

J-1772

4 Plugs 7.6 kW

4 Stations

1 Available 3 In Use

ChargeUP

1688

ChargeUP [Less Details](#)

ChargeUP® is a next-generation EV charging platform management system (CPMS). EV charging operators benefit from ultimate flexibility in ROI business models and management. Drivers enjoy intuitive iOS and Android apps for ease in finding chargers and starting sessions.

www.chargeupev.com

Network Support Number:
+1 833-789-1400

Contact
<https://www.novacharge.net/contact-us>

\$ \$0.50 flat rate, 5% VAT
\$0.12 per kWh, under 7.0 kWh

Plugs

Charging

J-1772

7.6 kW

1691

ChargeUP [Less Details](#)

ChargeUP® is a next-generation EV charging platform management system (CPMS). EV charging operators benefit from ultimate flexibility in ROI business models and management. Drivers enjoy intuitive iOS and Android apps for ease in finding chargers and starting sessions.

www.chargeupev.com

Network Support Number:
+1 833-789-1400

Contact
<https://www.novacharge.net/contact-us>

\$ \$0.50 flat rate, 5% VAT
\$0.12 per kWh, under 7.0 kWh

Plugs

Available

J-1772

7.6 kW

This location has 4 stations. I provided 2 examples and all charge the below:

\$0.50 flat rate, 5% VAT \$0.12 per kWh, under 7.0 kWh

You can assess this info on <https://www.plugshare.com/>.



Utilities Advisory Board

agenda item

item type Action Items	meeting date September 26, 2023
prepared by Wes Hamil	approved by Daniel Dalessandro, David Zusi, Jason Riegler, Justin Isler
board approval Completed	
strategic objective	

subject

Heart of Florida United Way Emergency Utility Assistance Program Eligibility Criteria

motion / recommendation

Review eligibility criteria for the program and recommend any suggested changes

background

The City has participated in the Heart of Florida United Way (HFUW) Emergency Utility Assistance Program since shortly after acquiring the electric utility in 2005. This is the same program OUC and Duke Energy also utilize to allow their customers to contribute to and assist other customers experiencing financial hardships. Winter Park customers can designate one time or repetitive contributions to the program to be added to their utility bill. Customers desiring to utilize this assistance can access the program at <https://www.hfuw.org/utilities/>. The program allows customers to receive up to \$650 per household in a 12 month period. Payment is made directly from HFUW to Winter Park and applied to the customer's account.

At the August 22, 2023 Utilities Advisory Board meeting, the board asked what could be done to make this program more available to customers as the number of Winter Park customers receiving assistance each month is usually in the low single digits. As of now, here are the program criteria and requirements:

Program Criteria:

- Must be a Winter Park Electric Utility customer
- Must be a City of Winter Park customer or an authorized user on an account
- Account must not have a history of tampering or theft of services

Must provide:

- Name and contact information
- Winter Park Electric Utility account number
- Not involved in criminal activity related to tampering

- Proof of financial hardship (job loss, reduction of hours at work, medical expense, car repair, loss or gap in benefits, change in household, unexpected emergency expense, or other)
- Most recent Winter Park Electric Utility bill showing past due status

According to staff at HFUW, the vast majority of denials result from the customer not providing proof of financial hardship. The City could relax this requirement to only require a written description of the financial hardship the customer is facing.

In addition to the HFUW program, customers also have other programs available to them in the event of a financial hardship. The most substantial of which is the federally funded LIHEAP (low income home energy assistance program). For the months of June - August, this program provided \$14,733.95 in utility account guarantees for 22 Winter Park utility customers.

alternatives / other considerations

Keep program requirements the same or change

fiscal impact

The City provides matching funds to the HFUW Emergency Utility Assistance Program. This amounts to about \$6,000 on an annual basis.



Utilities Advisory Board

agenda item

item type	Non-Action Items	meeting date	September 26, 2023
prepared by	Pamela Bracko	approved by	
board approval			
strategic objective			

subject

Broadband and Smart City - Paul Conway

motion / recommendation

background

alternatives / other considerations

fiscal impact



Utilities Advisory Board

agenda item

item type Non-Action Items	meeting date September 26, 2023
prepared by Daniel Dalessandro	approved by
board approval	
strategic objective	

subject

City of Winter Park Energy Audit Study (15 Lightyears) - Dan D'Alessandro

motion / recommendation

background

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[15 Lightyears 2023 City of Winter Park Energy Audit Report Summary.pdf](#)

) 15 lightyears

City of Winter Park

Energy Audit
Report Summary



Report Summary

Audit Overview

Audit Overview 15 Lightyears and TLC Engineering Solutions were engaged by the City of Winter Park to provide ASHRAE Level II Energy Auditing services for twenty-four (24) facilities operated by the City. The goal of this effort was to identify potential areas for improvement with respect to the energy consumption and performance of each facility, including equipment repair, refurbishment, or replacement, as well as controls optimization and envelope improvement. The majority of these facilities are provided with electrical service via the City of Winter Park Utilities, with the remainder served by Duke Energy. The facilities analyzed as part of the auditing process represented a wide variety of building types, including public safety, office, library, and transportation, among many others. These buildings were visited during the site observation phase of the project, and the audit team took note of information related to equipment age, condition, and operating parameters. Additionally, 15 Lightyears and TLC personnel evaluated the building envelope and insulation where possible to suggest actions to improve energy efficiency. Following onsite investigation, the audit team was provided with two years of historical electricity use for each of the facilities surveyed. This data was used to benchmark the performance of each site against similar building types in the United States. During this time, the audit team also performed energy savings calculations for each potential energy conservation measure (ECM) identified during site observation, in order to evaluate the savings that could be provided to each property. In addition to the evaluation of ECMs, the team presented any facility improvement measures (FIMs) that could aid the functionality of the buildings but may not necessarily save a significant amount of energy. For example, aging HVAC systems serving 911 operations would benefit from replacement due to the critical nature of their service. However, the utilities savings associated with a new piece of equipment will likely not equal the cost of replacement within the lifetime of the replacement unit. The findings of the audit team were summarized in a series of reports delivered to the City of Winter Park. This summary serves as a brief overview of the activities described in detail in those reports. Included below is a table detailing the ECMs analyzed, broken down by building. For detailed analysis of each measure, including FIMs, please refer to the building audit reports. Please note that the costs provided in the table used to determine payback periods are based on RSMMeans 2023 and engineering best practices. Final pricing will vary based on contractors' estimation and final equipment selections, as well as the specific utility rate structure for each facility.

ECM Summary Table

Energy Conservation Measure	Cost Category	Annual kWh or kGal Savings	Annual \$ Savings	Cost \$	Payback (years)
Azalea Lane Recreation Center					
HVAC Dx Unit Replacement	Moderate Cost	2,302	\$259	\$6,145	23.7
HVAC Controls Optimization	Low Cost	991	\$112	\$610	5.4
Interior Lighting Improvements	Low Cost	2,885	\$325	\$1,344	4.1
Azalea Lane Tennis Center					
Interior Lighting Improvements	Low Cost	2,696	\$335	\$1,008	2.7
HVAC Controls Optimization	High Cost	273,312	\$34,000	\$112,721	2.9
HVAC Controls Optimization	Low Cost	1,029	\$128	\$885	6.1
Central Complex					
HVAC Controls	Low Cost	4,454	\$554	\$2,400	5
Plumbing Retrofits	Low Cost	—	\$77	\$36	0.5
Exterior Lighting Improvements	Moderate Cost	9,566	\$1,190	\$7,496	7.3
Interior Lighting Improvements	Low Cost	28,918	\$3,597	\$2,500	0.8

ECM Summary Table

Energy Conservation Measure	Cost Category	Annual kWh or kGal Savings	Annual \$ Savings	Cost \$	Payback (years)
City Hall					
DX Retrofits	Medium Cost	4,802	\$494	\$7,160	14.5
HVAC Controls	Low Cost	1,232	\$127	\$1,200	9.4
Envelope Improvements	High Cost	1,257	\$129	\$21,049	163.2
Lighting Improvements	Medium Cost	11,281	\$1,160	\$7,358	6.3
Community Center					
Lighting Improvements	Medium Cost	48,671	\$5,154	\$5,760	1.1
Fire Station 62					
Lighting Improvements	Low Cost	30,257	\$3,449	\$2,808	0.8
HVAC Controls Optimization	Low Cost	816	\$93	\$1,200	12.9
Envelope Improvements	Medium Cost	1,037	\$118	\$12,522	106.1
Fire Station 64					
Plumbing Retrofit	Low Cost	2	\$19	\$90	2

ECM Summary Table

Energy Conservation Measure	Cost Category	Annual kWh or kGal Savings	Annual \$ Savings	Cost \$	Payback (years)
Golf Course Pro Shop and Clubhouse					
HVAC Controls Optimization	Low Cost	768	\$88	\$1,200	13.6
Plumbing Retrofits	Low Cost	3,285	\$33	\$2,124	64.4
Lighting Improvements	Low Cost	8,277	\$944	\$1,080	1.1
Exterior Lighting	Low Cost	273	\$31	\$745	24
New Library					
AHU Controls	High Cost	39,400	\$3900	\$25,000	6.8
Exterior Lighting Controls	Low Cost	1380	\$137	\$7,500	11.5
WPPD Firing Range					
HVAC Controls Optimization	Low Cost	2,444	\$466	\$1,840	3.9
MAU and EF CV to VAV	High Cost	71,194	\$13,577	\$22,277	1.6

ECM Summary Table

Energy Conservation Measure	Cost Category	Annual kWh or kGal Savings	Annual \$ Savings	Cost \$	Payback (years)
Public Safety Building					
Chiller Optimization	No Cost	9,710	\$1,208	\$0	—
AHU-4 CV to VAV	Medium Cost	4,703	\$585	\$7,200	12.3
AHU Controls	Low Cost	22,733	\$2,828	\$5,990	2.1
Controls Optimization	Low Cost	2,658	\$331	\$6,000	1.7
Lighting Improvements	High Cost	128,019	\$15,926	\$62,400	3.9
Swoope Plant Operations Building					
DX Unit Retrofits	Medium Cost	15,107	\$1,879	\$13,224	7
Lighting Controls	Low Cost	2,741	\$341	\$532	1.5
Plumbing Retrofits	Low Cost	546	\$55	\$18	0.3
Train Station					
Lighting Improvements	Low Cost	6,349	\$790	\$618	0.8

ECM Summary Table

Energy Conservation Measure	Cost Category	Annual kWh or kGal Savings	Annual \$ Savings	Cost \$	Payback (years)
Ward Park					
HVAC Controls Optimization	Low Cost	1,879	\$234	\$2,700	11.5
Exhaust Fan Controls	Low Cost	7,563	\$940	\$1,463	1.6
Interior Lighting Improvement & Controls	Low Cost	31,235	\$3,886	\$2,392	0.6
Exterior Lighting Improvements	High Cost	54,255	\$6,749	\$65,124	9.6
Ward Park Ballfields					
Exterior Lighting Improvements	High Cost	206,100	\$25,639	\$248,202	9.7
Ward Park Maintenance Building					
HVAC Controls Optimization	Low Cost	1,324	\$165	\$900	6
Welcome Center / Chamber of Commerce					
Daylighting Controls	No Cost	8,575	\$1,067	\$193	0.2
DX Unit Retrofits	High Cost	27,850	\$3,465	\$104,476	30.2

ECM Summary Table

Energy Conservation Measure	Cost Category	Annual kWh or kGal Savings	Annual \$ Savings	Cost \$	Payback (years)
Wellness Place					
Interior Lighting Improvements	No Cost	751	\$91	\$383	4.2
Interior Lighting Controls	Low Cost	237	\$30	\$1,323	44
Bongart Plant Lab					
Lighting Improvements	Low Cost	993	\$124	\$240	2
HVAC Controls Optimization	Low Cost	3,289	\$409	\$900	2.2
New Events Center					
AHU Controls	Low Cost	7,558	\$940	\$600	0.6
Building Controls	Low Cost	14,386	\$1,790	\$2,400	1.3
Exterior Lighting Controls	Low Cost	1,183	\$147	\$990	6.7
Farmer's Market and Museum					
Lighting Improvements	Low Cost	10,807	\$1,344	\$3,088	2.3
Weatherization	Low Cost	27,898	\$3,470	\$3,670	1.1

ECM Summary Table

Energy Conservation Measure	Cost Category	Annual kWh or kGal Savings	Annual \$ Savings	Cost \$	Payback (years)
Wymore Plant					
DX Retrofit	Medium Cost	5,661	\$704	\$14,583	20.7
Lighting Improvements	Low Cost	1,497	\$186	\$240	1.3
Magnolia Plant Operations Building					
DX Retrofits	Medium Cost	7,179	\$893	\$13,225	14.8
HVAC Controls Optimization	Low Cost	1,829	\$228	\$900	3.9
Plumbing Retrofits	Low Cost	3	\$25	\$708	28
Lighting Improvements	Low Cost	1,027	\$128	\$131	1
Total	—	—	\$145,050	\$820,871	5.7

) 15 lightyears



Utilities Advisory Board

agenda item

item type Non-Action Items	meeting date September 26, 2023
prepared by Wes Hamil	approved by Daniel Dalessandro, David Zusi, Jason Riegler, Justin Isler
board approval Completed	
strategic objective	

subject

Utility bill format

motion / recommendation

Provide feedback on the attached draft utility bills

background

When the city went live with the Tyler MUNIS utility billing application August 1, 2022, there were some customer complaints regarding the new format. Specifically, many did not like how there were no charts for the past twelve months of electric and water usage but, there were other comments as well.

Staff has been working with Tyler on revisions to the format. While there are still changes staff would like to make, the attached bills are a good representation of the final product.

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[Utility Bill Proofs.pdf](#)



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Customer Service | Monday-Friday
customer_service@cityofwinterpark.org
Phone 407-599-3220 | Fax 407-599-3280
cityofwinterpark.org

UTILITY BILL

See back of bill for
Payment Options

ACCOUNT INFORMATION

ACCOUNT NUMBER: [REDACTED]
SERVICE ADDRESS: [REDACTED]
CYCLE-ROUTE: 0302
DEPOSIT: \$0.00
BILLING DATE: 08/09/2023

ACCOUNT SUMMARY

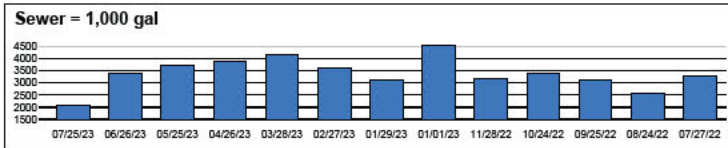
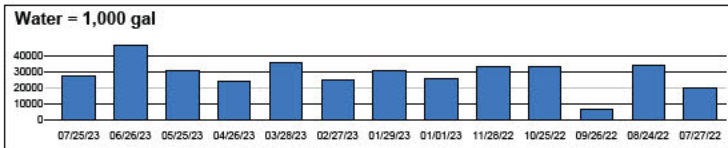
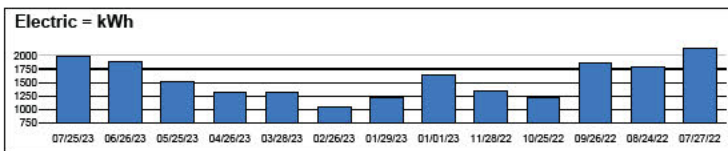
CUSTOMER PAYMENT RECEIVED: 605.14
CORRECTIONS/ADJUSTMENTS/TRANSFER BALANCES: 0.00
PREVIOUS BALANCE: 605.14

CURRENT METER INFORMATION

Service Period 06/26/2023 through 07/25/2023 29 days

Meter	Service Type	Multiplier	Previous	Current	Consumption
1N6024395530	ENERGY RS	1.000	267976	269967	1991
84935640	3/4" CITY	10.000	134133	136867	2734
68759461	SEWER IN	10.000	71524	71731	207

YOUR MONTHLY USAGE



Water, Irrigation, Sewer Consumption x 1,000 gallons

CURRENT ELECTRIC CHARGES

				Usage
RS-1 RESIDENTIAL				16.98
RS-1 RESIDENTIAL ENERGY			1991	151.85
TIER(S)	USAGE	RATE	TIER CHARGE	
ENERGY CHG 1,000 KWH	1,000	0 065240	65.24	
ENERGY CHG OVER 1,000 KWH	991	0 087400	86.61	
FUEL COST RECOVERY EL			3982	46.45
UTILITY TAX ELECTRIC				20.15
DECORATIVE LIGHTING SERVICE				4.05
FRANCHISE FEE				12.92
GROSS RECEIPTS TAX				5.85
UTILITY TAX - LIGHTING CITY				0.41
ELECTRIC SUBTOTAL				258.66

CURRENT WATER CHARGES

				Usage
WATER BASE RESIDENTIAL				9.50
WATER USAGE RESIDENTIAL			27340	110.83
SEWER BASE RESIDENTIAL				11.23
SEWER METER USAGE			2070	10.85
UTILITY TAX WATER				12.03
WATER SUBTOTAL				154.44

CURRENT GARBAGE CHARGES

				Usage
GARBAGE SERVICE				19.36
GARBAGE SUBTOTAL				19.36

CURRENT OTHER CHARGES

				Usage
SURGE SUPPRESSION				7.99
STATE SALES TAX SURGE				0.56
STATE SURCHARGE TAX SURGE				0.04
STORMWATER FEE				21.83
OTHER SUBTOTAL				30.42
TOTAL AMOUNT DUE				462.88

SPECIAL MESSAGES

?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?
Effective May 1, fuel cost recovery rates were reduced about
17%. which will reduce most customer electric charges by about

ACCOUNT BALANCE SUMMARY

Total Current Billing	462.88
Previous Balance	605.14
Adjustments	0.00
Payments Received	605.14
Total Due	\$462.88

✂ PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. Do Not Fold or Staple Check to Coupon. ✂

Service Address	Bill Number	Account Number	Due Date	Amount Due
[REDACTED]	80337402	[REDACTED]	09/03/2023	\$462.88



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Pay Online - cityofwinterpark.org/billpay

AMOUNT ENCLOSED

[REDACTED] THANK YOU FOR YOUR PAYMENT
PAYABLE TO THE CITY OF WINTER PARK

CITY OF WINTER PARK
PO BOX 1986
WINTER PARK, FL 32790-1986

0000638202308033740240000046288 27



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Customer Service | Monday-Friday
customer_service@cityofwinterpark.org
Phone 407-599-3220 | Fax 407-599-3280
cityofwinterpark.org

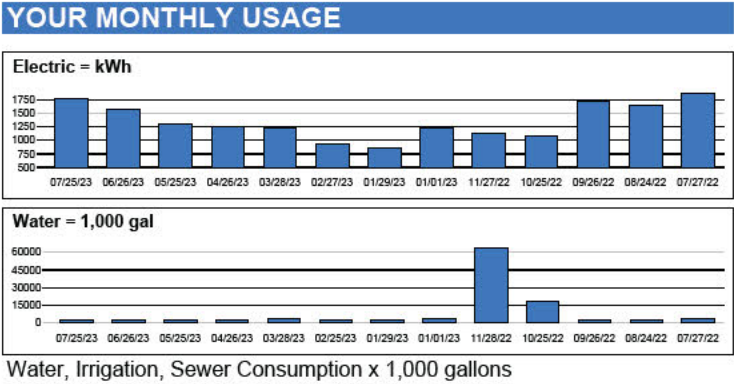
UTILITY BILL

See back of bill for
Payment Options

ACCOUNT INFORMATION	
ACCOUNT NUMBER:	
SERVICE ADDRESS:	
CYCLE-ROUTE:	0306
DEPOSIT:	\$0.00
BILLING DATE:	08/09/2023

ACCOUNT SUMMARY	
CUSTOMER PAYMENT RECEIVED:	290.97
CORRECTIONS/ADJUSTMENTS/TRANSFER BALANCES:	0.00
PREVIOUS BALANCE:	290.97

CURRENT METER INFORMATION					
Service Period 06/26/2023 through 07/25/2023 29 days					
Meter	Service Type	Multiplier	Previous	Current	Consumption
1N6024396237	ENERGY RS	1.000	251154	252919	1765
84323936	3/4" CITY	10.000	30491	30728	237



CURRENT ELECTRIC CHARGES				Usage	
RS-1 RESIDENTIAL					16.98
RS-1 RESIDENTIAL ENERGY				1765	132.10
TIER(S)	USAGE	RATE	TIER CHARGE		
ENERGY CHG 1,000 KWH	1,000	0.065240	65.24		
ENERGY CHG OVER 1,000 KWH	765	0.087400	66.86		
FUEL COST RECOVERY EL				3530	40.04
UTILITY TAX ELECTRIC					17.79
DECORATIVE LIGHTING SERVICE					1.72
FRANCHISE FEE					11.35
GROSS RECEIPTS TAX					5.14
UTILITY TAX - LIGHTING CITY					0.17
ELECTRIC SUBTOTAL					225.29
CURRENT WATER CHARGES				Usage	
WATER BASE RESIDENTIAL					9.50
WATER USAGE RESIDENTIAL				2370	3.15
SEWER BASE RESIDENTIAL					11.23
SEWER USAGE RESIDENTIAL				2370	12.42
UTILITY TAX WATER					1.27
WATER SUBTOTAL					37.57
CURRENT GARBAGE CHARGES				Usage	
GARBAGE SERVICE					19.36
GARBAGE SUBTOTAL					19.36
CURRENT OTHER CHARGES				Usage	
SURGE SUPPRESSION					7.99
STATE SALES TAX SURGE					0.56
STATE SURCHARGE TAX SURGE					0.04
STORMWATER FEE					21.83
OTHER SUBTOTAL					30.42
TOTAL AMOUNT DUE					312.64

SPECIAL MESSAGES

?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?
Effective May 1, fuel cost recovery rates were reduced about
17%. w17%. which will reduce most customer electric charges by about

ACCOUNT BALANCE SUMMARY	
Total Current Billing	312.64
Previous Balance	290.97
Adjustments	0.00
Payments Received	290.97
Total Due	\$312.64

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. Do Not Fold or Staple Check to Coupon.				
Service Address	Bill Number	Account Number	Due Date	Amount Due
	80337397		09/03/2023	\$312.64



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Pay Online - cityofwinterpark.org/billpay

AMOUNT ENCLOSED	
	THANK YOU FOR YOUR PAYMENT
PAYABLE TO THE CITY OF WINTER PARK	

CITY OF WINTER PARK
PO BOX 1986
WINTER PARK, FL 32790-1986

0000638202308033739760000031264 28



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Customer Service | Monday-Friday
customer_service@cityofwinterpark.org
Phone 407-599-3220 | Fax 407-599-3280
cityofwinterpark.org

UTILITY BILL

See back of bill for
Payment Options

ACCOUNT INFORMATION

ACCOUNT NUMBER: [REDACTED]
SERVICE ADDRESS: [REDACTED]
CYCLE-ROUTE: 0306
DEPOSIT: \$0.00
BILLING DATE: 08/09/2023

ACCOUNT SUMMARY

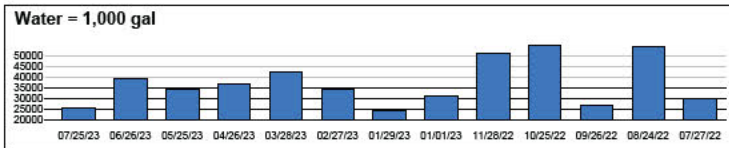
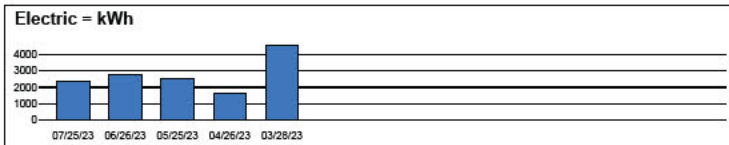
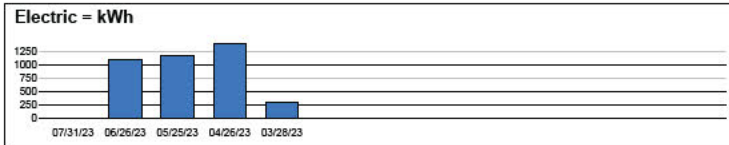
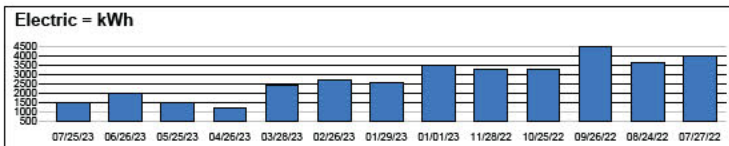
CUSTOMER PAYMENT RECEIVED: 610.84
CORRECTIONS/ADJUSTMENTS/TRANSFER BALANCES: 0.00
PREVIOUS BALANCE: 610.84

CURRENT METER INFORMATION

Service Period 06/26/2023 through 07/25/2023 29 days

Meter	Service Type	Multiplier	Previous	Current	Consumption
2J6029548497	ENERGY RS	1.000	5033	7308	2275
2J6029548497	NET REG	1.000	3976	4745	769
1N6036458844	PROD METER	1.000	11409	13751	2342
68742226	3/4" CITY	10.000	561522	564087	2565

YOUR MONTHLY USAGE



Water, Irrigation, Sewer Consumption x 1,000 gallons

CURRENT ELECTRIC CHARGES

				Usage	
RS-1 RESIDENTIAL				1506	16.98
RS-1 RESIDENTIAL ENERGY				1506	109.46
TIER(S)	USAGE	RATE	TIER CHARGE		
ENERGY CHG 1,000 KWH	1,000	0.065240	65.24		
ENERGY CHG OVER 1,000 KWH	506	0.087400	44.22		
FUEL COST RECOVERY EL				3012	32.70
UTILITY TAX ELECTRIC					15.09
FRANCHISE FEE					9.55
GROSS RECEIPTS TAX					4.33
ELECTRIC SUBTOTAL					188.11

CURRENT WATER CHARGES

				Usage	
WATER BASE RESIDENTIAL					9.50
WATER USAGE RESIDENTIAL				25650	98.91
SEWER BASE RESIDENTIAL					11.23
SEWER USAGE RESIDENTIAL				25650	73.36
UTILITY TAX WATER					10.84
WATER SUBTOTAL					203.84

CURRENT GARBAGE CHARGES

				Usage	
GARBAGE SERVICE					19.36
GARBAGE SUBTOTAL					19.36

CURRENT OTHER CHARGES

				Usage	
STORMWATER FEE					20.02
OTHER SUBTOTAL					20.02
TOTAL AMOUNT DUE					431.33

SPECIAL MESSAGES

?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?
Effective May 1, fuel cost recovery rates were reduced about
17%. w17%. which will reduce most customer electric charges by about

ACCOUNT BALANCE SUMMARY

Total Current Billing	431.33
Previous Balance	610.84
Adjustments	0.00
Payments Received	610.84
Total Due	\$431.33

✂ PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. Do Not Fold or Staple Check to Coupon. ✂

Service Address	Bill Number	Account Number	Due Date	Amount Due
[REDACTED]	80337398	[REDACTED]	09/03/2023	\$431.33



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Pay Online - cityofwinterpark.org/billpay

AMOUNT ENCLOSED

THANK YOU FOR YOUR PAYMENT
PAYABLE TO THE CITY OF WINTER PARK

CITY OF WINTER PARK
PO BOX 1986
WINTER PARK, FL 32790-1986

000063820230803373984000004313329



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Customer Service | Monday-Friday
customer_service@cityofwinterpark.org
Phone 407-599-3220 | Fax 407-599-3280
cityofwinterpark.org

UTILITY BILL

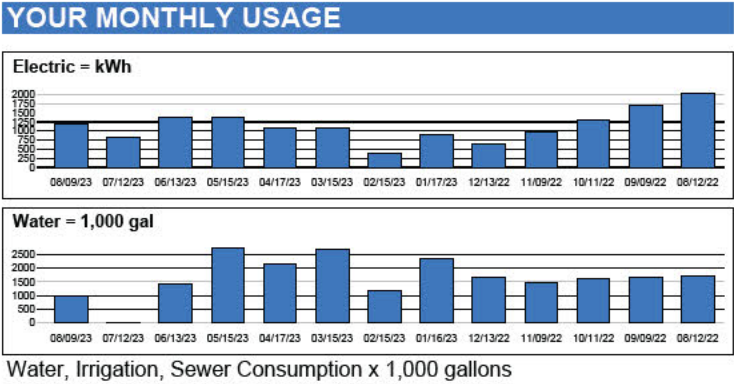
See back of bill for
Payment Options

PAST DUE BALANCE CUTOFF ON OR AFTER 09/30/2023
PAST DUE BALANCE \$161.53

ACCOUNT INFORMATION	
ACCOUNT NUMBER:	
SERVICE ADDRESS:	
CYCLE-ROUTE:	1401
DEPOSIT:	\$0.00
BILLING DATE:	08/21/2023

ACCOUNT SUMMARY	
CUSTOMER PAYMENT RECEIVED:	0.00
CORRECTIONS/ADJUSTMENTS/TRANSFER BALANCES:	0.00
PREVIOUS BALANCE:	161.53

CURRENT METER INFORMATION					
Service Period 07/12/2023 through 08/09/2023 28 days					
Meter	Service Type	Multiplier	Previous	Current	Consumption
1N6024390540	ENERGY RS	1.000	177433	178635	1202
81940944	3/4" CITY	10.000	28671	28771	100



CURRENT ELECTRIC CHARGES		Usage	
RS-1 RESIDENTIAL			16.98
RS-1 RESIDENTIAL ENERGY		1202	82.90
TIER(S)			
ENERGY CHG 1,000 KWH	1,000	0 065240	65.24
ENERGY CHG OVER 1,000 KWH	202	0 087400	17.66
FUEL COST RECOVERY EL		2404	24.08
UTILITY TAX ELECTRIC			11.91
DECORATIVE LIGHTING SERVICE			3.48
FRANCHISE FEE			7.44
GROSS RECEIPTS TAX			3.37
UTILITY TAX - LIGHTING CITY			0.35
ELECTRIC SUBTOTAL			150.51
CURRENT WATER CHARGES		Usage	
WATER BASE RESIDENTIAL			9.50
WATER USAGE RESIDENTIAL		1000	1.33
SEWER BASE RESIDENTIAL			11.23
SEWER USAGE RESIDENTIAL		1000	5.24
UTILITY TAX WATER			1.08
WATER SUBTOTAL			28.38
CURRENT GARBAGE CHARGES		Usage	
GARBAGE SERVICE			19.36
GARBAGE SUBTOTAL			19.36
CURRENT OTHER CHARGES		Usage	
STORMWATER FEE			14.56
OTHER SUBTOTAL			14.56
TOTAL AMOUNT DUE			212.81

SPECIAL MESSAGES

?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?
?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?

ACCOUNT BALANCE SUMMARY	
Total Current Billing	212.81
Previous Balance	161.53
Adjustments	0.00
Payments Received	0.00
Total Due	\$374.34

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. Do Not Fold or Staple Check to Coupon.				
Service Address	Bill Number	Account Number	Due Date	Amount Due
			09/15/2023	\$374.34



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

PAST DUE BALANCE CUTOFF ON OR AFTER 09/30/2023
PAST DUE BALANCE \$161.53

Pay Online - cityofwinterpark.org/billpay

AMOUNT ENCLOSED
THANK YOU FOR YOUR PAYMENT
PAYABLE TO THE CITY OF WINTER PARK

CITY OF WINTER PARK
PO BOX 1986
WINTER PARK, FL 32790-1986

000063820230803374107000003743430



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Customer Service | Monday-Friday
customer_service@cityofwinterpark.org
Phone 407-599-3220 | Fax 407-599-3280
cityofwinterpark.org

UTILITY BILL

See back of bill for
Payment Options

PAST DUE BALANCE CUTOFF ON OR AFTER 09/30/2023
PAST DUE BALANCE \$461.93

ACCOUNT INFORMATION	
ACCOUNT NUMBER:	
SERVICE ADDRESS:	
CYCLE-ROUTE:	0397
DEPOSIT:	\$0.00
BILLING DATE:	08/21/2023

ACCOUNT SUMMARY	
CUSTOMER PAYMENT RECEIVED:	0.00
CORRECTIONS/ADJUSTMENTS/TRANSFER BALANCES:	285.02
PREVIOUS BALANCE:	176.91

CURRENT METER INFORMATION	
Service Period through days	
Meter	Service Type Multiplier Previous Current Consumption

YOUR MONTHLY USAGE	
Water, Irrigation, Sewer Consumption x 1,000 gallons	

CURRENT ELECTRIC CHARGES		Usage	
GS-2,100% SECONDARY			18.38
GS-2,100% SECONDARY ENERGY			18.57
TIER(\$)	USAGE	RATE	TIER CHARGE
GS-2, 100% SEC ENERGY	497	0.037360	18.57
FUEL COST RECOVERY EL			11.33
UTILITY TAX ELECTRIC			4.46
STATE SALES TAX EL			3.96
STATE SURCHARGE TAX EL			0.29
FRANCHISE FEE			2.90
GROSS RECEIPTS TAX			1.31
ELECTRIC SUBTOTAL			61.20
TOTAL AMOUNT DUE			61.20

SPECIAL MESSAGES

?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?
?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?

ACCOUNT BALANCE SUMMARY	
Total Current Billing	61.20
Previous Balance	176.91
Adjustments	285.02
Payments Received	0.00
Total Due	\$523.13

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. Do Not Fold or Staple Check to Coupon.				
Service Address	Bill Number	Account Number	Due Date	Amount Due
	80337421		09/15/2023	\$523.13



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

PAST DUE BALANCE CUTOFF ON OR AFTER 09/30/2023
PAST DUE BALANCE \$461.93

Pay Online - cityofwinterpark.org/billpay

AMOUNT ENCLOSED	
	THANK YOU FOR YOUR PAYMENT
PAYABLE TO THE CITY OF WINTER PARK	

CITY OF WINTER PARK
PO BOX 1986
WINTER PARK, FL 32790-1986



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Customer Service | Monday-Friday
customer_service@cityofwinterpark.org
Phone 407-599-3220 | Fax 407-599-3280
cityofwinterpark.org

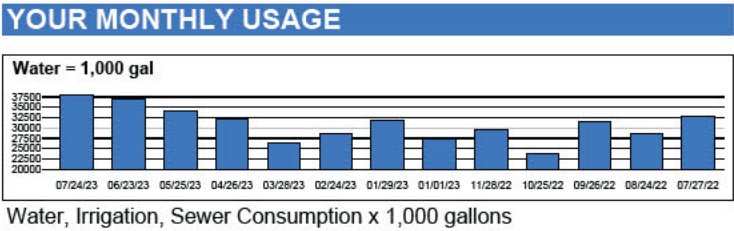
UTILITY BILL

See back of bill for
Payment Options

ACCOUNT INFORMATION	
ACCOUNT NUMBER:	
SERVICE ADDRESS:	
CYCLE-ROUTE:	0305
DEPOSIT:	\$0.00
BILLING DATE:	08/21/2023

ACCOUNT SUMMARY	
CUSTOMER PAYMENT RECEIVED:	506.38
CORRECTIONS/ADJUSTMENTS/TRANSFER BALANCES:	0.00
PREVIOUS BALANCE:	506.38

CURRENT METER INFORMATION	
Service Period 06/23/2023 through 07/24/2023 31 days	
Meter	Service Type Multiplier Previous Current Consumption
84320241	1 1/2 CITY 100.000 20709 21089 380



CURRENT WATER CHARGES	Usage
WATER BASE MULTI UNIT	65.82
WATER USAGE MULTI UNIT	38000 50.54
SEWER BASE MULTI UNIT	77.67
SEWER USAGE MULIT UNIT	38000 199.12
UTILITY TAX WATER	11.64
WATER SUBTOTAL	404.79
CURRENT OTHER CHARGES	
STORMWATER FEE	108.96
OTHER SUBTOTAL	108.96
TOTAL AMOUNT DUE	513.75

SPECIAL MESSAGES

?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?
?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?

ACCOUNT BALANCE SUMMARY	
Total Current Billing	513.75
Previous Balance	506.38
Adjustments	0.00
Payments Received	506.38
Total Due	\$513.75

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. Do Not Fold or Staple Check to Coupon.				
Service Address	Bill Number	Account Number	Due Date	Amount Due
	80337408		09/15/2023	\$513.75



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Pay Online - cityofwinterpark.org/billpay

AMOUNT ENCLOSED	
	THANK YOU FOR YOUR PAYMENT
PAYABLE TO THE CITY OF WINTER PARK	

CITY OF WINTER PARK
PO BOX 1986
WINTER PARK, FL 32790-1986

0000638202308033740810000051375 32



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Customer Service | Monday-Friday
customer_service@cityofwinterpark.org
Phone 407-599-3220 | Fax 407-599-3280
cityofwinterpark.org

UTILITY BILL

See back of bill for
Payment Options

PAST DUE BALANCE CUTOFF ON OR AFTER 09/30/2023
PAST DUE BALANCE \$279,304.17

ACCOUNT INFORMATION

ACCOUNT NUMBER: [REDACTED]
SERVICE ADDRESS: [REDACTED]
CYCLE-ROUTE: 1101
DEPOSIT: \$0.00
BILLING DATE: 08/21/2023

ACCOUNT SUMMARY

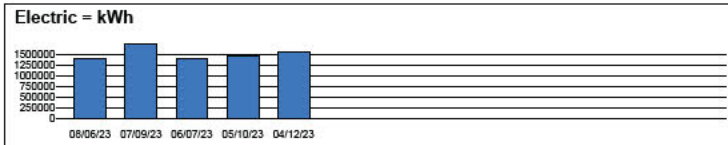
CUSTOMER PAYMENT RECEIVED: 0.00
CORRECTIONS/ADJUSTMENTS/TRANSFER BALANCES: 0.00
PREVIOUS BALANCE: 279304.17

CURRENT METER INFORMATION

Service Period 07/09/2023 through 08/06/2023 28 days

Meter	Service Type	Multiplier	Previous	Current	Consumption
KZG016314334	CM DEM PRI	7200.000	20381	20575	194

YOUR MONTHLY USAGE



Water, Irrigation, Sewer Consumption x 1,000 gallons

CURRENT ELECTRIC CHARGES

Usage

GSD-1 PRIMARY CM				231.26
METER VOLTAGE 1% CREDIT				-1,041.79
TIER(S)	USAGE	RATE	TIER CHARGE	
METER VOLT ADJ TOU CM	0	-0.010000	0.00	
GSD-1 PRIMARY ENERGY DEMAND CM			1396800	72,086.69
TIER(S)	USAGE	RATE	TIER CHARGE	
ENERGY DEM	1,396,800	0.042160	58,889.09	
FUEL COST RECOVERY EL			2793600	31,861.01
UTILITY TAX ELECTRIC				9,003.12
FRANCHISE FEE				6,188.23
GROSS RECEIPTS TAX				2,803.21
ELECTRIC SUBTOTAL				121,131.73

CURRENT OTHER CHARGES

Usage

EQUIPMENT RENTAL	4,956.66
OTHER SUBTOTAL	4,956.66
TOTAL AMOUNT DUE	126,088.39

SPECIAL MESSAGES

?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?
?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?

ACCOUNT BALANCE SUMMARY

Total Current Billing	126,088.39
Previous Balance	279,304.17
Adjustments	0.00
Payments Received	0.00
Total Due	\$405,392.56

✂ PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. Do Not Fold or Staple Check to Coupon. ✂

Service Address	Bill Number	Account Number	Due Date	Amount Due
[REDACTED]	80337417	[REDACTED]	09/15/2023	\$405,392.56



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

PAST DUE BALANCE CUTOFF ON OR AFTER 09/30/2023
PAST DUE BALANCE \$279,304.17

Pay Online - cityofwinterpark.org/billpay

AMOUNT ENCLOSED

THANK YOU FOR YOUR PAYMENT
PAYABLE TO THE CITY OF WINTER PARK

CITY OF WINTER PARK
PO BOX 1986
WINTER PARK, FL 32790-1986

0000638202308033741720040539256 33



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Customer Service | Monday-Friday
customer_service@cityofwinterpark.org
Phone 407-599-3220 | Fax 407-599-3280
cityofwinterpark.org

UTILITY BILL

See back of bill for
Payment Options

ACCOUNT INFORMATION

ACCOUNT NUMBER: [REDACTED]
SERVICE ADDRESS: [REDACTED]
CYCLE-ROUTE: 0304
DEPOSIT: \$0.00
BILLING DATE: 08/21/2023

ACCOUNT SUMMARY

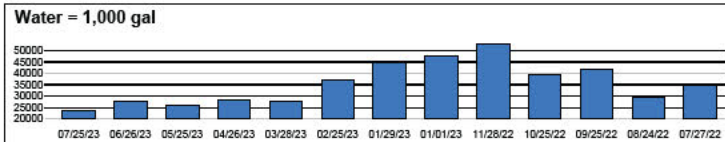
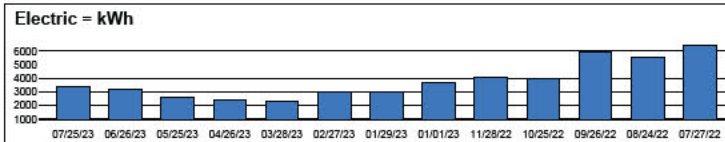
CUSTOMER PAYMENT RECEIVED: 0.00
CORRECTIONS/ADJUSTMENTS/TRANSFER BALANCES: 0.00
PREVIOUS BALANCE: -1.53

CURRENT METER INFORMATION

Service Period 06/26/2023 through 07/25/2023 29 days

Meter	Service Type	Multiplier	Previous	Current	Consumption
2J6024730125	EN GSTS CM	1.000	577665	581030	3365
83366544	1" CITY	10.000	230586	232952	2366

YOUR MONTHLY USAGE



Water, Irrigation, Sewer Consumption x 1,000 gallons

CURRENT ELECTRIC CHARGES

				Usage	
GS-1 SECONDARY ENERGY				3365	244.57
TIER(S)	USAGE	RATE	TIER CHARGE		
CM TS ENERGY	3,365	0 072680	244.57		
FUEL COST RECOVERY EL				6730	76.75
UTILITY TAX ELECTRIC					31.52
FRANCHISE FEE					20.33
GS-1, SECONDARY					17.55
GROSS RECEIPTS TAX					9.21
ELECTRIC SUBTOTAL					399.93

CURRENT WATER CHARGES

				Usage	
WATER BASE COMMERCIAL					23.74
WATER USAGE COMMERCIAL				23660	43.46
SEWER BASE COMMERCIAL					28.07
SEWER USAGE COMMERCIAL				23660	123.98
UTILITY TAX WATER					6.72
WATER SUBTOTAL					225.97

CURRENT OTHER CHARGES

				Usage	
STORMWATER FEE					60.56
WHEEL FEE					47.05
OTHER SUBTOTAL					107.61
TOTAL AMOUNT DUE					733.51

SPECIAL MESSAGES

?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?
?Access the 2022 Water Quality Report at
cityofwinterpark.org/h2oreport?

ACCOUNT BALANCE SUMMARY

Total Current Billing	733.51
Previous Balance	(1.53)
Adjustments	0.00
Payments Received	0.00
Total Due	\$731.98

✂ PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. Do Not Fold or Staple Check to Coupon. ✂

Service Address	Bill Number	Account Number	Due Date	Amount Due
[REDACTED]	80337412	[REDACTED]	09/15/2023	\$731.98



City of Winter Park
P.O. Box 1986
Winter Park, FL 32790-1986

Pay Online - cityofwinterpark.org/billpay

AMOUNT ENCLOSED

THANK YOU FOR YOUR PAYMENT
PAYABLE TO THE CITY OF WINTER PARK

CITY OF WINTER PARK
PO BOX 1986
WINTER PARK, FL 32790-1986

0000638202308033741230000073198 34



Utilities Advisory Board

agenda item

item type	Staff Updates	meeting date	September 26, 2023
prepared by	Daniel Dalessandro	approved by	
board approval			
strategic objective			

subject

Electricity Utility - Dan D'Alessandro

motion / recommendation

Discussion of heat impact on utility work force

background

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[Aug23 Electric Utility.pdf](#)

Monthly Electric Utility Update 08/31/23

Miles of Undergrounding performed

- Project J: 2.72 miles (45% complete)
- Project L: 9.57 miles (88.4% complete)
- Project Q: 5.78 miles (100% complete)
- Project R: 4.31 miles (37.8% complete) Commission approved advancement.
- Residential Service Conversions (RSC) this month: 19
- RSC YTD: 342
- RSC LTD (beginning FY22): 413

TOTAL so far for FY 2023 – 2.67 miles

- Total Citywide Project Miles- 127.5
- Total Miles Completed- 95.5
- Percentage Completed- 74.9%
- Total miles remaining- 32.00

Bldg. 14 Solar output

- Awning Capacity: 268 KW
- This month Peak: 222.5 KW on the 28th @ 13:30 PM
- YTD Peak: 231 KW on April 30th @ 12:30 PM
- This Month total Production: 39.5 MWh

OH/UG Budget update

2023 Undergrounding budget = 7.4M

- FYTD = 5.9M

Notes of Interest

- We had 1 lineman quit and will be interviewing for another lineman next week
- A scope for a strategic plan has been given to procurement for an RFP solicitation

Issues/Concerns

- Materials have gone up exponentially and the lead-times are extending.
 - Transformers are 12 – 18 months out for lead times. We have enough in stock for reliability purposes and handled the needs from Ian. We have very limited materials for new construction. As planned we will divert crew efforts toward service conversions to insure we continue to move forward.

2023 Goals

- Zero personal injuries within work group
- Zero controllable vehicle accidents within work group
- Mileage goal undetermined due to supply issues
- Identify and complete areas with poor reliability for targeted undergrounding advancement (stretch goal of 2 miles)
- We will utilize targeted overtime with Heart crews to accomplish the additional 2 mile stretch goal

- Green indicates goal has been met
- Red indicates goal will not be met
- Orange indicates still underway



Utilities Advisory Board

agenda item

item type	Staff Updates	meeting date	September 26, 2023
prepared by	Clarissa Howard	approved by	
board approval			
strategic objective			

subject

Educational Campaign - Clarissa Howard

motion / recommendation

background

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[8.5x11 utility-2023-october bill insert.pdf](#)

info & updates

October utility bill insert



Join us for CoffeeTalk

Mark your calendars to join your city leaders for a cup of conversation and coffee at this year's CoffeeTalk series. Unable to attend in person? Virtual link registration will be available approximately one week prior to each date by accessing cityofwinterpark.org/meetings.

brewing

Thursdays

8:30-9:30 a.m.

Commission Chambers
@ 401 S. Park Ave.

NOV 02	Commissioner Kris Cruzada
DEC 07	Commissioner Todd Weaver
JAN 11 2024	Mayor Phil Anderson



special thanks to
our coffee provider

BARNIE'S
COFFEE TEA CO.

NOW SERVING LUNCH

Changes to assessed stormwater fees

The city recently completed a stormwater audit to ensure your assessed stormwater charges are based on accurate permitted impervious surface measurements or areas measured using high-resolution aerial photography. Before this audit, charges were based on data that dates back to 1990 (when the utility was established) and were applied to your monthly utility bills. Now charges will be seen on your annual property tax bill and are calculated as total impervious area times a flat per foot cost to ensure the costs are equitably shared.

If you feel your fees have been calculated in error and you would like to submit an appeal to your assessed stormwater fees, please access the appeal form at gis.cityofwinterpark.org/stormaudit and follow the steps below:

1. Enter your address or parcel ID in the query window and select "Search" to display your location and attendant data.
 - a. Red shading: Impervious areas with buildings.
 - b. Yellow shading: Impervious areas with no buildings.
2. Select "Click here to appeal assessment."
3. Complete the form in its entirety and upload all supporting documentation. When complete, select "Submit."

Thank you for your support and cooperation as the City of Winter Park continues to strive for accuracy and fairness in the administration of the stormwater utility.

for updates on upcoming things to enjoy, please access
cityofwinterpark.org/events



please
note

City Hall **CLOSED**

thursday & friday
NOV 23 & 24

in observance of
Thanksgiving



Honoring our veterans

The City of Winter Park will host its **13th Annual Veterans Day Celebration, Friday, November 10, 2023, at 10 a.m.** This event will be held at the Winter Park Community Center Ruby Ball Amphitheater adjacent to Shady Park located at 721 W. New England Ave.



All veterans that have served in any military campaign or branch in honor of our nation’s freedom and their families are invited to attend for our community to pay tribute to their dedicated service to our country.

At 9:30 a.m., the public is invited to visit with organizations that offer resources specifically for veteran needs as the VFW Post 2093 Community Band entertains guests. At 10 a.m., the official program will begin with musical tributes, anecdotal speakers, presentations of Quilts of Valor, and recognition of veterans according to the various military branches served.

For more information regarding the city’s 13th Annual Veterans Day Celebration, please call **407-599-3428**.

residential
artificial turf

EFFECTIVE MARCH 8, 2023

The **Artificial Turf Ordinance #3267-23** amended the city’s Land Development Code by adding regulations to residential artificial turf installations and maintenance.

To ensure compliance with the code, residents interested in installing artificial turf need to:

- Apply for and obtain the required permit before installation.
- Access at cityofwinterpark.org/self-service Launch Self Service Portal button Search “Residential Sitework”
- Hire a professional to install per manufacturer specifications and city ordinance requirements.

savethesedates

fall cleanup

when **thursday, november 2 or 3**
north of Fairbanks/Aloma avenues corridor

friday, november 9 or 10
south of Fairbanks/Aloma avenues corridor

when after 5 p.m. the evening before 2nd regularly scheduled trash pickup day

info 407-774-0800

Saturday, November 11

what **household hazardous waste + electronics waste + textile waste dropoff**

when 8 a.m. to noon @ 2525 Cady Way

learn CPR & save a life

when **saturday, november 11** 9 a.m. to noon
OR **tuesday, november 28** 6 to 9 p.m.

where 343 W. Canton Ave.

registration required | \$40 | wpfd.org/classes

gas-powered
leaf blowers

AS OF JANUARY 12, 2022

The **Gas-Powered Leaf Blower Ordinance #3230-22** states all internal combustion engine or motor leaf blowers [including landscape companies] can be used:

Monday through Saturday | 7 a.m. to 6 p.m.
Sundays | Noon to 6 p.m.

Any debris blown into the public right of way must be removed within 30 minutes to help to keep our lakes healthy.

BEGINNING JULY 2024

All internal combustion engine or motor leaf blowers will be prohibited within the city limits [this includes all landscape companies].



Utilities Advisory Board

agenda item

item type Staff Updates	meeting date September 26, 2023
prepared by Wes Hamil	approved by Daniel Dalessandro, David Zusi, Jason Riegler, Justin Isler
board approval Completed	
strategic objective Fiscal stewardship	

subject

Performance measurement

motion / recommendation

No action is necessary

background

Monthly performance measurements are presented for the board's information

alternatives / other considerations

fiscal impact

None

ATTACHMENTS:

[Utility Monthly Performance Measurements.pdf](#)

Utility Monthly Performance Measurements

The Utility Advisory Board identified performance measurements for the Electric and Water Utilities. These are activity and profitability measures used as management tools to set baseline performance measures to be reviewed monthly to implement strategies for improved performance on those baselines. This report organizes the performance measurements by service type.

Electric Utility

Service Type	Measure	Goal	May	June	July	On Target
Efficiency	Rate Comparison to Duke	<100%	84.3%	81.3%	60.07%	Met Goal
	Rate Comparison to State Avg	<105%	96.3%	93.7%	83.34%	Met Goal
Financial	Rolling 12 month kWh	421 (FY23)	434,161,998	432,107,797	428,054,684	Met Goal
Operational	Heart of Florida United Way Emergency Utility Assistance Program: Assistance provided to customers		\$0	\$251	\$932	
	Heart of Florida United Way Emergency Utility Assistance Program: Available balance		\$30,739	\$30,488	\$29,556	
	Heart of Florida United Way Emergency Utility Assistance Program: Number of customers approved for assistance		0	1	4	
	Underground System Complete (%)		74.50%	74.7%	N/A	
Reliability	SAIDI		1.6	1.9	N/A	
	SAIDI Rank to Peers (12 mo rolling)	Top 5	TBD	TBD	TBD	
	SAIDI Sum	<52	46.20	41.51	N/A	
	Outage Occurrences		12	9	28	
Environmental	Total MWh generated from Aloma solar system (rolling 12 month average)	>15 MWh	18.35	17.19	15.86	
	Total MWh generated from WP garage solar system (rolling 12 month average)		9.6	9.1	8.7	
	Total MWh generated from WP Events Center (rolling 12 month average)		3.00	3.07	4.27	
	Total MWh generated from Electric Solar Awning (rolling 12 month average)		43.50	41.46	N/A	

Both

Service Type	Measure	Goal	May	June	July	On Target
Customer Service	Total calls to customer service queue:		7,780	7,402	6,779	
	Customer hangup without selecting a queue		1,490	1,540	1,415	
	Turn on/off service		1,073	908	933	
	Billing info		1,520	1,321	1,296	
	Pay utility bill		962	1,331	906	
	Paymentus information		126	75	32	
	Report power outage		487	475	496	
	System error and flow disconnect		136	130	142	
	Demolition		26	26	17	
	Commercial garbage		38	35	61	
	Transfer to water and wastewater		38	44	44	
	Spectrum service		136	126	166	
	Permits		1,634	1,304	1,173	
	Engineering inspections		114	87	98	
	Average wait time for customers selecting a queue		1m53s	1m26s	1m14s	
	Abandoned call % for customers selecting a queue		7%	5%	4%	
	Number of disconnects for non-pay		90	86	34	
Financial	Accounts receivable/billed revenue – FYTD	<8%	5.06%	5.14%	6.60%	Met Goal
	Average cost of purchased power per kWh – FYTD – Fuel		\$0.0312	\$0.0309	\$0.0299	
	Average cost of purchased power per kWh – FYTD – Non-Fuel	<\$0.03	\$0.0257	\$0.0222	\$0.0212	Met Goal
	Average revenue per kWh-FYTD-Fuel		\$0.0428	\$0.0404	\$0.0382	
	Average revenue per kWh-FYTD-Non-Fuel		\$0.0828	\$0.0825	\$0.0831	
	Bad debt expense/billed revenue – FYTD	<0.25%	N/A	N/A	N/A	
	Debt service coverage ratios - W&S - FYTD	>1.5	2.70	2.57	2.50	Met Goal
	Debt service coverage ratios - Electric - FYTD	>2.75	4.18	4.37	4.61	Met Goal
	Percentage of utility accounts receivable over 60 days past due		15.68%	10.97%	9.67%	
	Utility accounts receivable over 60 days past due		\$1,001,485	\$703,521	\$700,796	
	Fuel cost stabilization fund (minimum balance trigger point for adjustment is \$1,425,000 and maximum balance trigger point is \$2,375,000)	\$1,900,000 target balance	\$2,918,641	\$2,755,955	\$2,411,098	Max exceeded, rate reduced 05/01/23

Water Sewer Utility

Service Type	Measure	Goal	May	June	July	On Target
Environment	Count of Rebates Processed		3	3	2	
Operational	Average % Water meters reporting	>98.5%	95.69%	94.98%	93.68%	Near Goal
	Count of Wastewater Incidents	0	0	0	0	
	Wastewater Incident Overflow in 1,000s Gallons	0	0	0	0	
	Water pumped compared to CUP allocation	<12.4 mgd	11.67	10.85	11.19	

**FMPA and FMEA data often lag 1or2 months. Count of wastewater incidents impacted by Hurricane Ian in Oct and Nicole in Nov.*

Index Key- the monthly data text is colored green when the change from the previous month is an improvement, and red when it is not. The On Target column is highlighted comparing the most recent monthly data to the Goal: Red if below, Yellow if Near, Green if Above.