



Utilities Advisory Board Regular Meeting

Agenda

March 26, 2024 @ 12:00 PM

City Hall Commission Chambers
401 S. Park Avenue

welcome

Agendas and all backup material supporting each agenda item are accessible via the city's website at cityofwinterpark.org/meetings/ 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 the regular meeting on February 27, 2024 1 minute

3. Public Comments (for items not on the agenda): Three minutes allowed for each speaker**4. Action Items**

- a. Electric Power Purchase and Sale Agreement with Covanta Energy Marketing, LLC - Lisa Vedder 5 minutes
- b. EV Rate Policies - Lisa Vedder 15 minutes
- c. Decorative Street Lighting Policy - Dan D'Alessandro 5 minutes
- d. Additional funding for Heart of Florida United Way Emergency Utility Assistance Program 15 minutes

5. Non-Action Items

- a. Electric Strategic Plan - Dan D'Alessandro 10 minutes

6. Staff Updates

- a. Electric Utility - Dan D'Alessandro 5 minutes
- b. Water & Wastewater Utility – David Zusi 10 minutes
- c. Performance Measurement – Wes Hamil 5 minutes
- d. Educational Campaign – Clarissa Howard 1 minute

7. Board Comments

- a. Rate Structures for Solar - Mary Dipboye 10 minutes

8. Upcoming Agenda Items**9. Adjournment**



Utilities Advisory Board

agenda item

item type

Consent Agenda

meeting date

March 26, 2024

prepared by

Pamela Bracko, Administrative Coordinator III

approved by**subject**

Approve the minutes of the regular meeting on February 27, 2024

motion | recommendation**background****strategic objectives****alternatives | other considerations****fiscal impact****attachments**

1. Minutes 02-27-24 DRAFT



Utilities Advisory Board Regular Meeting Minutes

February 27, 2024 at 12:00 PM

City Hall Commission Chambers
401 S. Park Avenue

Present

Alison Yurko (virtually), Fred Guitton, Leon Huffman, Mary Dipboye, Michael Poole, Paul Conway

Absent

Linda Lindsey

Staff Present

Director of Electric Utility Dan D'Alessandro; Director of Finance Wes Hamil, Director of Water and Waste Water Utility David Zusi, Assistant Director of Water and Waste Water Utility Tara Lamourex. Utility Engineer Manager Mourad Belfakih; Integrated Resource Program Manager Lisa Vedder, Electric Lineman Supervisor Ben Wells

1. Call to Order

The meeting was called to order at 12:01 p.m.

2. Consent Agenda

- a. Approve the minutes of the regular meeting on January 23, 2024

Mrs. Dipboye said under Item C the budgeted amounts are not accurate. It was determined that the amounts refer to kilowatt-hours, not dollars, and minutes were amended to remove the dollar sign and replace it with kwh. Mr. Poole requested adding a discussion on solar rate structure under the upcoming Agenda Items (scheduled for June meeting).

Mr. Conway asked that the minutes provide more information on what was discussed by the board.

Motion made by Mrs. Dipboye to approve the minutes as amended, seconded by Mr. Conway. Motion unanimously with a 6-0 vote.

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

4. Action Items

- a. Streetlights/Decorative Lighting Policy - Mourad Belfakih

Mr. Belfakih advised the city is we were looking at dark sky streetlights . Consistent lighting would be installed throughout the city and would be easy to stockand to install.

Customers would not have the option to pay for upgraded streetlighting as they have done in the past.

Mr. Poole addressed the Lighting Policy and suggested the policy be clarified to add the word "pole" throughout the document when referring to "12 ft" and that the word "apart" be added when referring to the distance between two poles, i.e. 150 to 200 feet apart..." Mr. Zusi suggested a diagram may be helpful.

Mr. Belfakih provided additional information on the design and illumination and advised the lights smart city ready so Electric Utilities would be notified if the lights go out. Approximately 20 lights will be installed as an example for the residents to see. When the new lights are installed, parking lot lights & church parking lot lights will also be included.

Mr. Hamil spoke about how this will be reflected and funded in the budget and how this will impact customers currently paying for decorative streetlighting in their neighborhood. and discussion followed on the budget, maintenance.

The policy will have to go before the Commission for approval.

5. Non-Action Items

a. Strategic Plan Water - David Zusi

Mr. Zusi stated that the strategic plan RFP has been released and asked for a board member to be on the selection committee. Mr. Conway accepted. Mr. Zusi on provided the timeline with final presentations and ranking on May 2nd.

6. Staff Updates

a. Electric Utility - Mourad Belfakih

Mr. Belfakih reviewed the report that was sent to the Board. Mileage is counted when overhead is taken down. Example: Project L went 1.7 miles to get 300 feet, which could take 2 to 3 months.

Mr. Poole suggested that the Communications Department write an article explaining to customers how undergrounding undergrounding progress is measured.

b. Water & Wastewater Utility – David Zusi

Mr. Zusi spoke about the new lead and copper rules and how the city will document the amount of lead in the system. The cost of testing is increasing dramatically. Testing kits are being given to customers with instructions on how to use them. Not all customers are willing, so the city is paying \$50 to get samples back. Lead in pipes above a certain level can be due to internal plumbing work, but not on the outside from house to meter.

Mr. Zusi addressed septic to sewer conversions. Since 2022, when a new sewer system is installed, customers are required to connect within a year at a significant cost to customer. The City has been applying for grants for impact fees and costs on the

private side to do connections full stem to stern project. An application for a grant just under an \$800k was submitted to purchase emergency generators and a \$350k grant was submitted for an old lift station.

c. Performance Measurement – Wes Hamil

Mr. Hamil reported on the United Way funds and balance as of December. More customers are using it after the restrictions were amended. A customer can get up to \$650 a year. The board expressed concern that the funds could run out.

Call volume and hold times were discussed. Mr. Hamil mentioned that customer service gets a lot of calls, which could be for water, permitting, electric department, etc.

d. Educational Campaign – Clarissa Howard (No report)

e. EV Policy Rates - Lisa Vedder

Mr. Poole reported on behalf of Ms. Vedder. The analysis is complete, staff will be meeting next week to review options and finalize recommendations which will be presented at the next meeting.

7. Board Comments

8. Upcoming Agenda Items

- Electric Strategic Plan Update - Mourad Belfakih
- Workshop in August possibly for one hour prior to the regular meeting (Dan D'Allesandro to provide board with timeline).,
- Decorative lighting
- OUC contracts thru 2026
- Solar power rate structure (June)
- Update on lead and copper rules and testing. (David Zusi)

9. Adjournment

The meeting was adjourned at 1:25 p.m.

Approved by the board on
/s/ Pam Bracko, Administrative Coordinator



Utilities Advisory Board

agenda item

item type

Action Items

meeting date

March 26, 2024

prepared by

Lisa Vedder

approved by**subject**

Electric Power Purchase and Sale Agreement with Covanta Energy Marketing, LLC - Lisa Vedder

motion | recommendation

Do not exercise the option to extend the Covanta contract for two years.

background

On November 11, 2013 the City entered into an Electric Power Purchase and Sale Agreement (PPA) with Covanta Energy Marketing, LLC (Covanta) for 10 MWh of capacity and energy from waste-to-energy facilities located in Okahumpka, FL and Doral, FL. The contract provides for fixed monthly capacity payments and energy payments that increase annually based on a schedule. The original contract term was for ten years expiring on December 31, 2024, with options for a two-year extension. The City must decide if it wants to allow the contract to expire at the end of 2024 or exercise its option to renew for two years. Should the contract expire, the Florida Municipal Power Authority would serve the Covanta portion of the City's portfolio under its existing contract with the City.

strategic objectives

Reduce the cost of power purchases by allowing the Covanta PPA to expire. Currently, gas prices appear to have stabilized and given the increase in contract pricing under an extension, Staff recommends the City not exercise the option to extend the PPA.

alternatives | other considerations

Extend the Covanta PPA for two years as of January 1, 2025, by notifying Covanta 180 days prior to December 31, 2024 (around July 4, 2024).

fiscal impact

Based on the higher contract price during the two-year extension, and assuming current natural gas prices and the average wholesale portfolio cost of the City without Covanta, the

City *could potentially* avoid an increase of 5% or more annually, or \$2.5 to \$5.5 million over the two-year extension period.

However, significant increases in natural gas costs and resulting power supply cost volatility, as seen in 2022, *could result in overall cost increases* from allowing this contract to expire.

attachments

None



Utilities Advisory Board

agenda item

item type

Action Items

meeting date

March 26, 2024

prepared by

Lisa Vedder

approved by**subject**

EV Rate Policies - Lisa Vedder

motion | recommendation**background****strategic objectives****alternatives | other considerations****fiscal impact****attachments**

1. EV Charging Tariff Staff Report 03192024
2. Staff Response to UAB EV Questions

periods, station data for calendar year 2023 was analyzed. Of the total consumption of 151,656 kWh, only 144,742 kWh was associated with a defined user. Figure 1 summarizes connected events by station and port for 2023. Total energy consumed is also provided. The EV stations at the Library, Ward Park, and City Hall had the most connected events and energy consumption. Figure 2 shows the energy consumption by length of event and charging station. As can be seen in this figure, each charger had events lasting more than three hours.

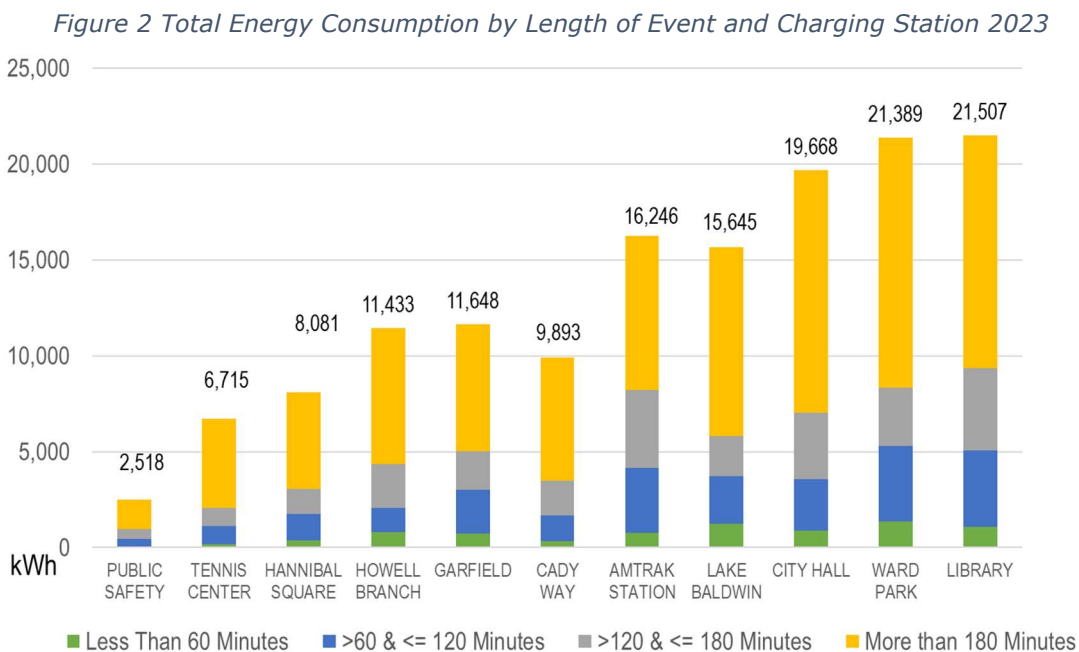
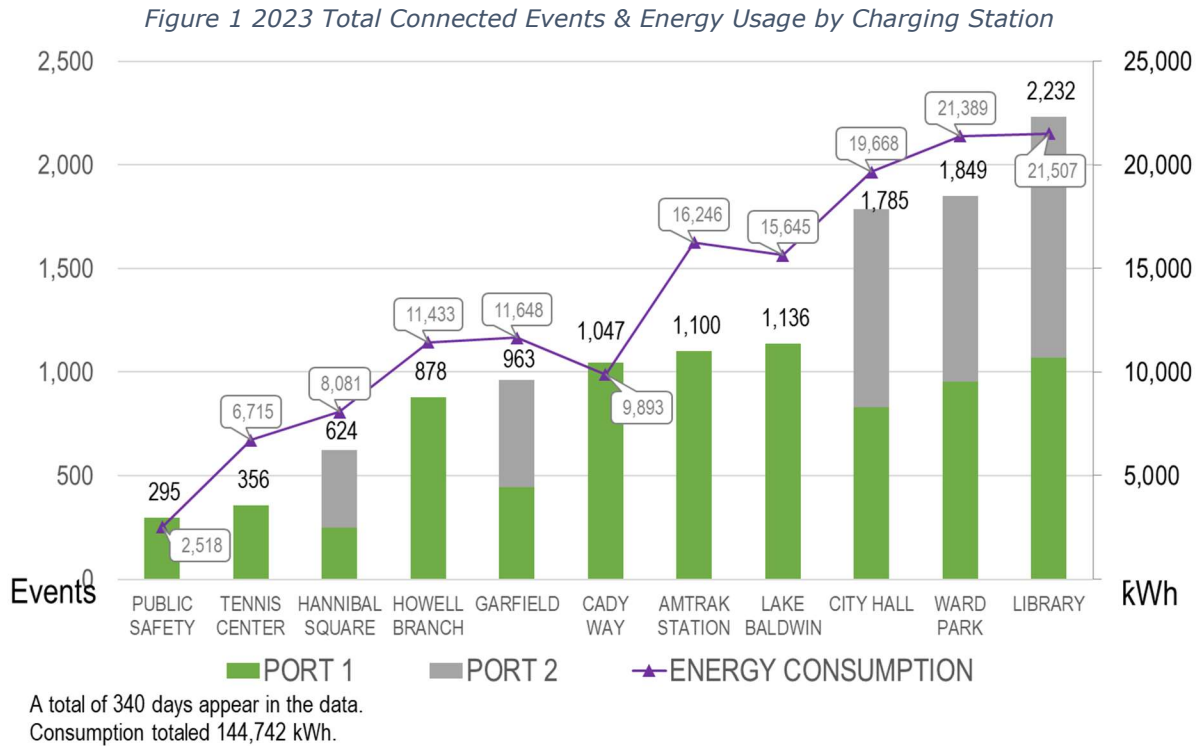
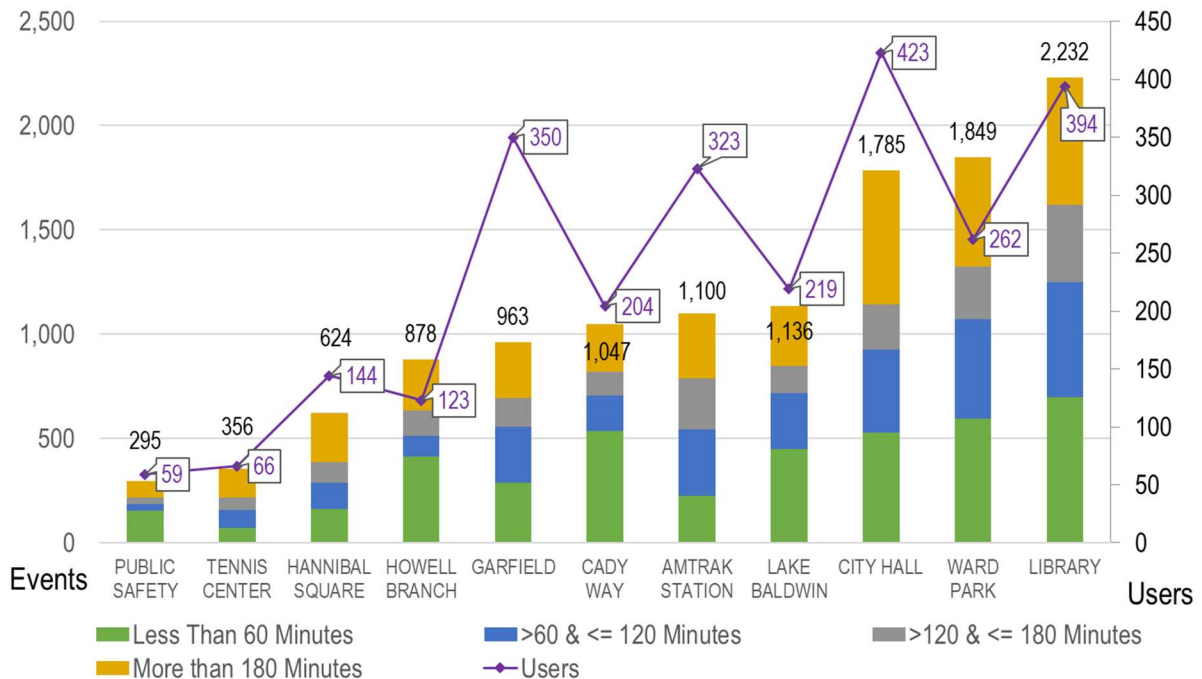


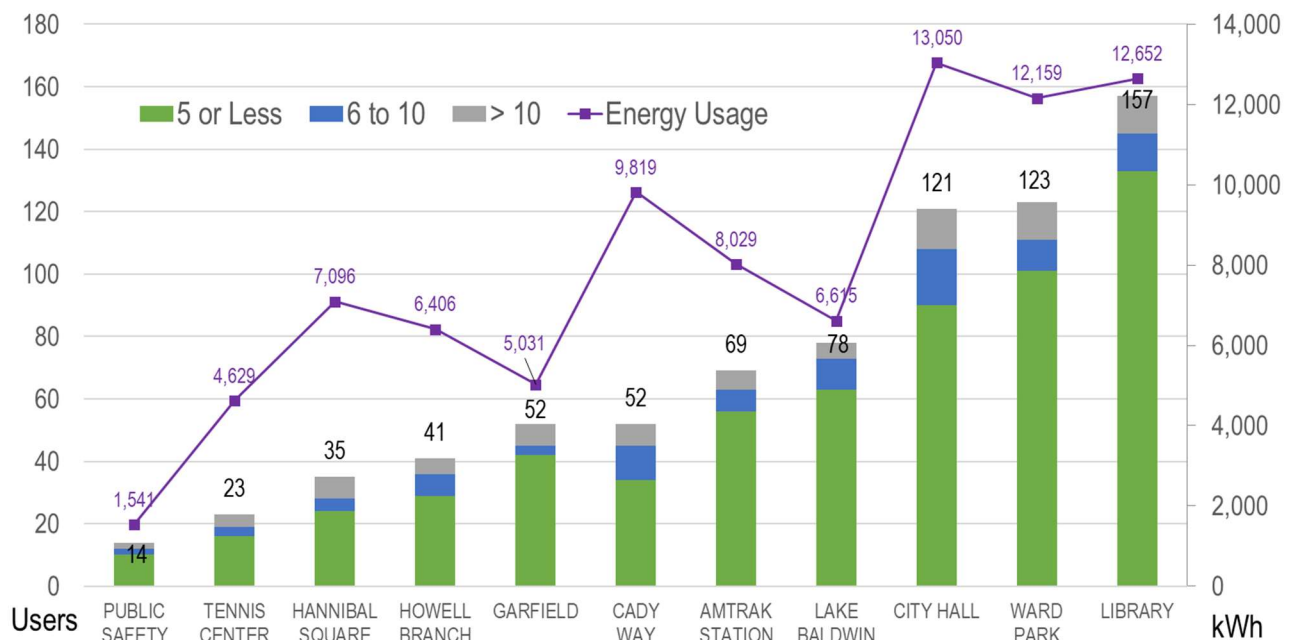
Figure 3 shows the total connected events for 2023 and the total number of unique users by station. Just under 30% of events lasted for more than three hours. Figure 4 provides the frequency of connected events lasting more than 3 hours by unique user. Of the 1,724 unique users in the data set, 57 had more than ten such connected events. These users epitomize the issue of over use and are referred to here as “Super Users.”

Figure 3 Total Connected Event by Length of Event and Station in 2023



A total of 340 days appear in the data.
12,265 total events; 3,576 events over 180 minutes, 29% of total.

Figure 4 Unique Users with Connected Events Over 3 Hours by Frequency of Event in 2023



Users that have events at both ports of a station appear twice in the totals. 87,027 kWh total energy used.
1,724 unique users, of which 57, or 3%, are unique Super Users. Super Users have more than 10 events greater than 180 minutes.

Figure 5 illustrates that connected events in excess of three hours generally average between 240 and 400 minutes, indicating that a per-hour fee for use in excess of 180 minutes would have an impact on behavior.

Figure 5 2023 Average Activity for Event Duration of More than 3 Hours

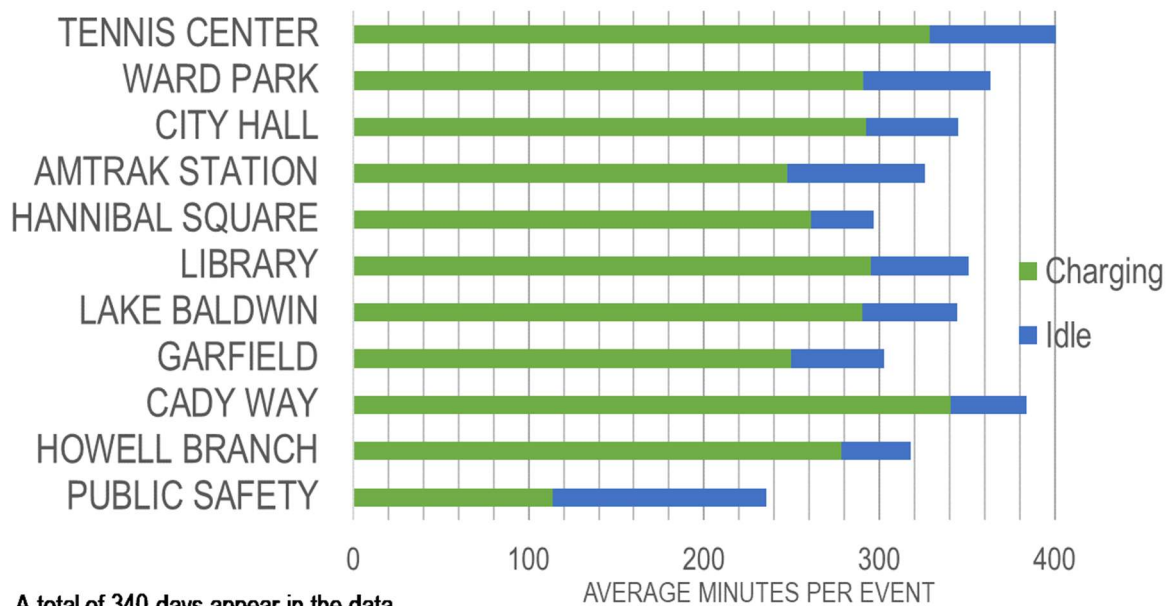
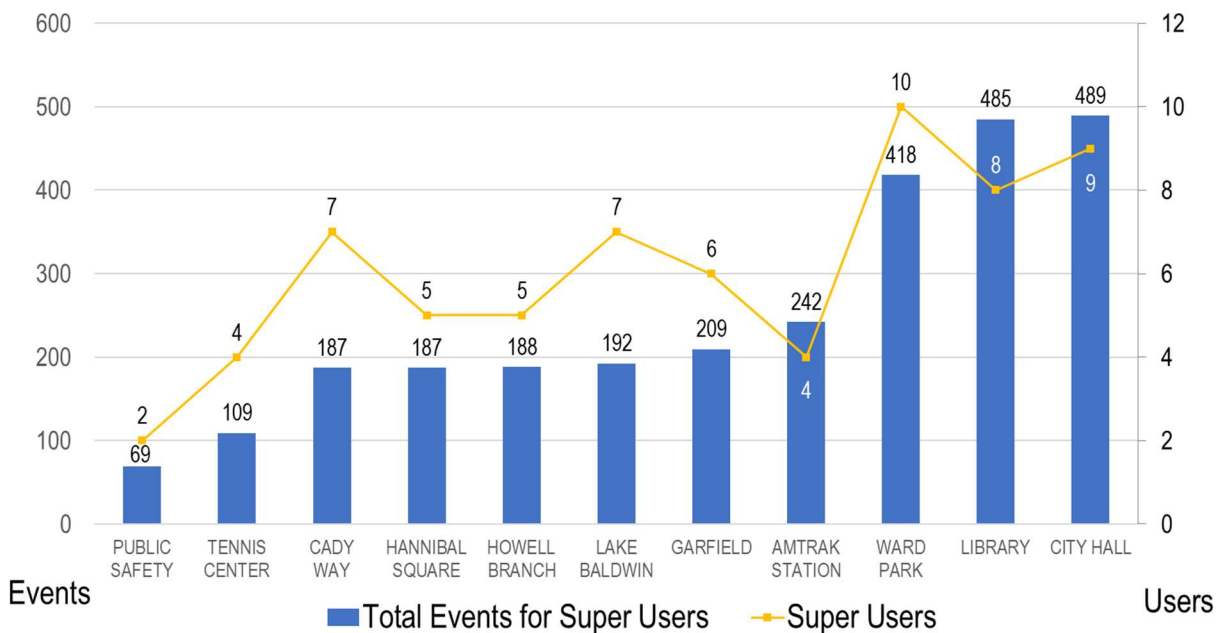


Figure 6 shows the activities of Super Users by station in 2023. At City Hall, for example, nine Super Users had a total of 489 connected events exceeding three hours in 2023. Similar activity occurred at the Library, and Ward Park. All charging stations in the data set were used by Super Users. Of the 57 unique Super Users, 8 use two separate charging stations and one uses four separate stations. Figure 7 provides the energy consumed by Super Users during these events.

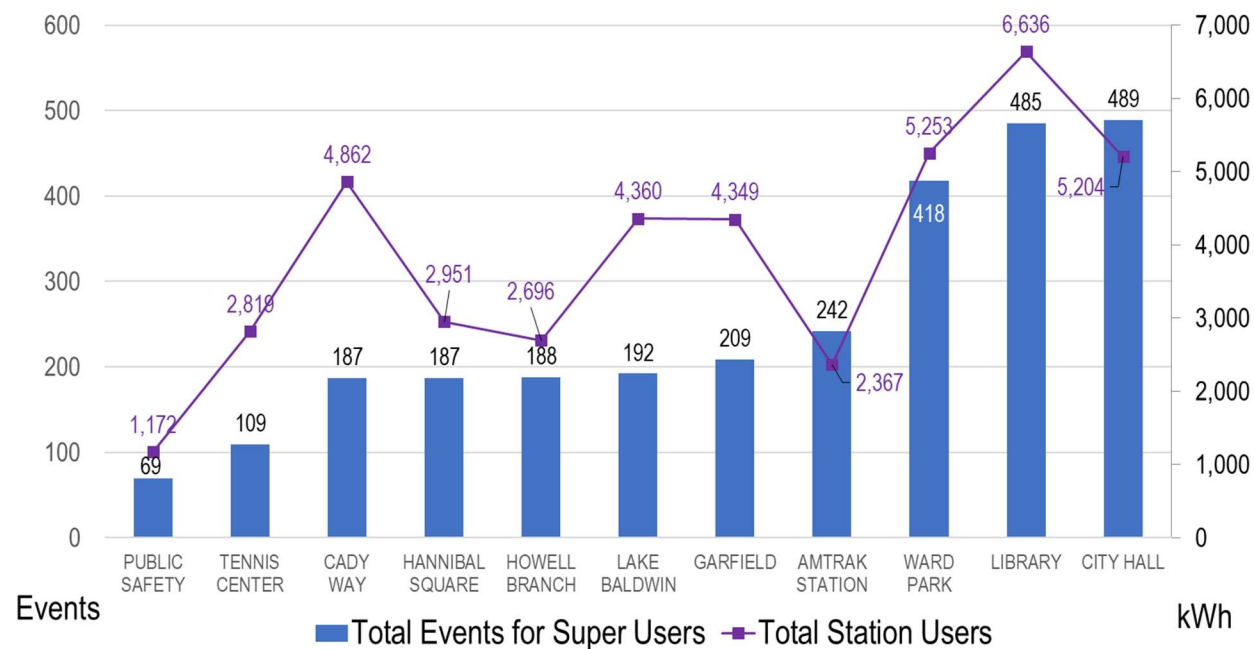
Figure 6 Number of Connected Events Exceeding 3 hours by Super Users in 2023



A total of 340 Days are in the data set.

Of the 57 unique Super Users: 8 use multiple stations and one 4 stations. A Super User has more than 10 events of greater than 180 minutes.

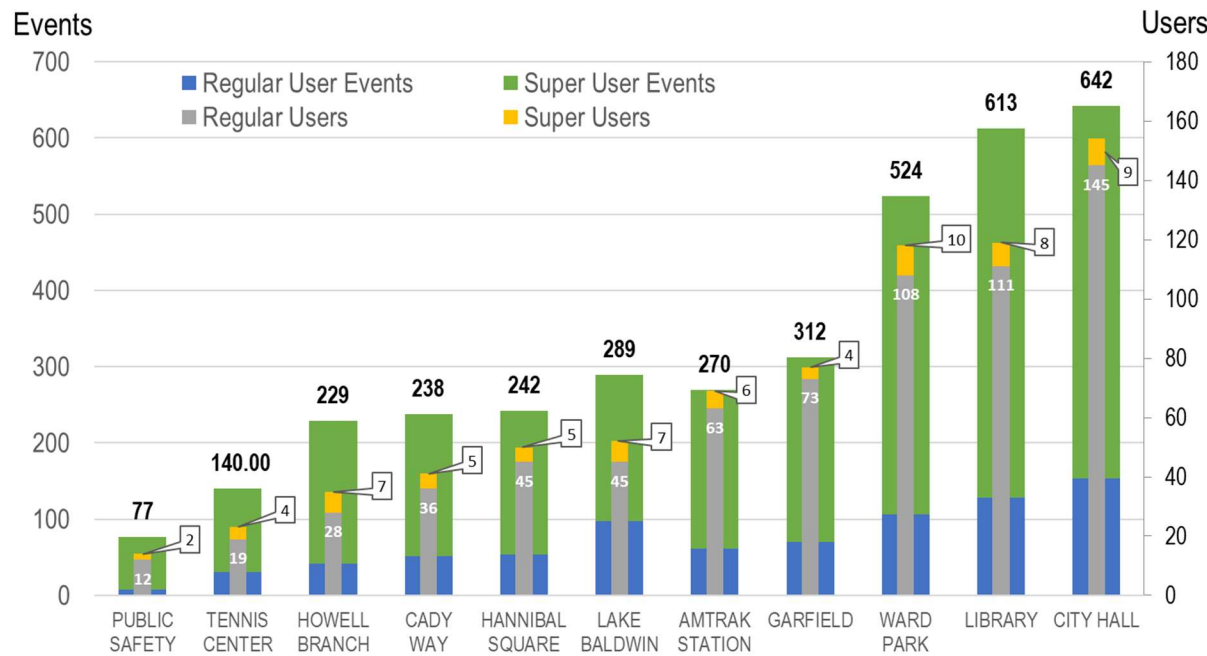
Figure 7 Energy Consumption by Number of Connected Events Exceeding 3 hours by Super Users in 2023



A total of 340 Days are in the data set. 42,668 kWh Used.
Of the 57 unique Super Users: 8 use multiple stations and one 4 stations. A Super User has more than 10 events of greater than 180 minutes.

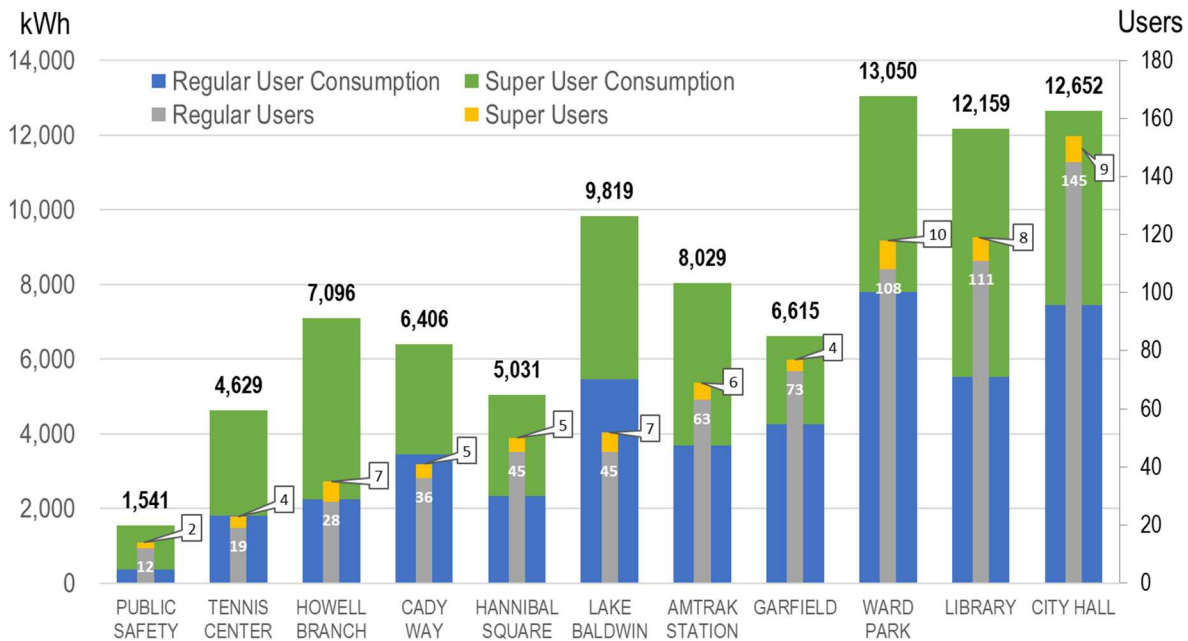
To understand the impact of Super Users versus other users that charge over 3 hours, Figure 8 provides a breakdown of events exceeding 3 hours by user type. As can be seen in this figure, although Super Users represent a small fraction of users that charge for more than 3 hours, they account for 78% of all events. Figure 9 provides a breakdown of energy consumption by user type for these events. Again, Super Users account for nearly half of all energy consumed despite being a relatively small portion of users.

Figure 8 2023 Events of More than 3 Hours by User Type



A total of 340 days appear in the data.
A total of 3,576 events over 3 hours of which 2,775 were by Super Users. Super Users represented 78% of all events.

Figure 9 Energy Consumption by User Type in Events Greater than 3 Hours in 2023



A total of 340 days appear in the data.

87,027 kWh energy consumed; 49% by Super Users. Super Users consumed 29% of all energy.

Additional information on station usage and use patterns by charging station appear in Appendix A.

Additional Considerations

A unique aspect of EV Charging Stations is that they provide two services to customers: charging and parking. In researching the issue of station over use, additional problematic behaviors were identified. The following are recent complaints logged at the stations:

- Just adding fuel to the grey Tesla hate train right now, it's been plugged in for 8 hours so I haven't been able to plug in :(
- I'm going to start disconnecting the Tesla which hogs the station if the park management does nothing about it. Hoping for confrontation because people like this need to be checked.
- Agree! The grey Tesla is hogging as a personal spot and then she is walking home and leaves it more than 24 hours! If you see her maybe someone can politely mention that this is for everyone and not just for her personal parking spot!
- Station works, but is hogged by a grey Tesla whose owner lives in the neighborhood and uses the park as his free private spot. It's 1:47pm and he's been there since 7:53 in the morning, doing it on a regular basis now.
- Unavailable to charge, there is a regular gas black Mercedes Benz parking in the ev parking spot
- Station works, but a silver ford focus uses it as their personal charger even when charging is complete.
- Open charger blocked by a white Lexus RX350L this morning at 9:30 am.

Although many complaints address over use, other behaviors were noted that would not be resolved through implementation of a rate for charging. In particular, a rate would not resolve the problem of non-EVs and/or unconnected EVs parked at a station or blocking EVs from accessing a station. Additional solutions are needed.

Public-Facing Electric Vehicle (EV) Charging Stations straddle several areas of City services as follows:

- Electric Utility—provides power, designs Tariffs, and sets rates
- City Council—sets policy
- Utility Billing/EV Station Vendor—maintains stations, meters, and collects revenue
- Sustainability—oversees vendor(s), tracks outcomes, seeks funding
- Parking Enforcement—enforces ordinances, issues fines

An effective solution will require interdepartmental coordination. Parking enforcement will play an integral role.

For reference, current City parking fines include:

- Prohibited by sign: \$25
- Over posted time: \$25
- Re-Park within 500 feet within 4 hours: \$55

Appropriate signage at the Charging Stations along with aggressive enforcement should assist in curtailing behaviors by unconnected users.

Recommendation

Based on the evaluation conducted as summarized above, Staff recommends implementing a two-part solution consisting of: (1) a rate design for charging; and (2) parking signage and enforcement.

Rate Design

After researching usage patterns as well as the underlying costs associated with the EV Charging Stations, a two-part rate design consisting of a consumption charge per kWh and an hourly connection charge was identified as the optimal solution to mitigate over use. Each component of the proposed rate design is discussed below.

- **Consumption Charge**

Based on a cost of service analysis, a consumption charge of \$0.35/kWh is recommended.

Options for rate design could include: waiving the consumption charge for the first three hours or charging a reduced consumption charge for the first three hours.

- **Connection Fee**

Under the proposed rate design, and to provide parking accommodation comparable to high traffic areas such as Park Avenue, the connection fee for the first 3 hours of charging would be waived. After 3 hours, the recommended connection fee of \$10.00 per hour would apply.

Options could include use of a \$5.00 charge assessed every 30 minutes of connected time after three hours.

Parking Signage and Enforcement

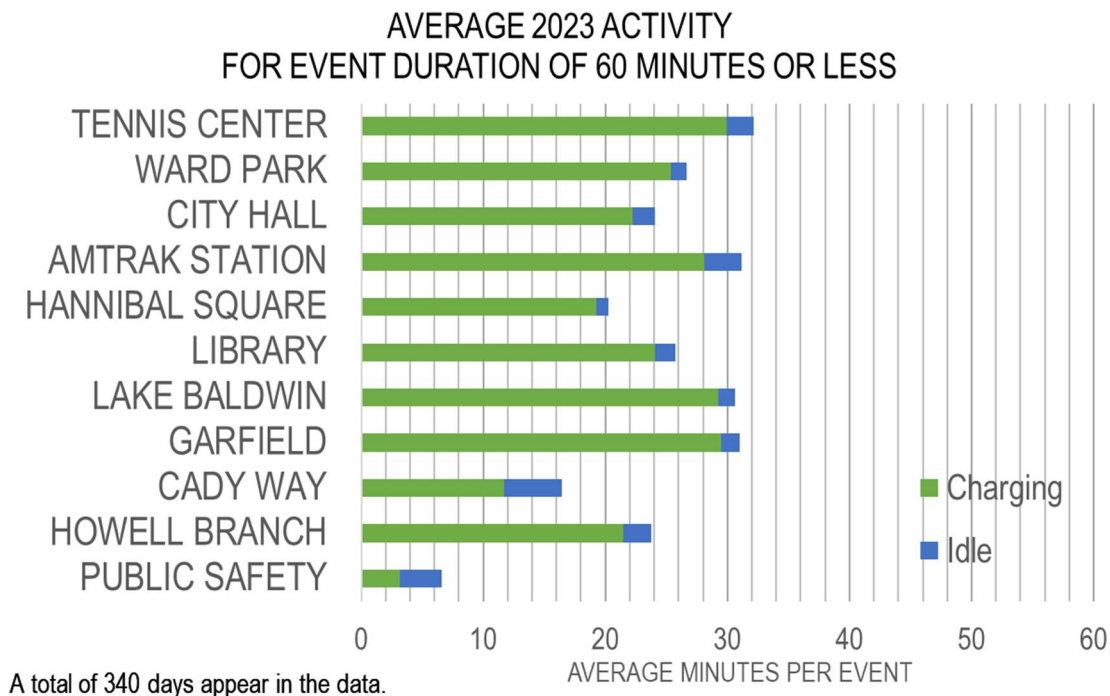
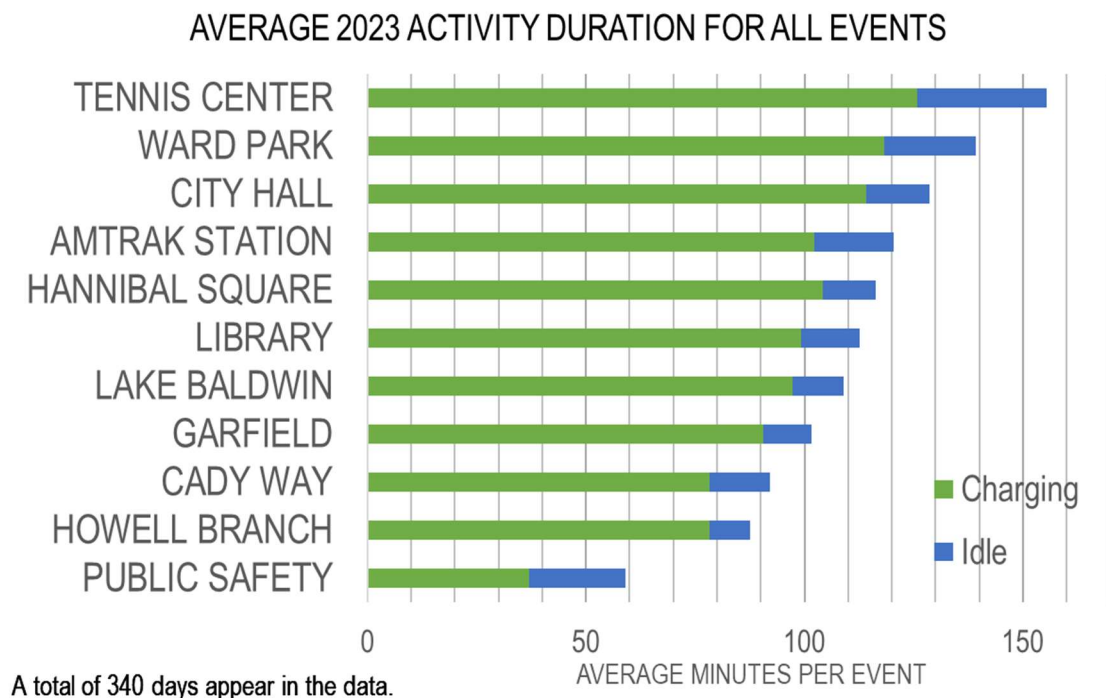
Staff recommends implementing appropriate signage and stepped-up enforcement to address behaviors that would not be impacted by charging fees, such as unconnected vehicles. It is hoped that current ordinances in combination with clear signage and enforcement would be sufficient to resolve over use issues. However, Staff recommends monitoring the situation and exploring additional remedies if needed.

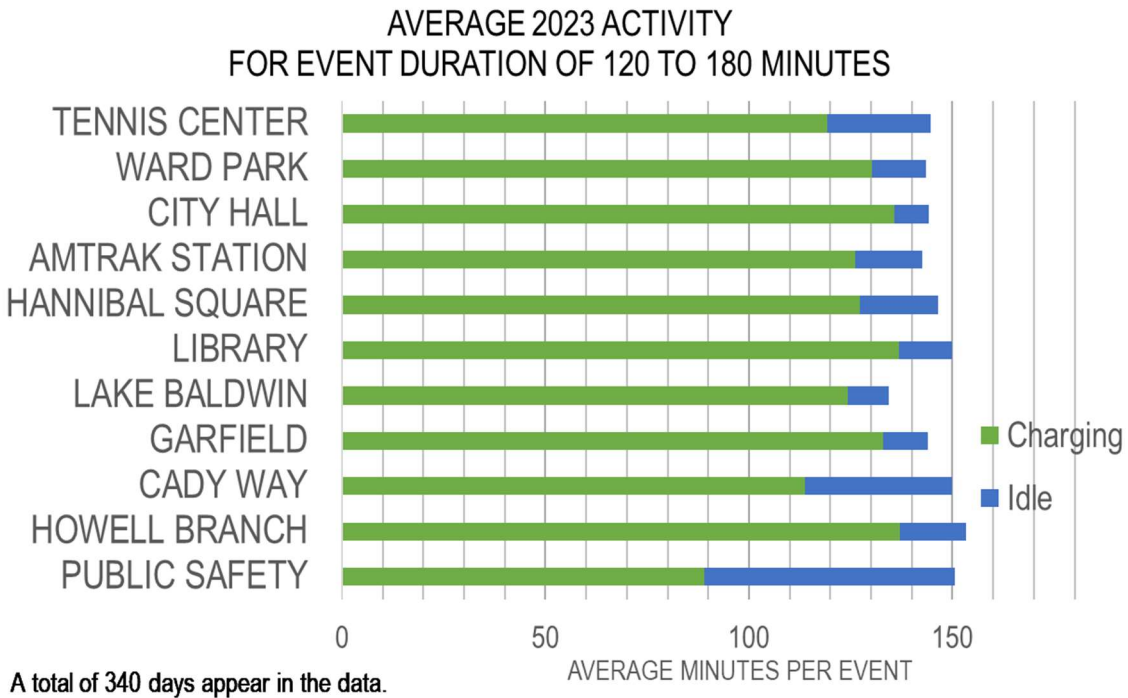
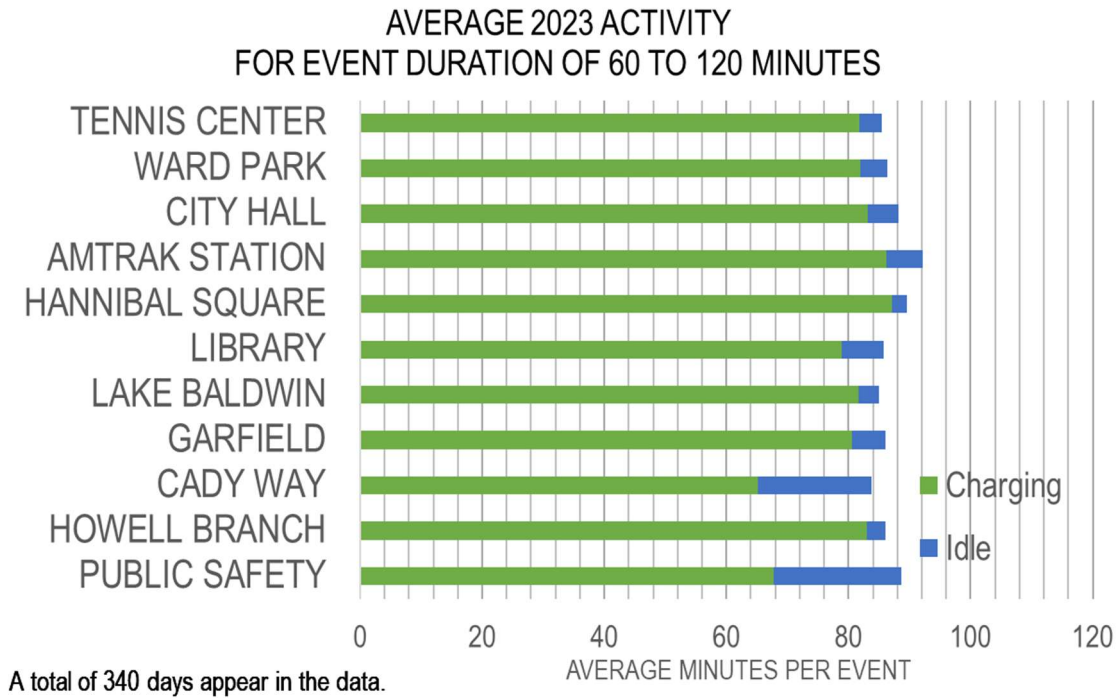
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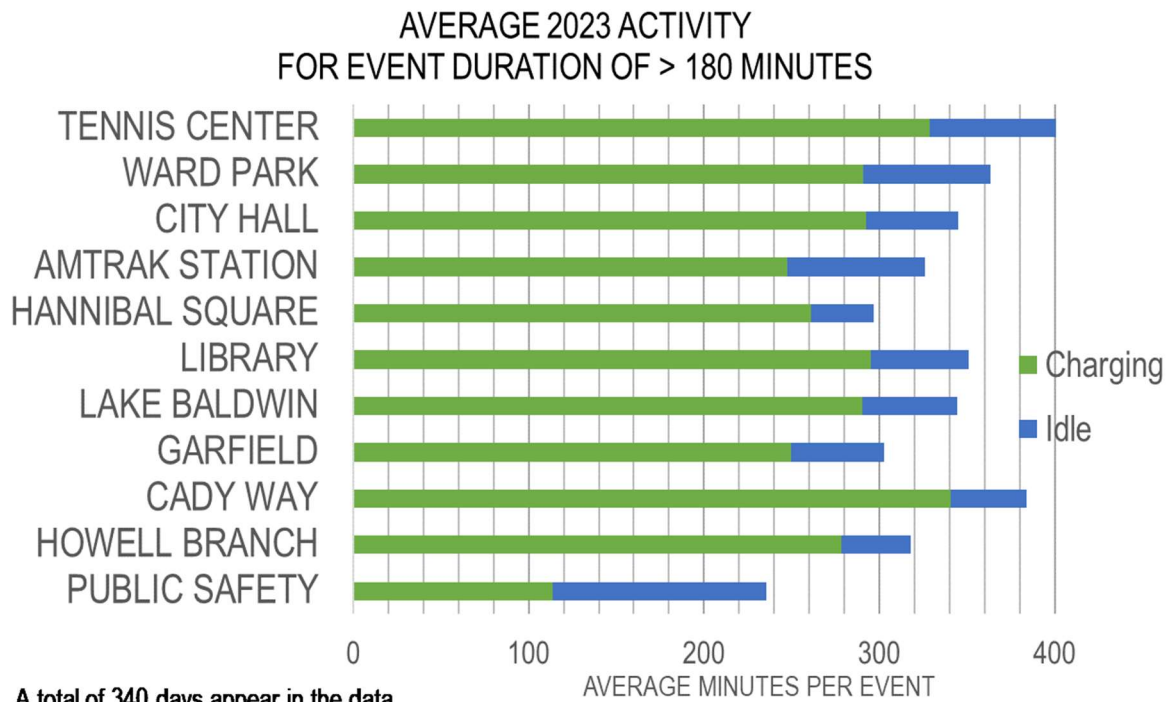
APPENDIX A

DETAILED USAGE PATTERNS BY EV CHARGING STATION

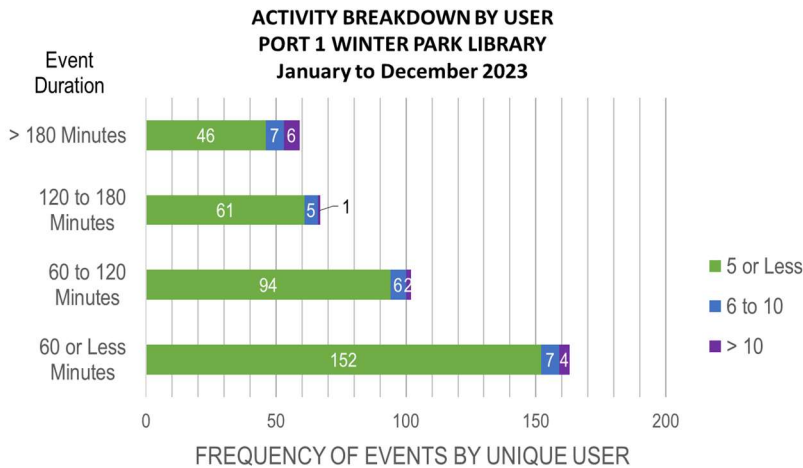
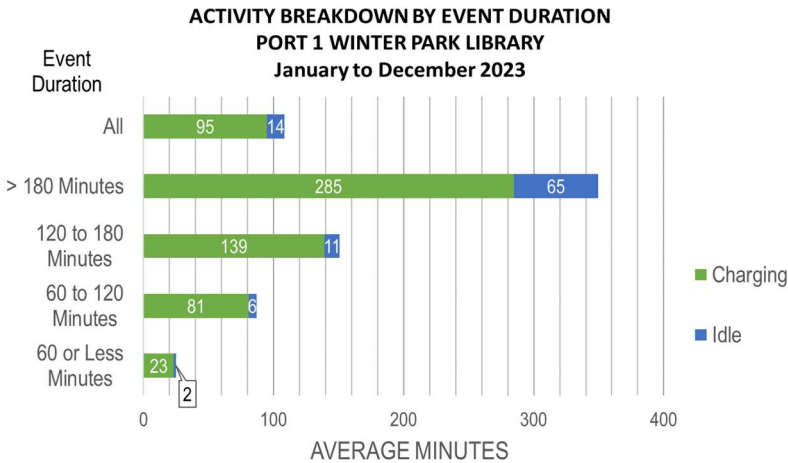
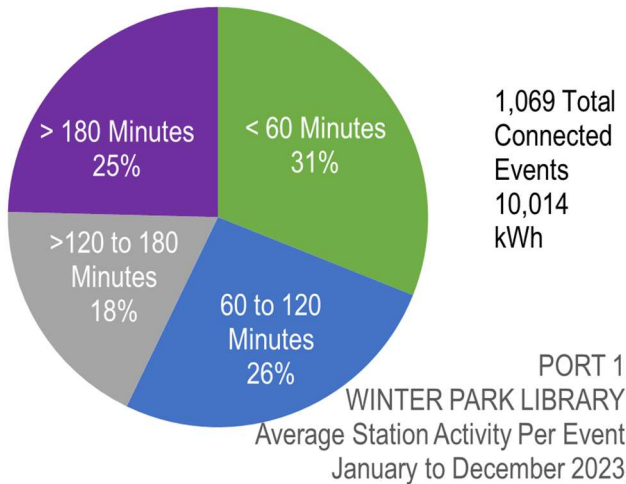
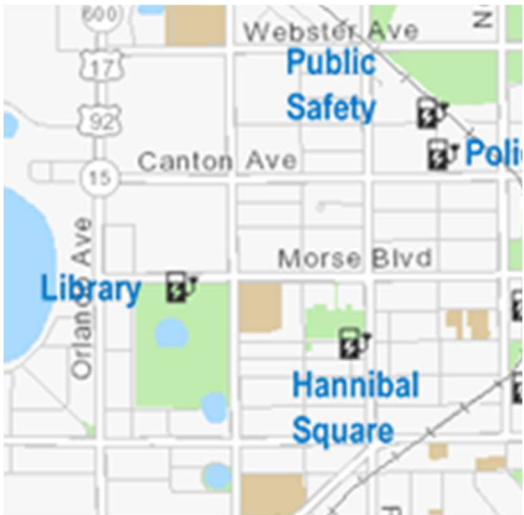
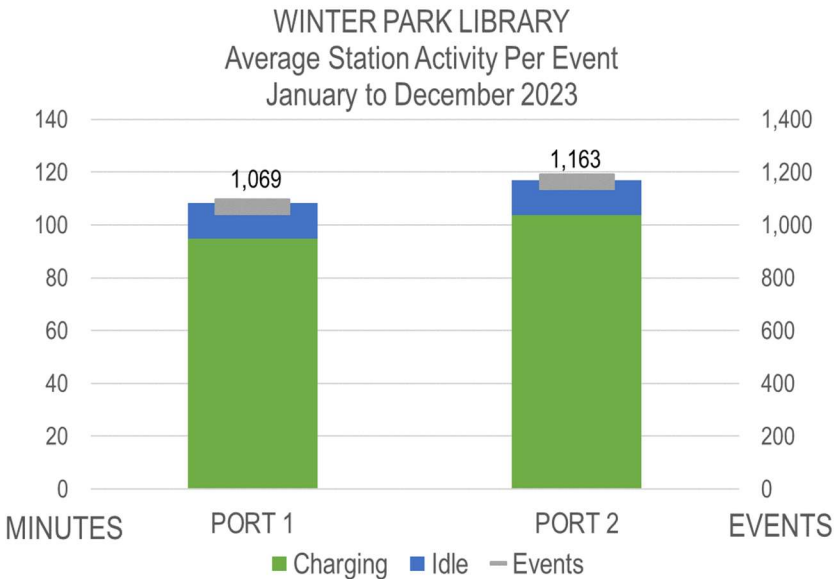
Summary of 2023 activity duration by length of connected event by EV Charging Station.

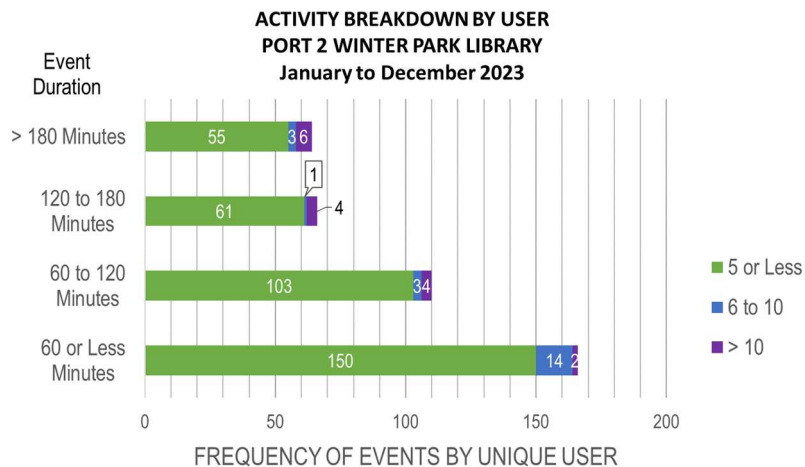
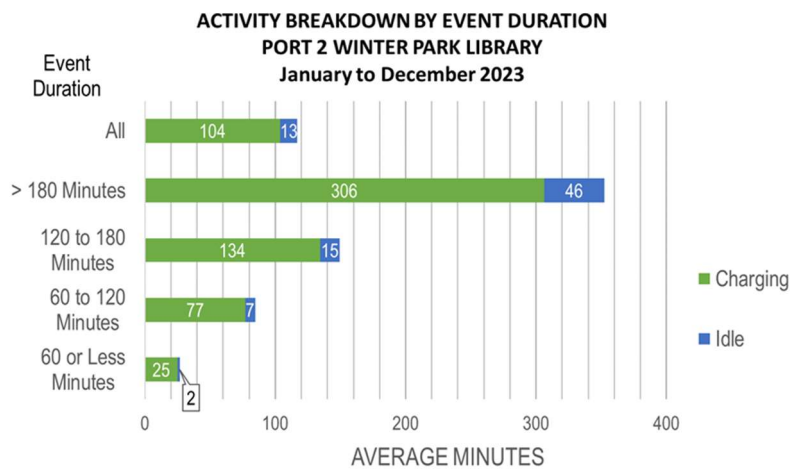
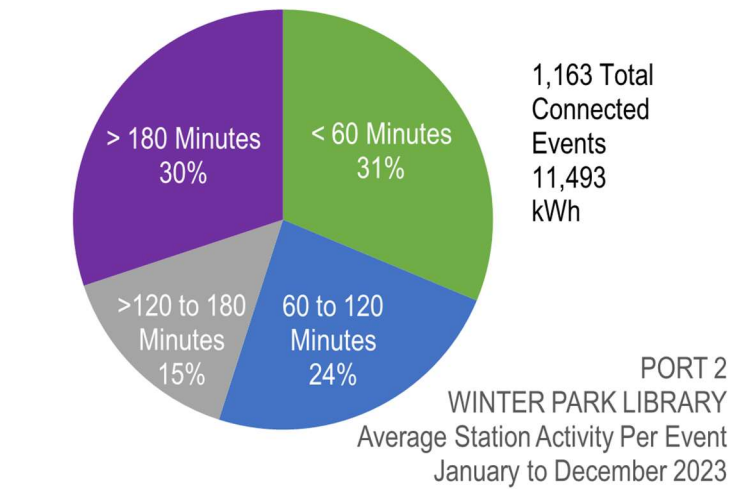




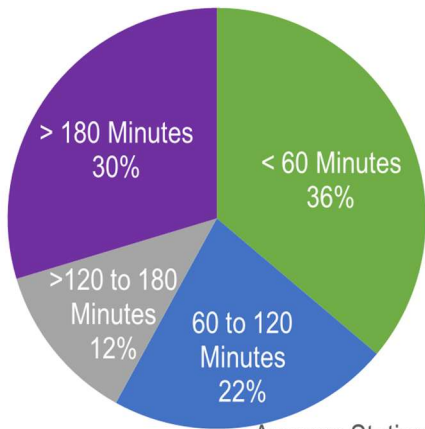
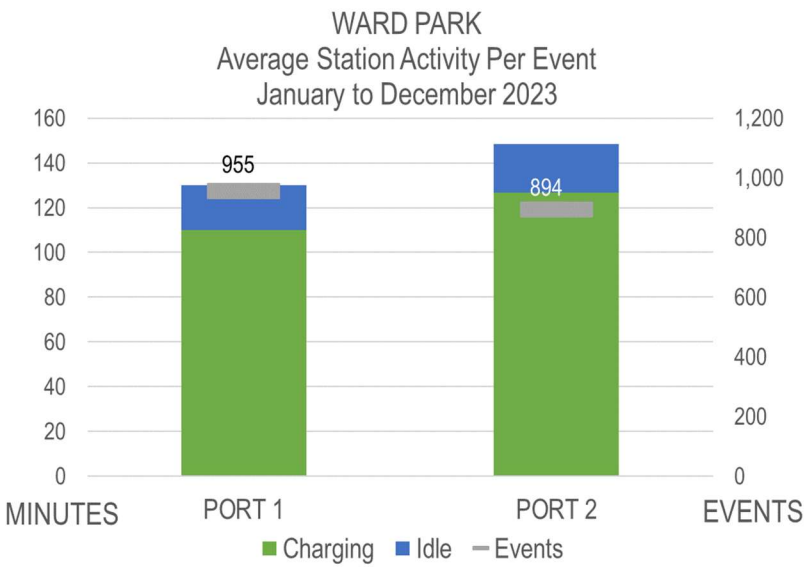


Winter Park Library



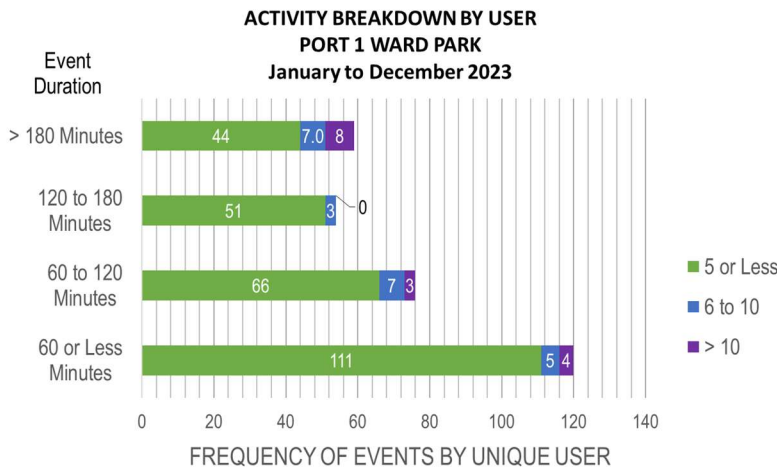
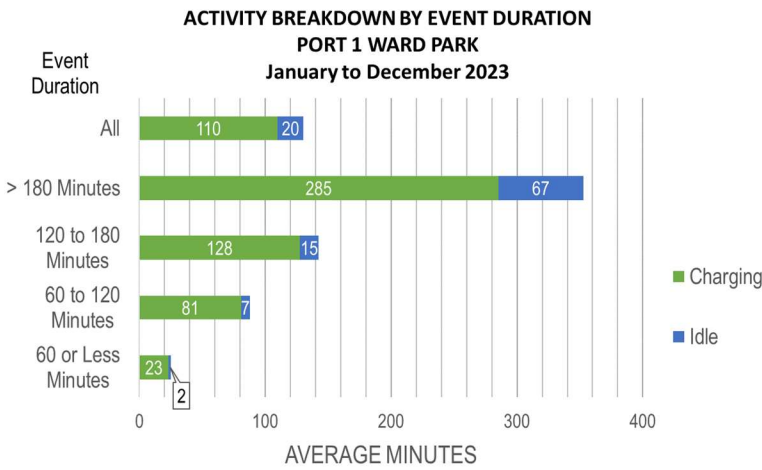


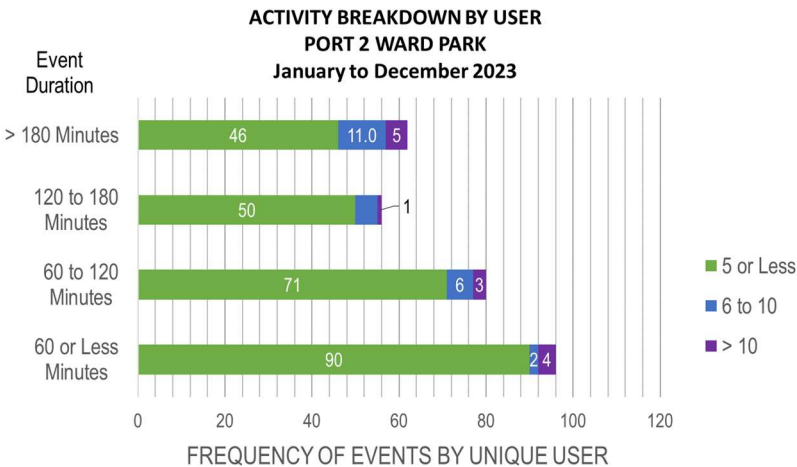
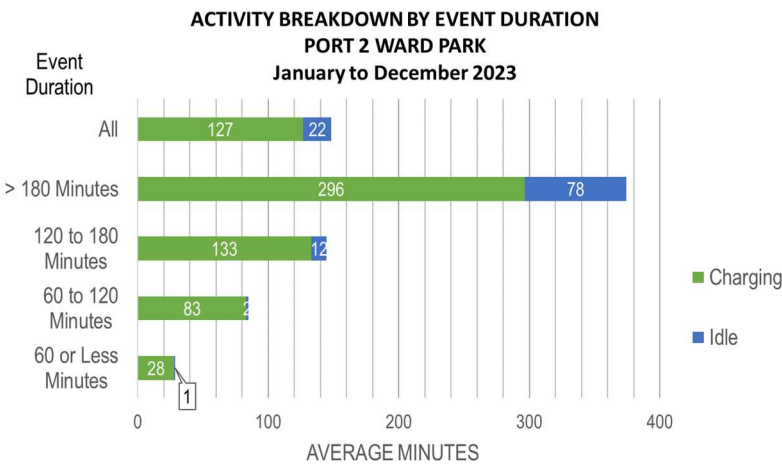
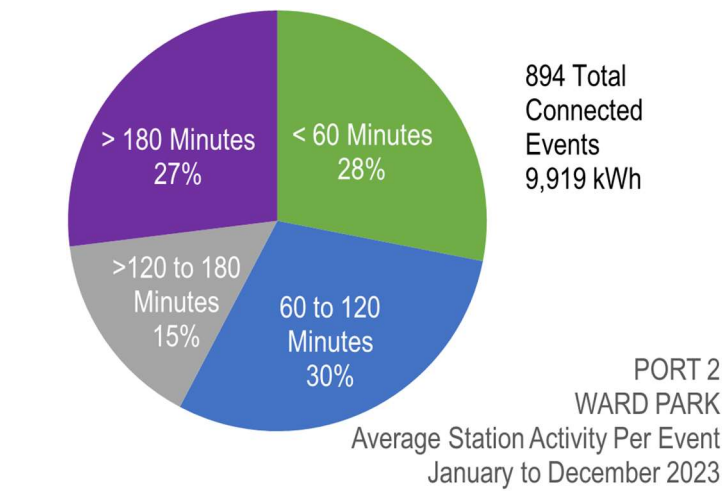
Ward Park



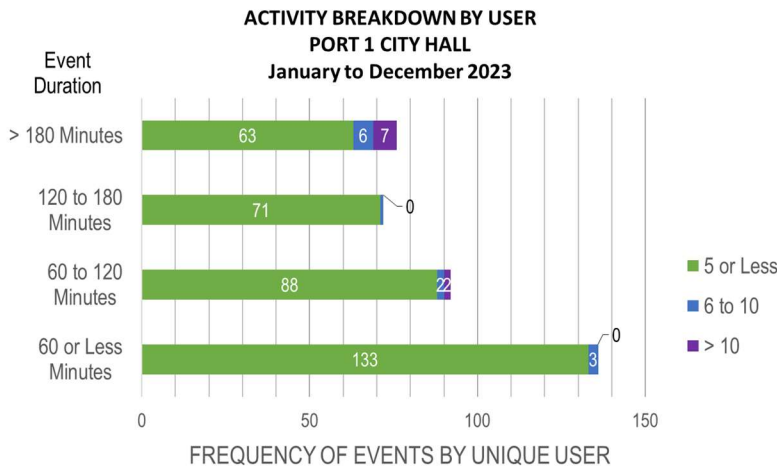
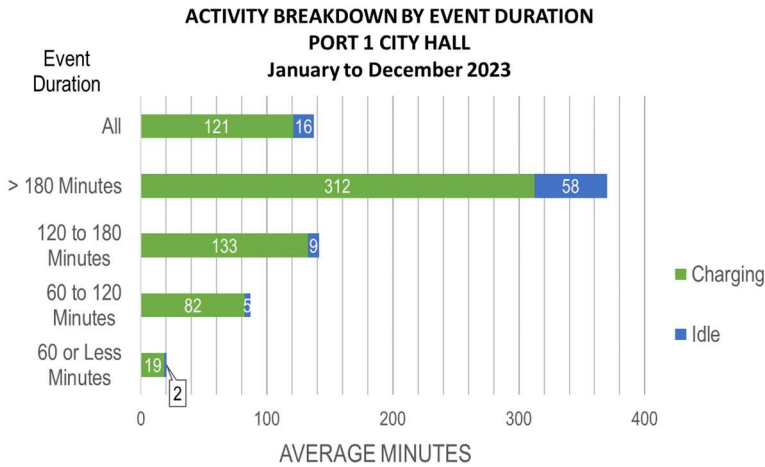
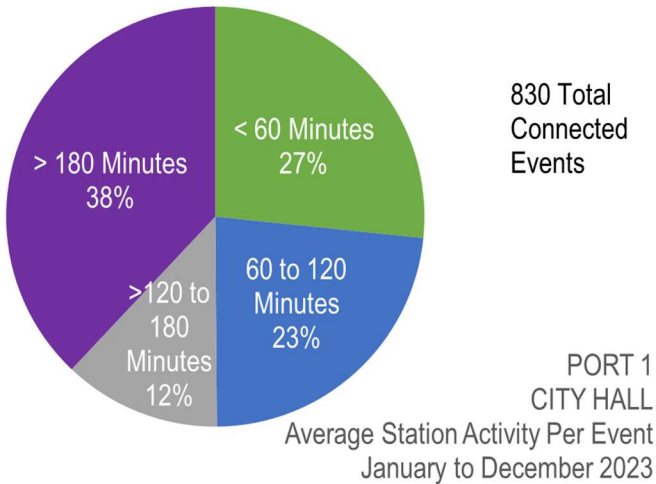
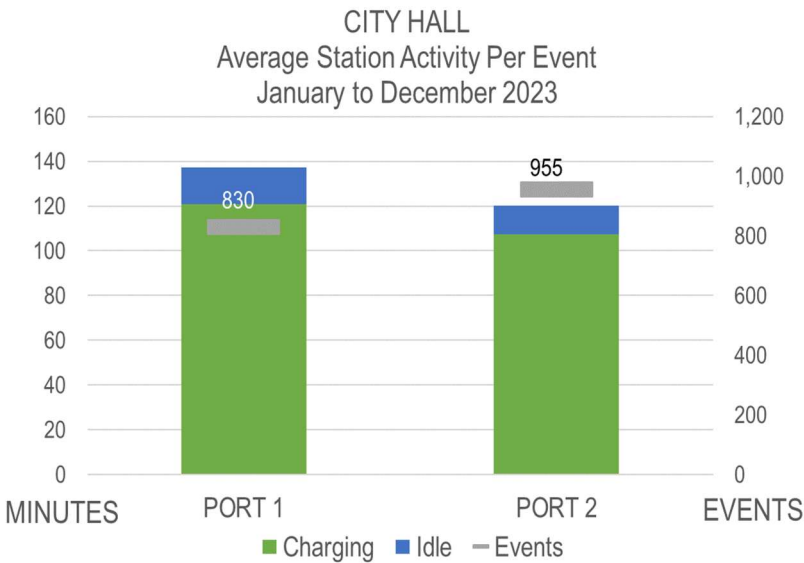
955 Total
Connected
Events
11,470
kWh

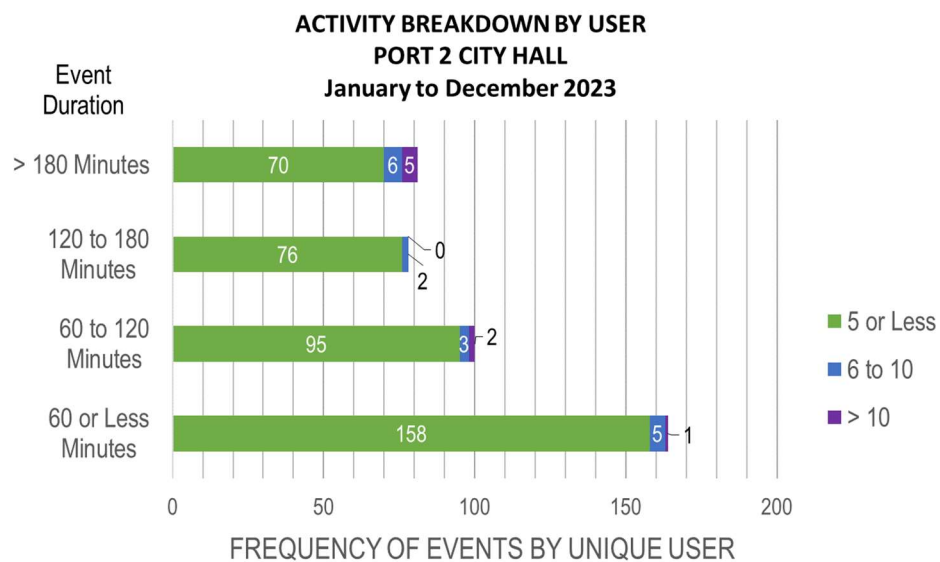
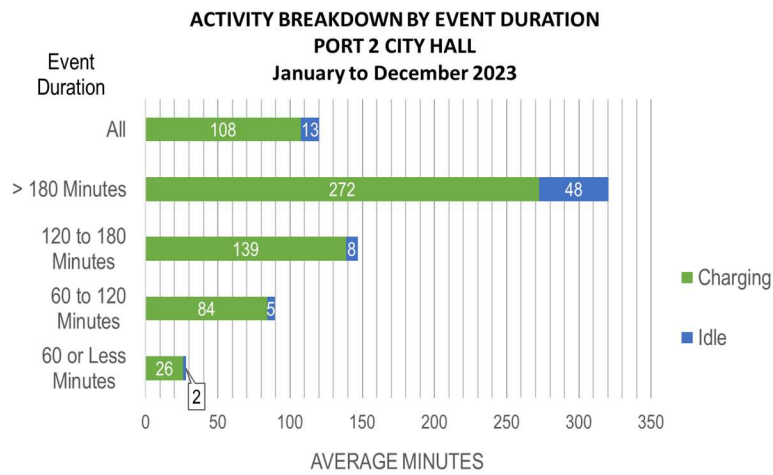
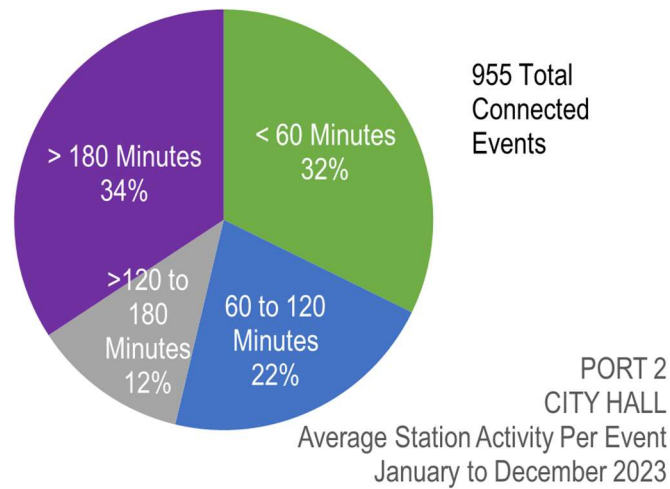
PORT 1
WARD PARK
Average Station Activity Per Event
January to December 2023



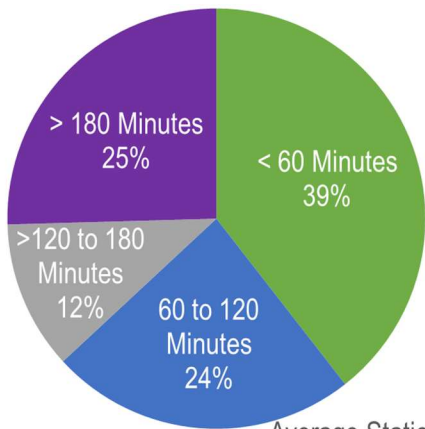
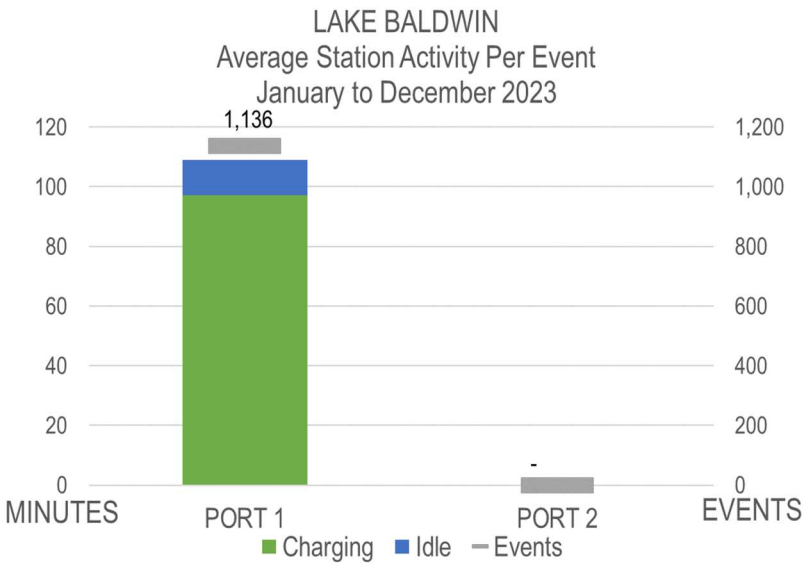


City Hall



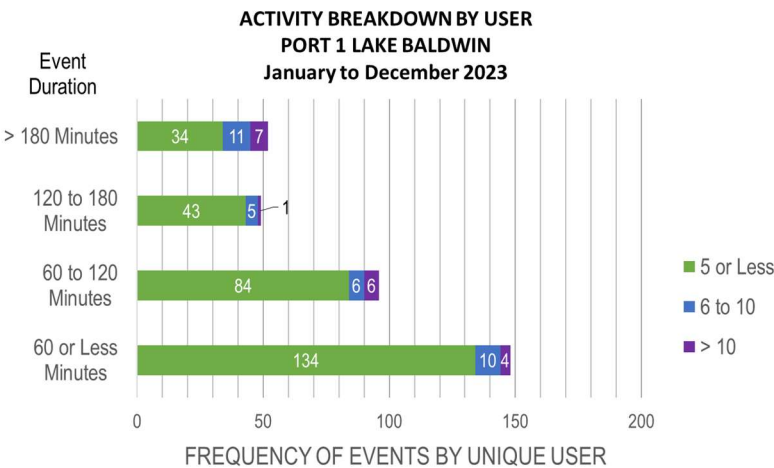
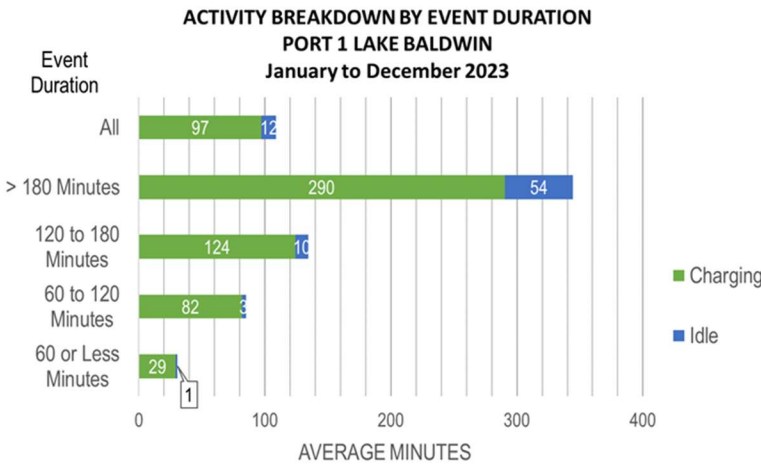


Lake Baldwin

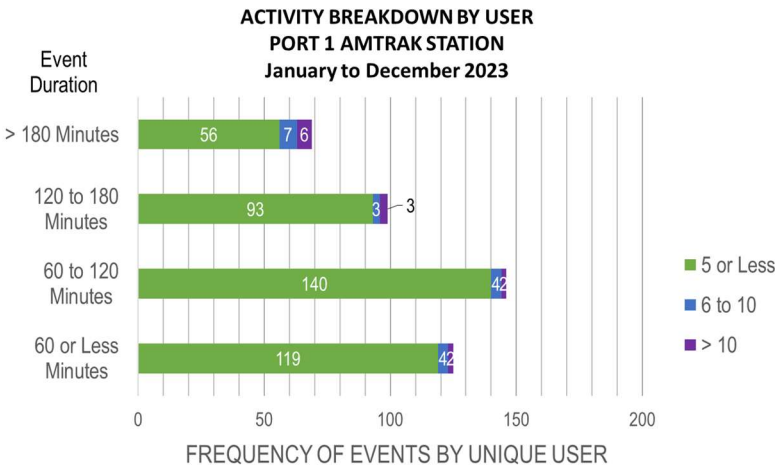
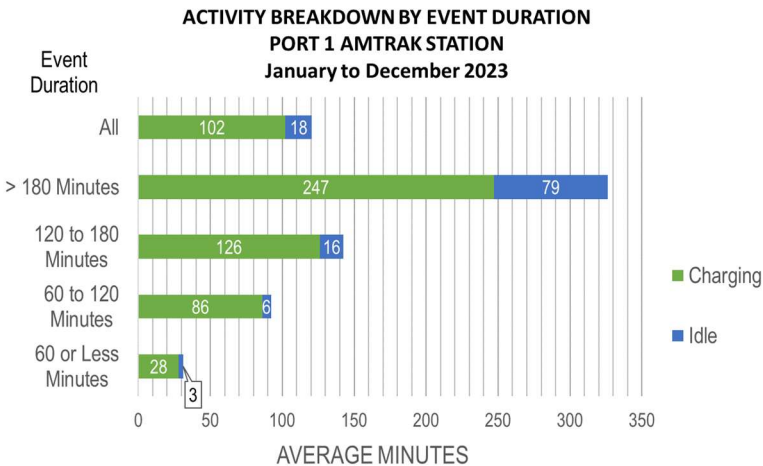
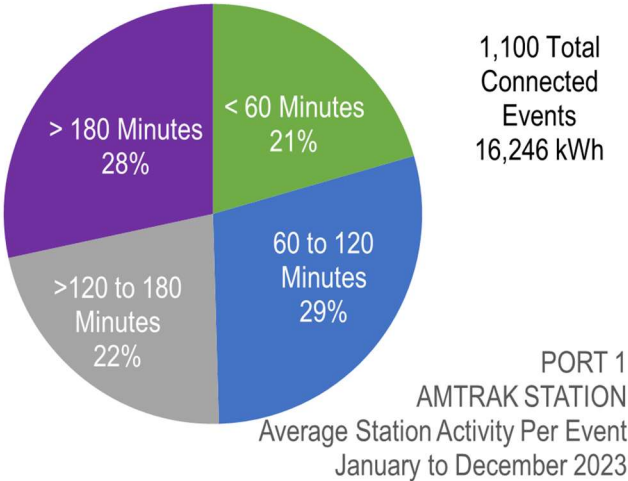
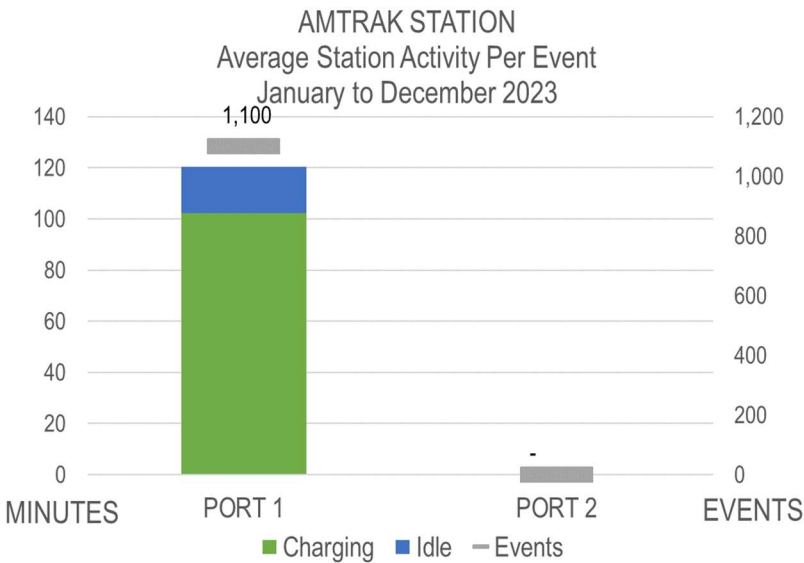


1,136 Total
Connected
Events
15,645
kWh

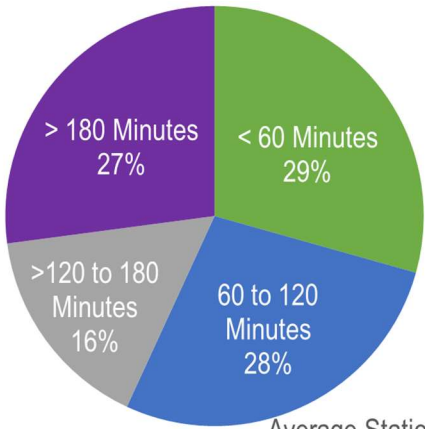
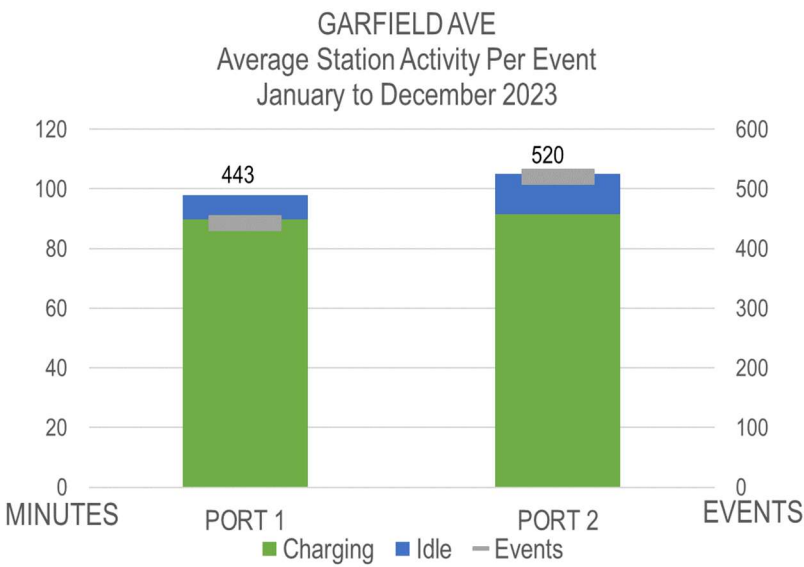
PORT 1
LAKE BALDWIN
Average Station Activity Per Event
January to December 2023



Amtrak Station

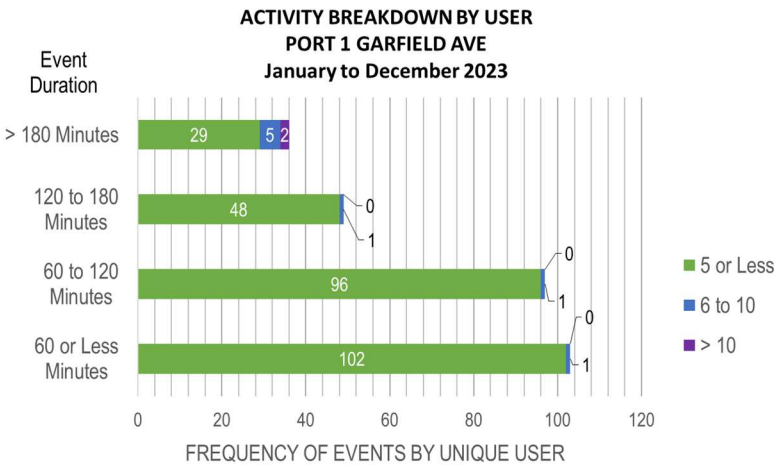
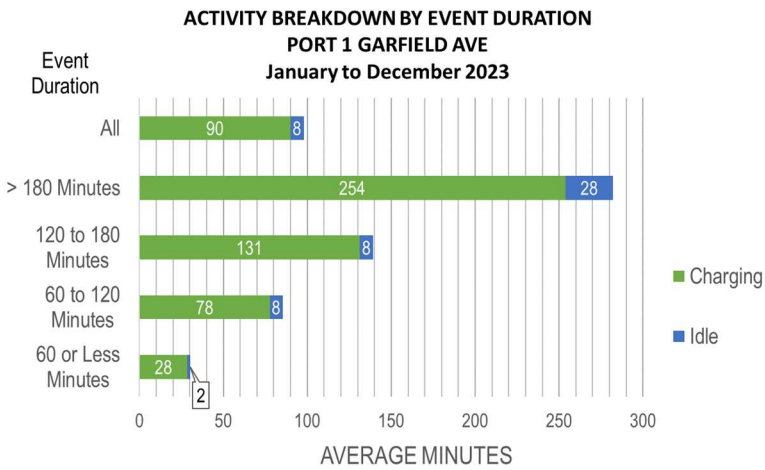


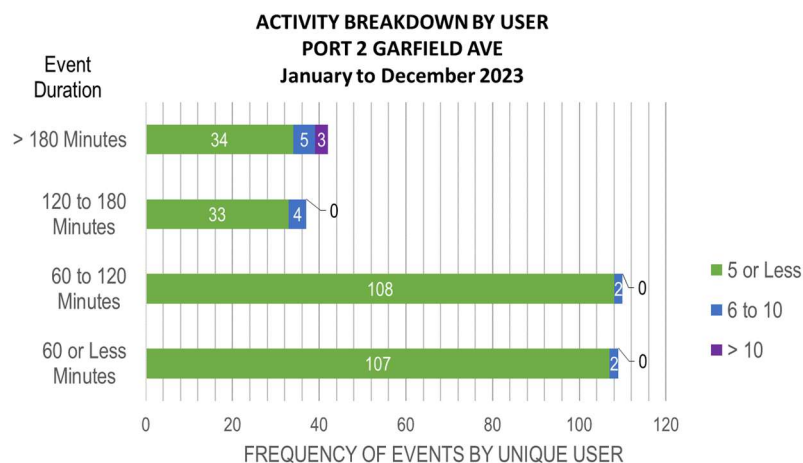
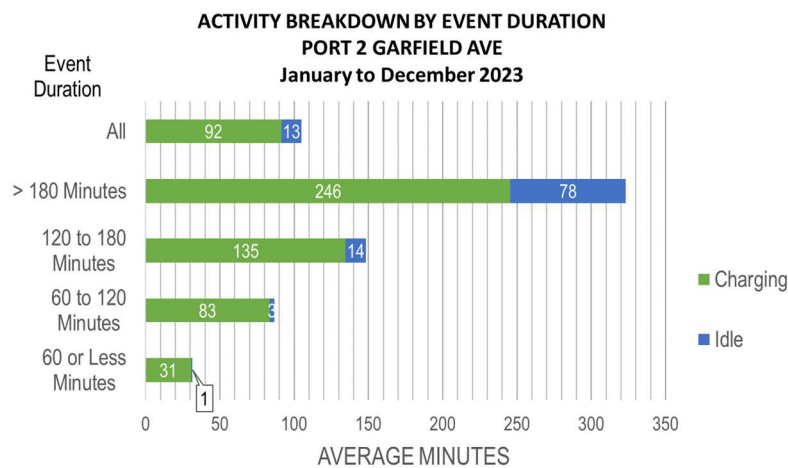
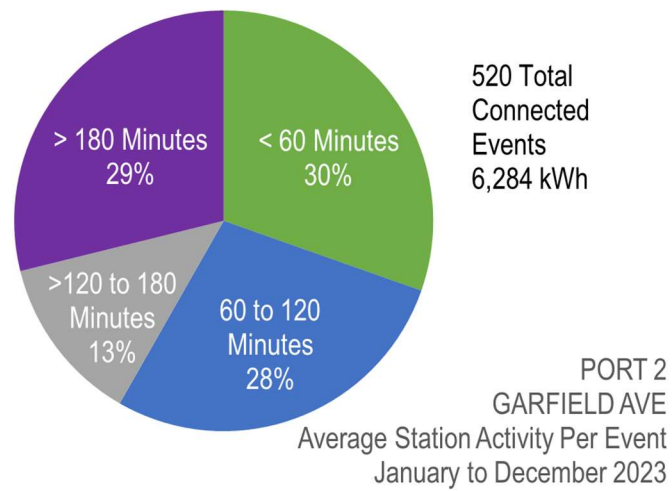
Garfield Avenue



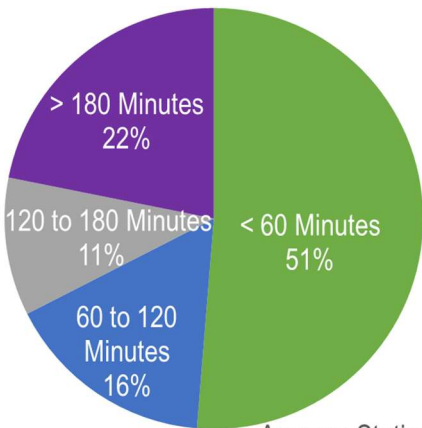
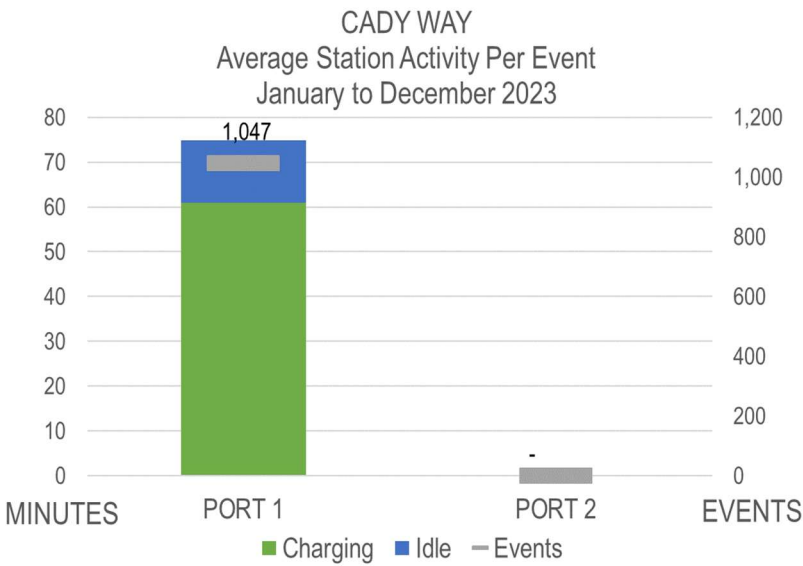
443 Total
Connected
Events
5,364 kWh

PORT 1
GARFIELD AVE
Average Station Activity Per Event
January to December 2023



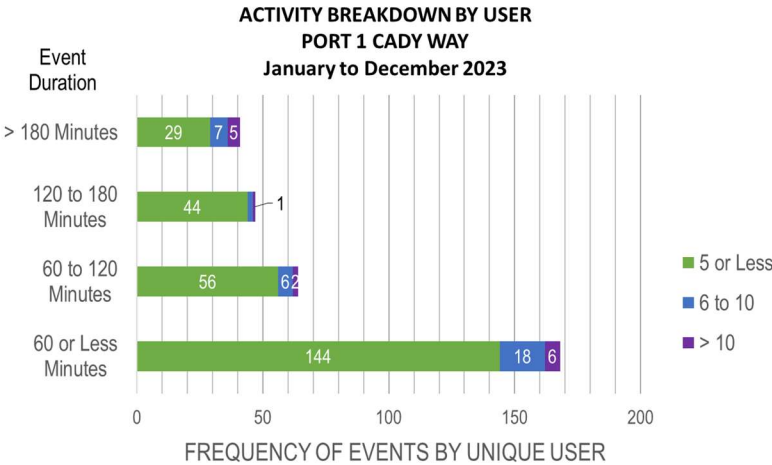
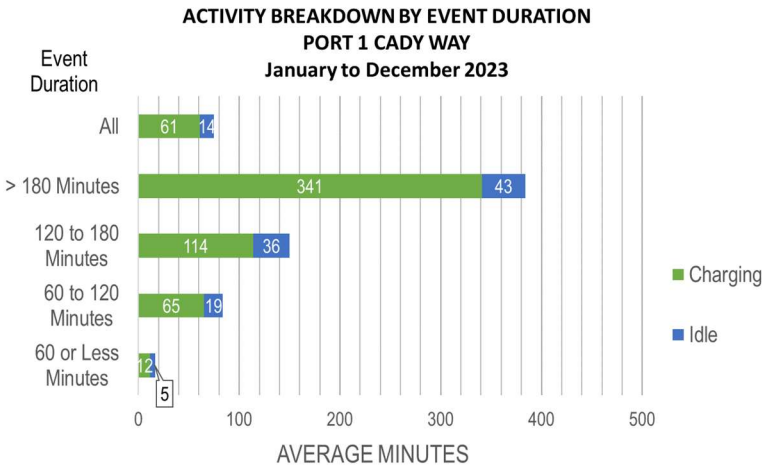


Cady Way

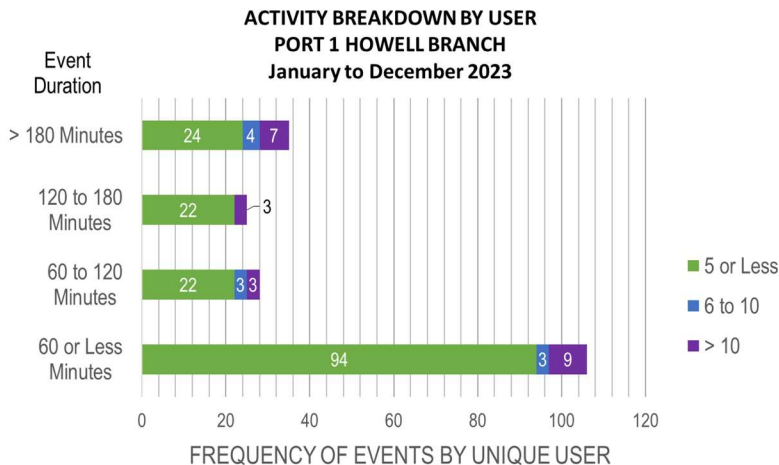
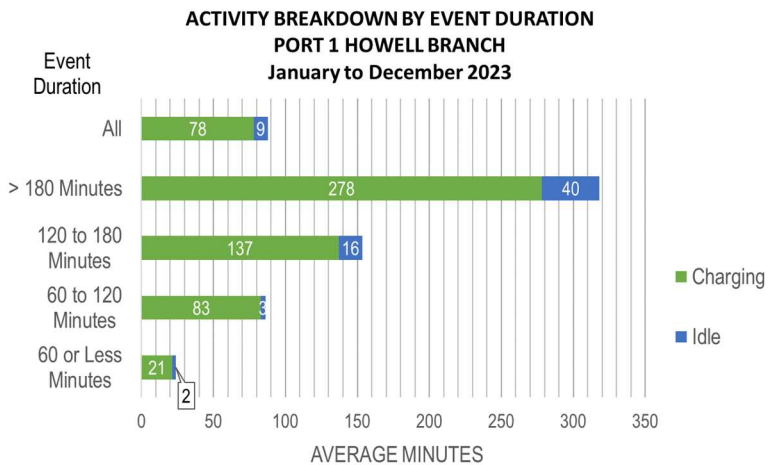
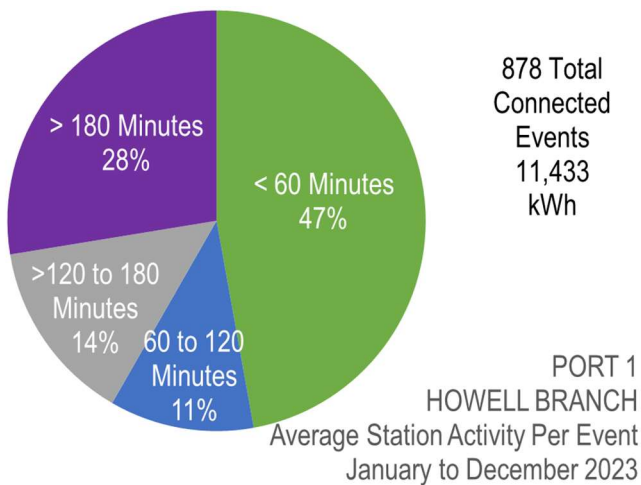
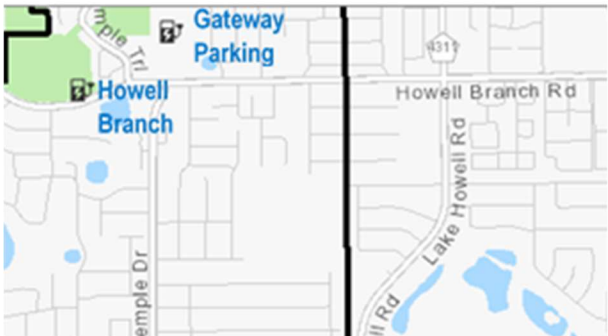
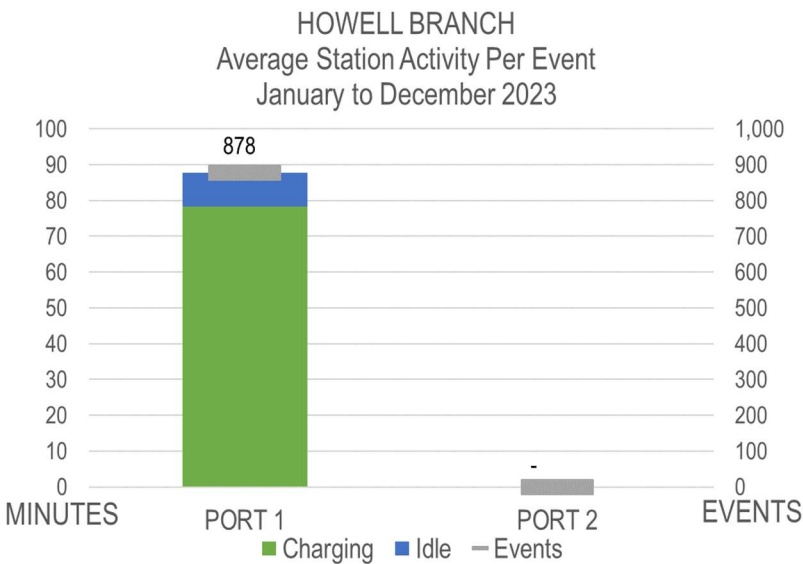


1,047 Total
Connected
Events
9,893 kWh

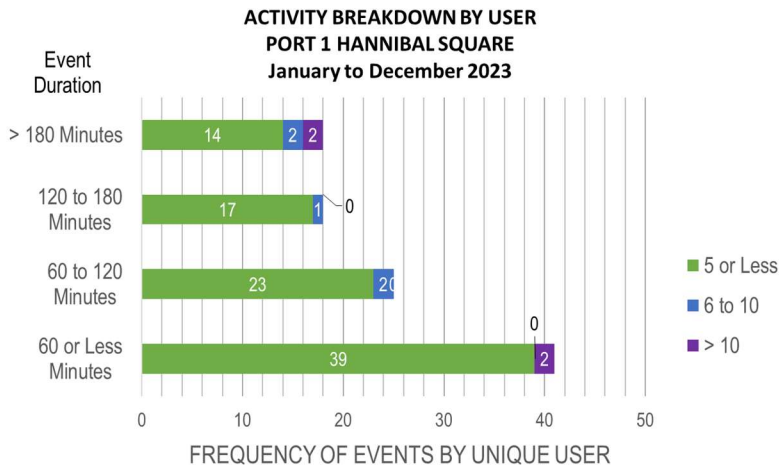
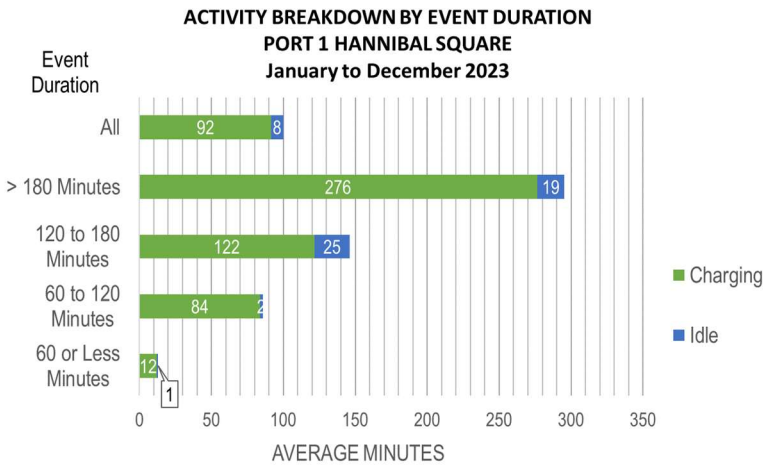
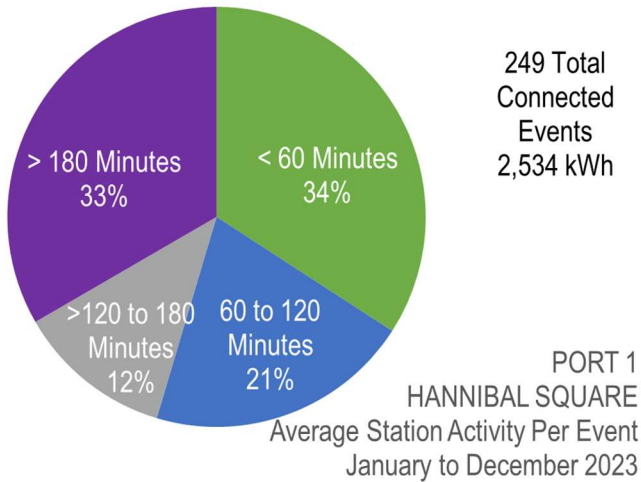
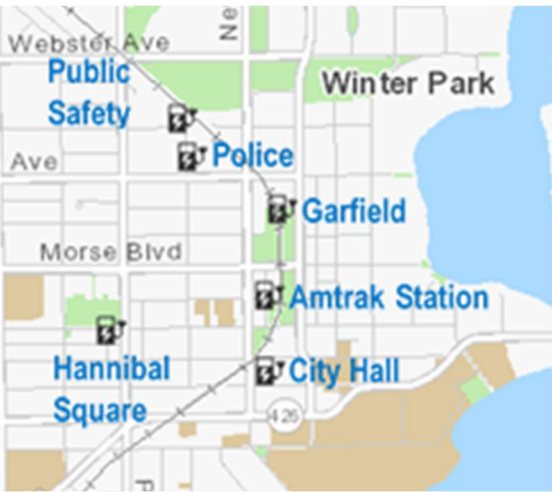
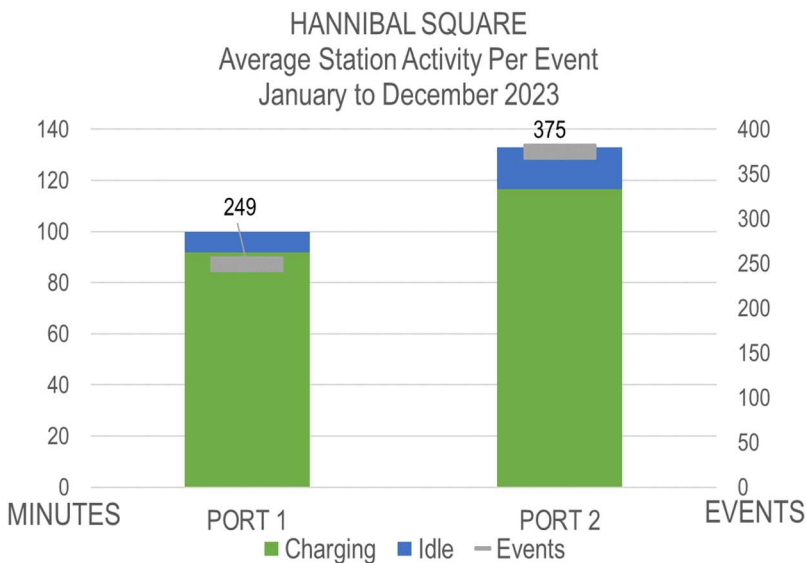
**PORT 1
CADY WAY**
Average Station Activity Per Event
January to December 2023

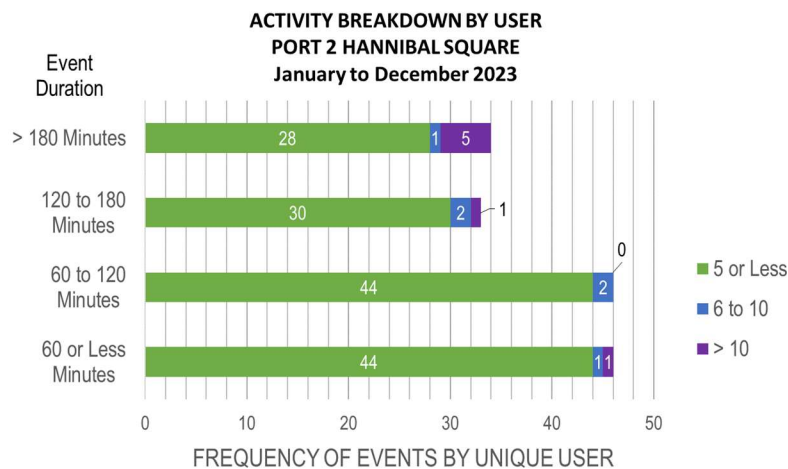
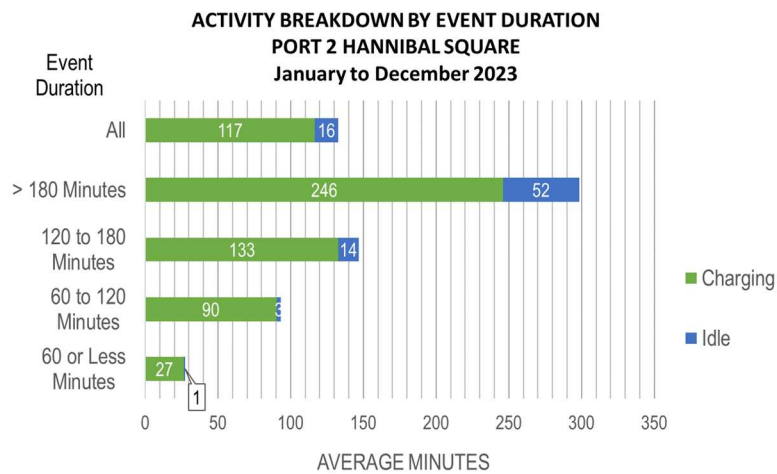
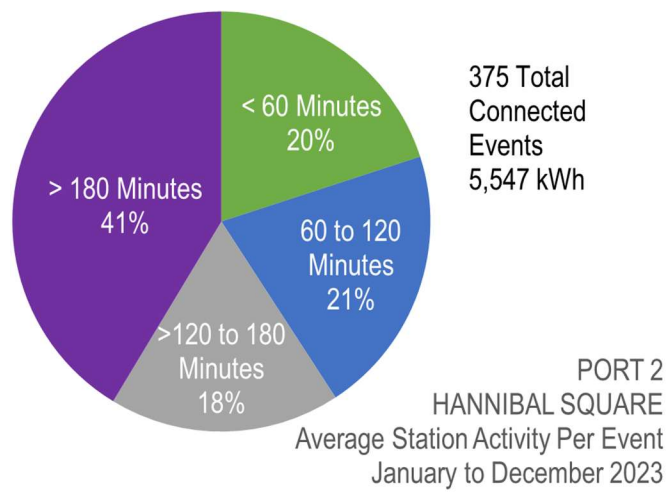


Howell Branch

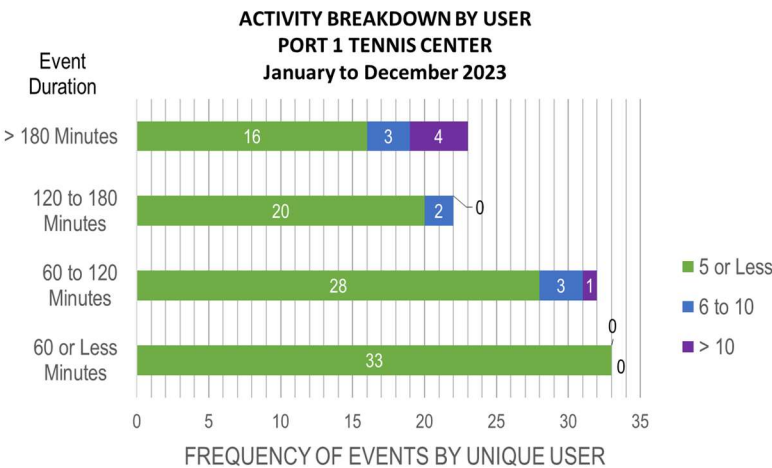
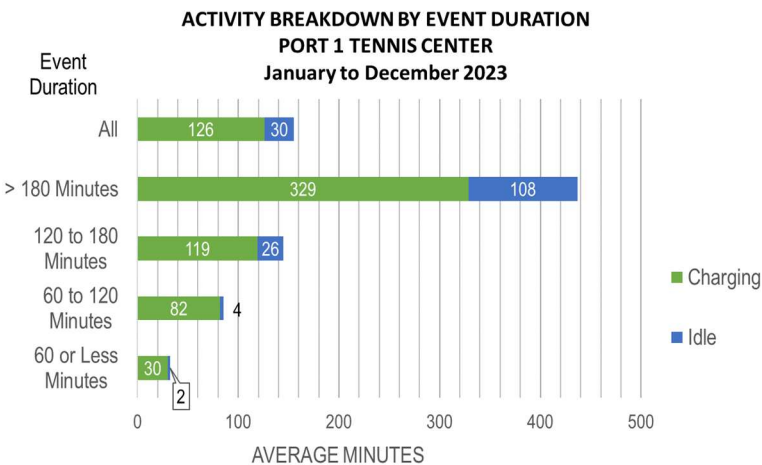
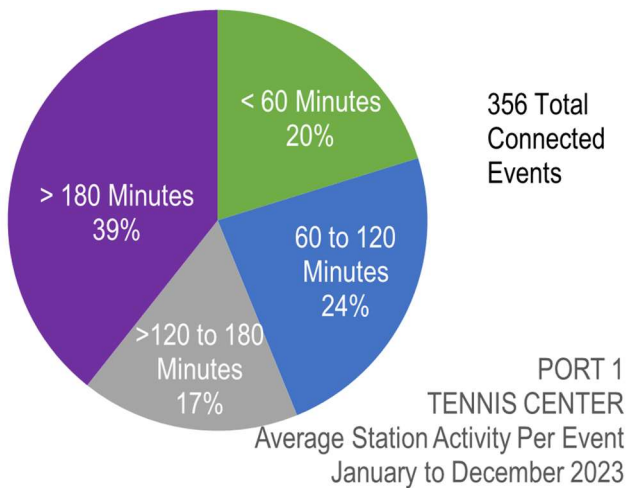
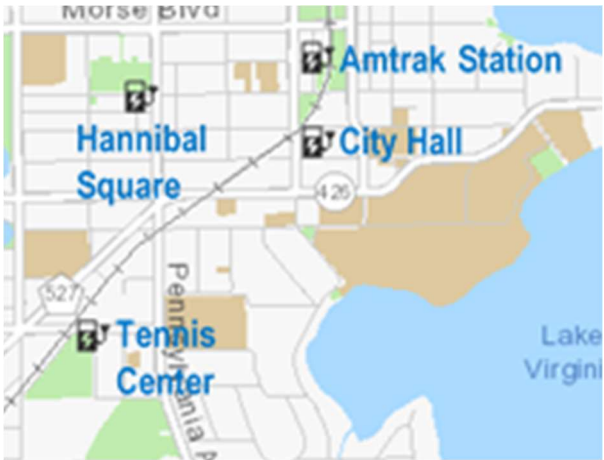
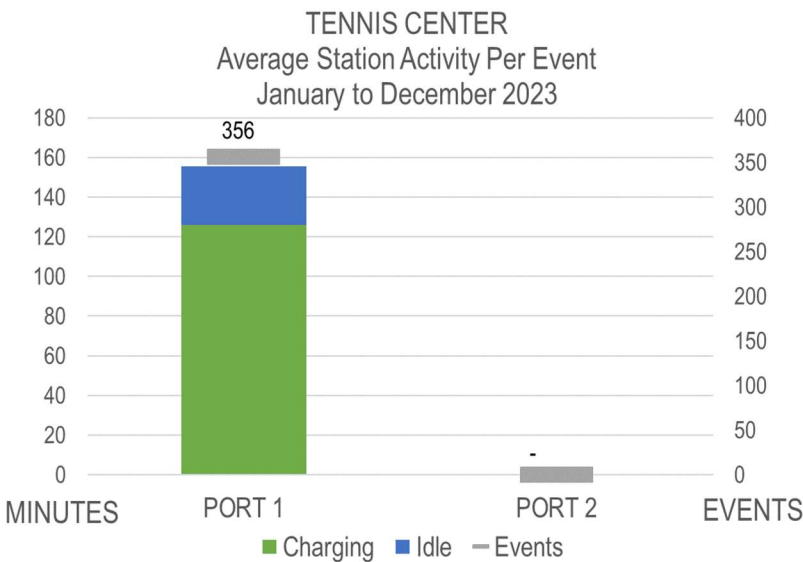


Hannibal Square

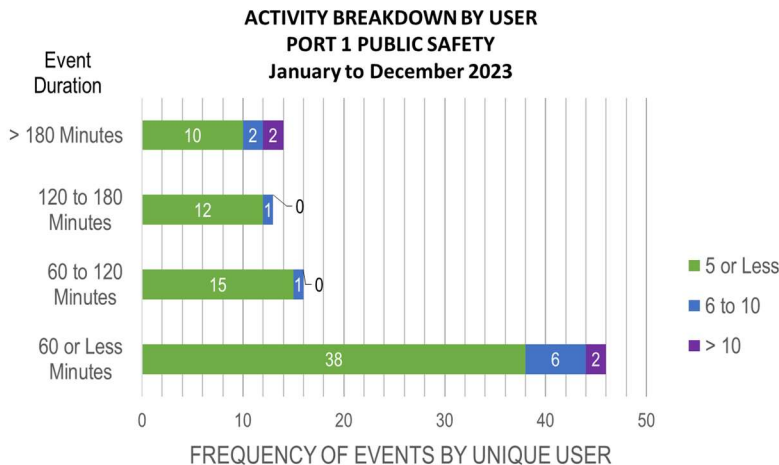
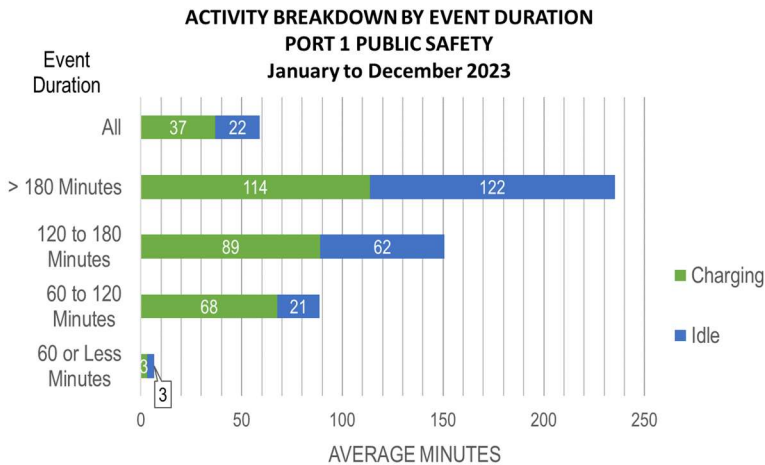
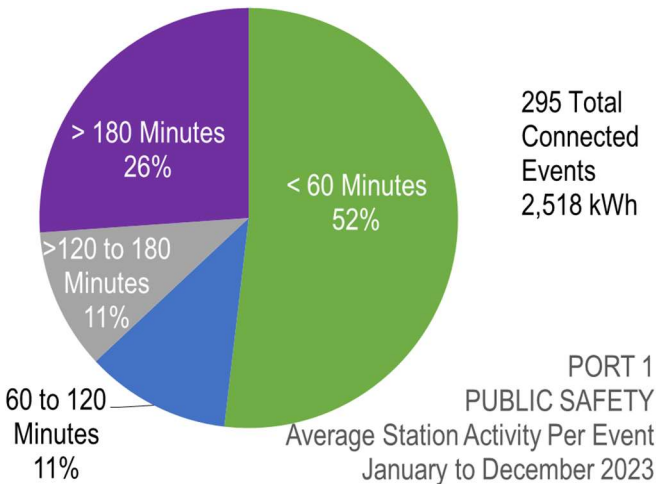
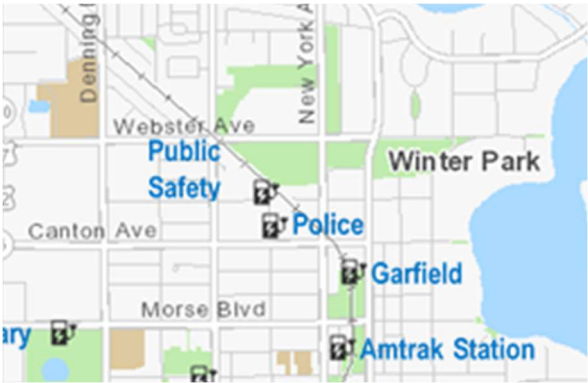
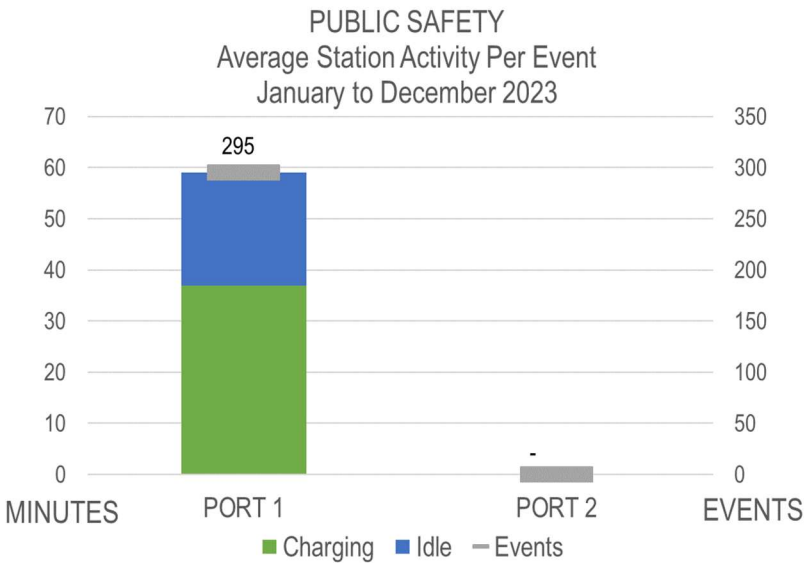




Tennis Center



Public Safety





1409 Howell Branch Road • Winter Park, Florida 32789

407-599-3294 • 407-643-1420 fax
cityofwinterpark.org/electric

**Electric
Utility**

MEMORANDUM

To Utilities Advisory Board

Subject Response to Email Inquiry Regarding EV Staff Report

Date March 24, 2024

- 1. How many kw per hour is typically consumed in charging an EV? Wondering how much it costs a customer per hour at \$0.35?**

Energy consumption during Electric Vehicle (EV) charging is a function of the vehicle battery capacity and the charger type. Most two-port City sites have a Level 2 unit capable of supplying up to 7.2 kW per port. Depending on the type of vehicle and battery capacity, an hour of charging could use up to 7.2 kWh of energy which would cost \$2.52 at the rate of \$0.35/kWh.

- 2. Providing the total charge per hour including consumption, connection, and charges past 3 hours would be helpful. Maybe show a table of the charges for 1 to 5 hours.**

Time Connected (Hour)	1	2	3	4	5
Energy Charge (\$/kWh)	\$0.35	\$0.35	\$0.35	\$0.35	\$0.35
Station Use Fee (\$)	\$-	\$-	\$-	\$10.00	\$20.00
Energy Use (kWh) @ 7.2 kW per Hour	\$2.52	\$5.04	\$7.56	\$10.08	\$12.60
Total (\$)	\$2.52	\$5.04	\$7.56	\$20.08	\$32.60

Note that vehicles connected may not require charging for the entire period and longer periods generally have more idle time resulting in a lower energy charge.

- 3. The current presentation provides parameters for the charges but not a firm pricing structure from staff. Please provide your recommended pricing. I do not want to guide the AUB through a pricing exercise. The AUB needs to focus on your recommendation.**

Staff recommends implementing a two-part solution consisting of:

- 1) A rate design for charging consisting of a Consumption Charge of \$0.35 per kWh; and a Connection Fee of \$10.00 per hour after 3 hours; and
- 2) Parking signage and enforcement.

- 4. It would be good to provide examples of how other cities or counties are charging.**

Charging fees are a function of EV Charger ownership. Privately-owned units are not limited in the rate they can charge users. Public-utility-owned units, like those in Winter

Park, must establish rates based on cost of service principles. This is how the proposed rate was developed. Examples of other rates follow.

Robinson Recharge Mobility Hub

The EV Chargers installed at the Orlando Utilities Commission (OUC) Robinson Recharge Mobility Hub are privately owned. OUC sells power to the owner under its Commercial Tariff. Currently the rate is \$0.35/kWh. After 10 minutes of non-charging, a per-minute Idle Fee of \$1.00 per minute is incurred.

Florida Power and Light

On December 21, 2020, the Florida Public Service Commission approved Florida Power and Light's (FPL's) petition for EV Public Charging Pilot Tariffs (ORDER NO. PSC-2020-0512-TRF-EI DOCKET NO. 20200170-EI). FPL's rate was specifically designed to mitigate the impact of demand charges on EV fast charging fees. In this filing the following rate data was cited:

- \$0.30/kWh FPL rate
- \$0.35 per kWh – average fast charging prices in Florida offered by other providers, such as Tesla, EVgo, and Electrify America
- \$0.28 per kWh— Tesla charging rate

City of Dunedin

The five-year pilot program between the City of Dunedin and Duke Energy offering free charging ended December 31, 2023. As of January 1, 2024, EV users are charged a \$1.50 connection fee, a \$0.20 per kWh fee, and a 5% network transaction fee.

City of Greenacres

The City of Greenacres has teamed up with Florida Power & Light on a research initiative called FPL Evolution through which it is offering free EV charging stations at City Hall and its Community Center.

City of Celebration

Celebration, through a Duke Energy program called Park & Plug, has installed one Level 3 and four Level 2 chargers. Duke Energy provided the equipment, installation, warranty and network connection services free of charge through 2022. The average rate is less than \$0.15 per kWh plus a small transaction fee through the Greenlots app.

City of Jacksonville Beach

In 2017 Jacksonville beach installed its first public EV Charging Station. The maximum session fee is \$5.95 which includes a \$0.20/kWh fee. The vendor, EVgo, pays the City \$3.00 per session.

Florida

According to Axios Tampa Bay, it costs an average of \$0.45/kWh on average to charge an EV at a public station in Florida as of January 2024.

<https://www.axios.com/local/tampa-bay/2024/03/13/ev-charging-florida-cost-to-charge-tesla>



Utilities Advisory Board

agenda item

item type

Action Items

meeting date

March 26, 2024

prepared by

Daniel D'Alessandro, Director of Electric Utility

approved by**subject**

Decorative Street Lighting Policy - Dan D'Alessandro

motion | recommendation

Staff recommendation to adopt a new streetlight policy.

background**strategic objectives****alternatives | other considerations****fiscal impact****attachments**

None



Utilities Advisory Board

agenda item

item type

Action Items

meeting date

March 26, 2024

prepared by

Wes Hamil, Director of Finance

approved by

Rene Cranis, City Clerk

subject

Additional funding for Heart of Florida United Way Emergency Utility Assistance Program

motion | recommendation

Recommend staff continue to monitor the balance in the Heart of Florida United Way (HFUW) Emergency Utility Assistance program and adjust the budget as necessary to maintain a minimum balance of \$10,000. Include \$30,000 in the proposed FY 2025 budget in both the Water and Wastewater and Electric funds for the HFUW program.

background

The city began partnering with HFUW in 2005 following the acquisition of the city's electric utility. This same program is also utilized by OUC and Duke Energy to assist customers experiencing financial hardship. Customers may voluntarily contribute to the program via their utility bills and the city has provided dollar for dollar matching funds to HFUW since the Covid-19 pandemic. The Winter Park customer service team refers customers in need to HFUW which vets any requests and, if assistance is awarded, forwards funds directly to the city to be applied to the customer's utility account. The program provides up to \$650 in a 12-month period.

At the October 23, 2023 UAB meeting, the board approved relaxing the eligibility requirements to no longer include proof of financial hardship. This has increased utilization of the funds, which was the intention. However, we do not want the funds to be depleted to the point that customers are turned away due to a lack of resources.

Monthly assistance provided to customers since removing the proof of hardship requirement has been \$4,189; \$7,698; \$4,443; and \$1,296 for the months of November 2023 through February 2024, for an average of about \$4,500 per month and leaving a balance at HFUW of \$24,101 at February 29, 2024. The city and its customers will be contributing about \$10,000 for the fiscal year. Average monthly customer assistance is about \$450.

If program requirements continue averaging \$4,500 per month for the remaining seven months of the current fiscal year, a balance of about \$2,500 would remain at September 30, 2024.

To keep pace with average monthly requirements of \$4,500, the city would need to provide matching funds at a ratio of nine dollars of city funds to each one dollar of customer funds. If this were split equally between the Water and Wastewater Fund and the Electric Fund, \$24,300 would need to be budgeted in each fund annually.

strategic objectives

alternatives | other considerations

fiscal impact

attachments

None



Utilities Advisory Board

agenda item

item type

Non-Action Items

meeting date

March 26, 2024

prepared by

Daniel D'Alessandro, Director of Electric Utility

approved by**subject**

Electric Strategic Plan - Dan D'Alessandro

motion | recommendation**background****strategic objectives****alternatives | other considerations****fiscal impact****attachments**

1. Action Item List - Winter Park Strategic Plan 2024

Winter Park Electric Utility
STRATEGIC PLANNING PROJECT 2024

Process Overview



Action Item List

Action Items		Due Date
Initiation		
1.	Execute an agreement between Client and Consultant for the project.	2/19/24
2.	Update this Action Item list with due dates, considering the Client's meetings and other commitments during the project time period to create realistic due dates.	3/15
3.	Client selects date for the Strategic Planning Workshop and Action Item list finalized.	3/26
4.	Schedule meetings for action items that require group meetings.	4/23
5.	Kick-off call with Client and Consultant to begin the project.	5/15
6.	Identify key stakeholders that will be involved with the project.	5/15
7.	Discuss internal communication about the strategic planning project with key stakeholders.	5/15
8.	Meet with Client staff participating in the strategic planning process to introduce the Consultant, explain the scope of work, project plan, staff expectations, and answer questions.	5/23
Brainstorm		
9.	Launch online survey of Utilities Advisory Board (UAB) and staff to brainstorm strengths, weaknesses, opportunities, threats in order to create potential Goals and Strategies.	6/3
10.	Close online survey.	6/12

11.	Utility staff meets to review the brainstorm list of potential Goals and Strategies to clarify, fine-tune, expand or condense them. Finalize the list of potential Goals and Strategies.	6/20
12.	Brainstorm list of Goals and Strategies presented to UAB.	6/25
13.	Consultant completes phone calls with UAB Chair and Vice Chair to discuss the strategic planning process.	6/28
Rank		
14.	Launch an online pre-workshop survey of UAB and staff with the following objectives: 1) Get initial feedback on the utility's Mission, 2) Produce an initial rating of potential Goals and Strategies, 3) Explain the desired Workshop objectives and seek confirmation and any feedback.	7/3
15.	Close pre-workshop survey.	7/17
16.	Present report on pre-workshop survey results to UAB.	7/23
17.	Draft workshop agenda.	7/24
Shortlist		
18.	Utility staff begins drafting PowerPoint presentations for the workshop. One presentation will be created for each recommended Goal. Each presentation will recommend a shortlist of Strategies to achieve the Goal. The Consultant will provide a content outline/template for the presentations to keep the slides concise, relevant and consistent.	7/25
19.	Initial draft PowerPoint slides due from staff.	8/1
20.	Finalize PowerPoint presentation from staff.	8/8
21.	Finalize the workshop agenda. Send the pre-workshop survey report and PowerPoint to the workshop participants.	8/13
Decide		
22.	Hold Strategic Planning Workshop with UAB and staff.	8/20
23.	Consultant creates a report on the results of the Strategic Planning Workshop, including Mission, Goals and Strategies.	8/27
24.	Discuss a communication plan for internal and external audiences.	9/3
25.	Workshop report presented to UAB for approval.	9/24
26.	Strategic Plan presented to City Commission for approval.	10/9
27.	Project debrief with the Client to document what went well and what could be done differently in the future. Also, discuss the creation of Action Plans, accountability for implementation, and periodic progress reports to the utility's governing board.	10/15



Utilities Advisory Board

agenda item

item type

Staff Updates

meeting date

March 26, 2024

prepared by

Daniel D'Alessandro, Director of Electric Utility

approved by**subject**

Electric Utility - Dan D'Alessandro

motion | recommendation**background****strategic objectives****alternatives | other considerations****fiscal impact****attachments**

1. February24 Electric Utility

Monthly Electric Utility Update 3/04/24

Miles of Undergrounding performed

- Project J: 2.72 miles (46% complete)
- Project L: 9.57 miles (88% complete)
- Project R: 4.31 miles (52% 61.4% complete)
- Residential Service Conversions (RSC) Last month: 79
- **Residential Service Conversions (RSC) This month: 115**
- RSC YTD: 252
- RSC LTD (beginning FY23): 690

TOTAL for This Month – 0.31 miles

TOTAL for FY 2024 – 1.2 miles

- Total Citywide Project Miles- 127.5
- Total Miles Completed Last Month - 96.83
- **Total Miles Completed This Month – 97.23**
- Percentage Completed Last Month - 76.0%
- **Percentage Completed This Month- 76.3%**
- Total miles remaining- 30.26

Bldg. 14 Solar output

- Awning Capacity: 268 KW
- Last Month total Production: 22.5 MWh
- **This Month total Production: 29.1 MWh**

OH/UG Budget update

2024 Undergrounding budget = 7.7M

- FYTD = 4.3M

Notes of Interest

- Developing a policy/tariff update for the City that will identify dark sky decorative lighting for the City and outline the brightness levels for residential, business and DOT streets.
 - Dark Sky fixtures have been identified and will be assessed by COWP team.
 - 20 fixtures will be ordered and placed in a specific area, outside the CRA, for evaluation.
- Developing a tariff for EV charging station rates
- Home Town Connections was selected for the strategic plan for the Electric utility.

Issues/Concerns

- Transformers have started to arrive in good numbers. For transformers , at least, our supply issues are doing better.

2024 Goals

- Zero personal injuries within work group
- Zero controllable vehicle accidents within work group
- Mileage goal undetermined due to supply issues

- 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

March 26, 2024

prepared by

David Zusi, Director of Water and Wastewater
Utilities

approved by**subject**

Water & Wastewater Utility – David Zusi

motion | recommendation**background****strategic objectives****alternatives | other considerations****fiscal impact****attachments**

None



Utilities Advisory Board

agenda item

item type

Staff Updates

meeting date

March 26, 2024

prepared by

Wes Hamil, Director of Finance

approved by**subject**

Performance Measurement – Wes Hamil

motion | recommendation

No action is necessary.

background

The attached performance measurements are presented to keep the board informed of the status and trends of important data points for the Water and Wastewater and Electric Utilities.

strategic objectives**alternatives | other considerations****fiscal impact**

None

attachments

1. Utility Monthly Performance Measurements- Black and White

Utility Monthly Performance Measurements

These measures are used as management tools to evaluate performance in key areas and draw attention to those that may require further investigation. This report organizes the performance measurements by service type.

Electric Utility

Service Type	Measure	Goal	November	December	January	On Target
Efficiency	Rate Comparison to Duke	<100%	65.20%	62.45%	61.39%	Met Goal
	Rate Comparison to Municipal State Avg	<105%	93.24%	92.31%	53.96%	Met Goal
Financial	Rolling 12 month kWh	425 (FY24)	438,829,713	434,697,190	429,198,006	Met Goal
Operational	Heart of Florida United Way Emergency Utility Assistance Program: Assistance provided to customers		\$4,189	\$7,698	\$4,444	
	Heart of Florida United Way Emergency Utility Assistance Program: Available balance		\$37,540	\$29,842	\$25,398	
	Heart of Florida United Way Emergency Utility Assistance Program: Number of customers approved for assistance		8	16	9	
	Underground System Complete (%)		75.3%	75.5%	76.0%	
Reliability	SAIDI		2.71	0.82	N/A	
	SAIDI Rank to Peers (12 mo rolling)	Top 5	N/A	N/A	N/A	
	SAIDI Sum	<52	33.4	N/A	N/A	
	Outage Occurrences		10	11	N/A	
Environmental	Total MWh generated from Aloma solar system (rolling 12 month average)	>15 MWh	N/A	N/A	N/A	
	Total MWh generated from WP garage solar system (rolling 12 month average)		2.6	N/A	N/A	
	Total MWh generated from WP Events Center, Acct 3622 (rolling 12 month average)		N/A	N/A	N/A	
	Total MWh generated from Electric Solar Awning (rolling 12 month average)		22.0	21.4	N/A	

Both

Service Type	Measure	Goal	November	December	January	On Target
Customer Service	Total calls to customer service queue:		6,577	6,561	6,988	
	Customer hangup without selecting a queue		1,095	1,166	1,279	
	Turn on/off service		779	706	788	
	Billing info		1,466	1,658	1,598	
	Pay utility bill		914	1,060	1,002	
	Paymentus information		56	56	55	
	Report power outage		561	405	514	
	System error and flow disconnect		134	109	123	
	Demolition		20	8	28	
	Commercial garbage		31	21	39	
	Transfer to water and wastewater		46	55	62	
	Spectrum service		150	122	109	
	Permits		1,252	1,126	1,298	
	Engineering inspections		73	69	93	
	Average wait time for customers selecting a queue		1m31s	1m15s	1m26s	
	Abandoned call % for customers selecting a queue		5%	5%	4%	
	Number of disconnects for non-pay		59	35	106	
Financial	Accounts receivable/billed revenue – FYTD	<8%	7.09%	5.89%	6.04%	Met Goal
	Average cost of purchased power per kWh – FYTD – Fuel		\$0.0268	\$0.0265	\$0.0285	
	Average cost of purchased power per kWh – FYTD – Non-Fuel	<\$0.03	\$0.0205	\$0.0199	\$0.0198	Met Goal
	Average revenue per kWh-FYTD-Fuel		\$0.0258	\$0.0276	\$0.0268	
	Average revenue per kWh-FYTD-Non-Fuel		\$0.0795	\$0.0814	\$0.0820	
	Bad debt expense/billed revenue – FYTD	<0.25%	N/A	N/A	N/A	
	Debt service coverage ratios - W&S - FYTD	>1.5	3.88	3.58	3.26	Met Goal
	Debt service coverage ratios - Electric - FYTD	>2.75	4.90	4.68	4.00	Met Goal
	Percentage of utility accounts receivable over 60 days past due		9.25%	12.58%	13.02%	
	Utility accounts receivable over 60 days past due		\$496,492	\$631,133	\$820,774	
	Fuel cost stabilization fund (minimum balance trigger point for adjustment is \$1,050,000 and maximum balance trigger point is \$1,750,000)	\$1,400,000 target balance	\$2,104,205	\$2,227,711	\$1,797,975	Max exceeded, rates adjusted 01/01/24

Water Sewer Utility

Service Type	Measure	Goal	November	December	December	On Target
Environment	Count of Rebates Processed		N/A	N/A	N/A	
Operational	Average % Water meters reporting	>98.5%	94.80%	94.44%	94.32%	Near Goal
	Count of Wastewater Incidents	0	N/A	N/A	N/A	
	Wastewater Incident Overflow in 1,000s Gallons	0	N/A	N/A	N/A	
	Water pumped compared to CUP allocation	<12.4 mgd	N/A	N/A	N/A	

**FMPA and FMEA data often lag 1or2 months.*

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.



Utilities Advisory Board

agenda item

item type

Staff Updates

meeting date

March 26, 2024

prepared by

Clarissa Howard, Director of Communications

approved by**subject**

Educational Campaign – Clarissa Howard

motion | recommendation**background****strategic objectives****alternatives | other considerations****fiscal impact****attachments**

1. WP Update March-May 2024-Clarissa

2024

winter park update

march thru may



like, follow & watch us on



vision

Winter Park is the city of arts and culture, cherishing its traditional scale and charm while building a healthy and sustainable future for all generations.



Electric utility undergrounding stats

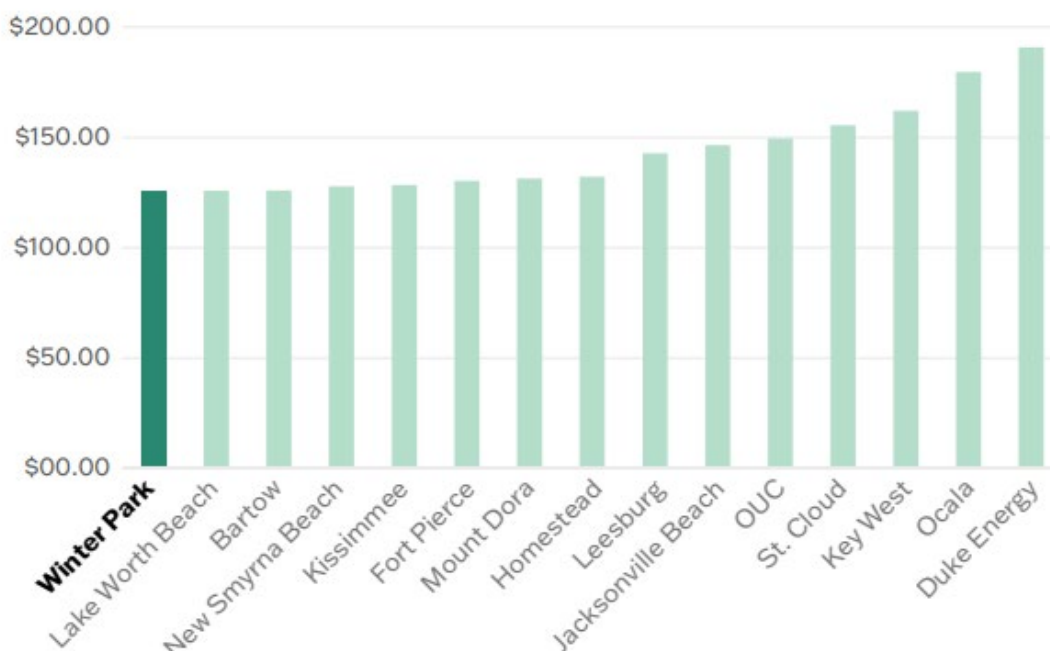
miles completed 96.83

percentage completed 76

miles remaining 30.66

1,000 kWh Residential Bill Comparison: December 2023

Florida municipal utilities with customer counts between 5,000 and 100,000 with the addition of neighboring utilities Orlando Utilities Commission (OUC) and Duke Energy® Florida



It's time to spring forward

Daylight Saving Time begins
Sunday 03.10.2024

- Move **clocks** forward one hour before bedtime.
- Change the **batteries** in your smoke detectors.
- Switch your **sprinklers** to two days a week.

quick
tip

City Hall
will be closed
in observance of
Memorial Day

Monday 05.27.24