



Utilities Advisory Board Regular Meeting

Agenda

August 27, 2024 @ 12:00 PM

City Hall Commission Chambers
401 S. Park Avenue

welcome

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please note

Times are projected and subject to change.

1. Call to Order**2. Consent Agenda**

- a. Approve the minutes of June 25, 2024 1 minute
- b. Approve the minutes of July 23, 2024 1 minute

3. Public Comments (for items not on the agenda): Three minutes allowed for each speaker**4. Action Items****5. Non-Action Items**

- a. Storm Season Preparedness - Jamie England 10 minutes
- b. Electric Strategic Plan - Jamie England 10 minutes
- c. Decide UAB meeting for December 3rd or 10th 5 minutes

6. Staff Updates

- a. Electric Utility - Jamie England 5 minutes
- b. Water & Wastewater Utility – David Zusi 10 minutes
- c. Performance Measurement – Wes Hamil 5 minutes
- d. Educational Campaign – Clarissa Howard 0 minutes

7. Board Comments**8. Upcoming Agenda Items**

- a. Recommendations on painting boxes-Sept.-Mourad Belfakih 0 time
- b. Solar & Net metering - September 0 minutes
- c. Give new members a synopsis of happenings during the year-Sept. 5 minutes

9. Adjournment



Utilities Advisory Board

agenda item 2.a

item type

Consent Agenda

meeting date

August 27, 2024

prepared by**approved by****subject**

Approve the minutes of June 25, 2024

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

1. UAB-mins-2024-06-25 DRAFT Final Edit updated



Utilities Advisory Board Regular Meeting Minutes

June 25, 2024 at 12:00 PM

City Hall Commission Chambers
401 S. Park Avenue

Present

Kathryn Sutton, Mary Dipboye, Michael Poole, Paul W. Smith Jr., Paul Conway, Alison Yurko, Leon Huffman (virtual)

Absent

Staff Present

Director of Water and Wastewater Utilities David Zusi, Electric Utility Operations Manager Miguel Cruz, Assistant Director of Water and Wastewater Utilities Tara Lamoureux, Electric Utility Engineer Manager Mourad Belfakih, Integrated Resources Program Manager Lisa Vedder

1. Call to Order

Michael Poole called the meeting to order at 12:00 p.m. and welcomed new board members.

2. Consent Agenda

- a. Approve the minutes of May 28, 2024

Motion made by Paul Smith to approve the minutes, seconded by Paul Conway Motion carried unanimously with a 7-0 vote.

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

4. Action Items

- a. Proposed budgets for FY 2025

Mr. Hamil presented the Proposed Budget for FY 2025. The fiscal year begins on October 1. The Board reviews the budgets for the electric fund and the water and sewer funds. The proposed utility budget will be presented to the City Commission on July 10th.

By city ordinance, water and wastewater rates increase each year based on the PSC index unless the Commission takes action otherwise. This year, the PSC index increase is 3.24%. Mr. Hamil displayed a chart comparing nearby water and wastewater communities. The comparison chart showed Winter Park's rates are lower than most of its neighbors.

Electrical sales have trended consistently over a 6-month period between October and March for the last 3 years. A projected decrease of 16% is expected in cost of non-fuel bulk power as a result of the expiration of the Covanta bulk power agreement effective December 31, 2024. Mr. Hamil presented and explained several charts from the agenda packet and noted that personnel costs are increasing, and the City has not had to increase non-fuel electric rates since October 2019. The decorative lighting budget will include \$100,000 for the Dark Sky project.

Motion made by Mr. Smith to approve FY 2025 Budget; seconded by Ms. Dipboye. Motion carried unanimously with a 7-0 vote.

5. Non-Action Items

- a. OUC proposing to Modernize Electric Pricing Structures - Lisa Vedder

Ms. Vedder presented Orlando Utility Commission's recent proposal to modernize its electric rate structures. Mr. Poole suggested using a comparative company that is a distribution-only utility like Winter Park. Mr. Poole stated he is looking forward to hearing what the city is doing to help support and encourage solar and battery storage.

6. Staff Updates

Mr. Poole advised that at the next meeting there will be a vote for the Chair and Vice Chair.

- a. Electric Utility - Mourad Belfakih

Mr. Belfakih presented the status of the undergrounding conversion and advised Ms. Dipboye the projected end date should be 2030. Ms. Sutton asked if the undergrounding completion numbers included the new residential plan. Mr. Poole explained the original undergrounding did not include the service lines. The completion numbers are for the primary lines and the service lines could go past 2030. Mr. Belfakih verified that undergrounding does not hit water pipes, but may interfere with irrigation systems. When this occurs, it is corrected immediately.
Moved to item f. - the Dark Sky presentation.

- f. Discussion of streetlight modernization program - Mourad Belfakih

Mr. Belfakih reviewed the DarkSky project. He offered two ways of implementation: create the pole and a new head or just use the existing pole and add the head. The price is \$1K for existing or \$3K for new. Ms. Dipboye asked if safety has ever been discussed. Mr. Belfakih responded that is currently not an issue. Board members suggested staff use more descriptive terminology for decorative lighting, Dark Sky and streetlight modernization. Ms. Yurko advised that Dark sky is confusing. The explanation of Dark Sky is to reduce reflected lighting and create a more environmentally friendly night sky. Mr. Poole advised Staff to come up with prioritization on where the lighting should be updated. Mr. Belfakih explained the decorative light estimate chart was created to allow for discussion. Ms. Yurko advised there should be connection with the undergrounding and the decorative lighting installation.

b. Water & Wastewater Utility – David Zusi

David Zusi advised that the Water/Wastewater department:

- Will self-perform the directional drilling for the force main, which is approximately 7K feet of 12" water main. This will probably save \$2M in construction costs.
- Value engineering on two lift stations 3 months before having a contractor on board.
- A contractor/consultant will start this week on the AMI upgrade, working with the Water/Wastewater department, Finance, Customer Service Billing, IT and field representatives.
- Strategic plan flow chart through December 2024.

c. Performance Measurement – Wes Hamil

Mr. Hamil explained the monthly performance measurement tracks certain measurements pertinent to electric and water/wastewater operations. Board members discussed with Ms. Vedder the recently-added production data for the City's Solar Arrays. This discussion ended with Ms. Dipboye requesting a comparison to forecasted production and Mr. Poole moving on to the next agenda item. Mr. Poole and staff discussed the advancing of the customer service call system.

d. Educational Campaign – Clarissa Howard

e. Launch of Water & Wastewater Strategic Plan - Dave Zusi

David Zusi explained the Strategic plan located in the packet. Need a representative from the Advisory Board to attend planning meetings. Paul Conway volunteered.

g. Search for a new Electric Director

The new director was hired.

7. Board Comments

Ms. Dipboye noticed a new pool installed by the Cady Way pool and questioned if it should be metered. The question will be left for the new director to answer. Mr. Conway inquired of the EV parking space strategy. Mr. Poole advised the Board approved it and now it's working its way to the Commission.

8. Upcoming Agenda Items

Mr. Conway inquired about the Salary study. The salary survey was completed. Mr. Zusi explained the increase in the hourly and job vacancies are significantly lower. Mr. Poole eliminated the salary study from the next meeting's agenda. Election of the Chair and Vice-Chair will be added to the next agenda. Mr. Poole requested an update on the Sustainability Action Plan and IRP roadmap at the next meeting. Board Members briefly discussed the high energy requirements for AI datacenters.

a. Solar & Net metering Policy

Ms. Vedder noted that the Solar Net Metering policy analysis will be presented at the September Board meeting.

9. Adjournment

The meeting adjourned at 1:39 p.m.

Approved by the board on
/s/ Bahiyyah Layton, Board Coordinator



Utilities Advisory Board

agenda item 2.b

item type

Consent Agenda

meeting date

August 27, 2024

prepared by**approved by****subject**

Approve the minutes of July 23, 2024

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

1. UAB-mins-2024-07-23 DRAFT LV GE WH edits



Utilities Advisory Board Regular Meeting Minutes

July 23, 2024 at 12:00 PM

City Hall Commission Chambers
401 S. Park Avenue

Present

Kathryn Sutton, Mary Dipboye, Alison Yurko, Paul W. Smith Jr., Leon Huffman, Paul Conway,

Absent

Michael Poole

Staff Present

Director of Water and Wastewater Utilities David Zusi, Director of Electric Utility Jamie England, Electric Utility Operations Manager Miguel Cruz, Electric Utility Engineer Manager Mourad Belfakih, Integrated Resources Program Manager Lisa Vedder, Director of Natural Resources & Sustainability Gloria Eby, Director of Communications Clarissa Howard

1. Call to Order

Ms. Dipboye called the meeting to order at 12:01 p.m.

2. Selection of Chair and Vice Chair

Motion made by Ms. Yurko to nominate Michael Poole as Chair, seconded by Mr. Huffman, agreed by consensus. Motion made by Ms. Yurko to nominate Mary Dipboye as Vice-Chair, seconded by Mr. Huffman, agreed by consensus.

3. Consent Agenda

- a. Approve the minutes of June 25, 2024

Motion made by Mr. Conway to approve the minutes, seconded by Mr. Smith.

Discussion of the minutes:

Mr. Conway stated under Board Comments Item 7, the reference to the EV rate strategy status was incorrect. The reference was to the EV charging station status and when it was going to go before the Commission. The second point made by Mr. Conway, is under Staff Update 6a, Ms. Sutton asked about the service lines being

included in the underground program and her question was the timing associated with 2030. The answer is that we are doing service line connections as we go through each project phase, but it's not going to be done with 2030 with the rest of the distribution underground. One is timing, and the other is association of service drop undergrounding. The third point made by Mr. Conway was under Staff Updates David Zusi at the bottom it says, "we discussed with Ms. Vedder the recently added production data for city solar arrays." It doesn't draw the attention to what the Board had recommended and the outcome of that. We had a big debate on the best way to represent that. The minutes ought to reflect the outcome of that rather interesting discussion. Lastly, Mr. Conway would like to strike anywhere dark sky or decorative lighting is referenced and begin using the modernized framework that has been asked every month.

Motion made by Mr. Conway to have city staff rewrite the minutes according to the updates, seconded by Ms. Sutton, Motion carried unanimously with a 6-0 vote.

After listening to the audio recording, points 1-3 were updated in the June 25, 2024 minutes. As to point 4, the minutes reflect the verbiage that is spoken during the meeting. Going forward, Staff and Board Members will need to refrain from using DarkSky© or decorative lighting when discussing this issue.

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

5. Action Items

6. Non-Action Items

7. Staff Updates

a. Meet Jamie England - Electric Director

Ms. Dipboye welcomed the new Director of Electric Utilities Jamie England. Mr. England introduced himself and was asked by Ms. Sutton his approach to the job given his 35 years experience. Mr. England answered that he sees himself as a sponge, understanding the processes and the people that are in place and how things are done. He stated, based on his experience, his intention is to make improvements on areas that need it.

Board moved to agenda item f. where Director of Natural Resources & Sustainability Gloria Eby presented an update on sustainability and how it affects the city's clean energy future. Ms. Eby introduced herself and advised that her update will be a segue to Lisa Vedder's presentation on the Integrated Resource Plan (IRP). Ms. Eby recently

met with Ms. Vedder to update the roadmap timeline related to renewable energy and the associated chapter in the Sustainability Action Plan (SAP). The SAP is currently being updated for the year-trending analysis and indicators. The resulting Report Card will be presented to the Keep Winter Park Beautiful and Sustainable (KWPBS) Board, and then to UAB.

A concern about the condition of utility boxes throughout Winter Park was raised by the KWPBS Board. The question was asked of the number of utility boxes in Winter Park. Mr. Belfakih estimated approximately 3K.

Ms. Eby announced the vulnerability assessment study will conclude in September. A \$100K grant was given by the Florida Department of Environmental Protection (FDEP) for the study that basically takes the assets of the city and advises what is vulnerable to flooding; utilities, roads, hospitals, critical structure for the community and services. The presentation will be in September at the KWPBS Board. Ms. Eby invited members of UAB to a number of upcoming KWPBS events.

The green boxes (transformers) visuals were displayed. Ms. Eby advised that the boxes were communicated by KWPBS Board as not being Winter Park beautiful. Ms. Sutton asked if the KWPBS Board had any recommendations or proposals as to what they would like UAB to consider. Ms. Eby stated the KWPBS Board requested her to bring awareness to UAB and to have discussion on options with UAB. The Board discussed shrubbery and painting the transformers. Mr. Belfakih offered that decorative painting will invite children. He suggested painting them normal military green. Mr. England advised that the issue is not unique to Winter Park and pointed out a couple of concerns. The first concern was that often the discoloring on transformers are caused by customers through irrigation lines that are directly in line with the equipment. Painting them may only last a year. With shrubbery, the front of the transformer shows a sticker that depicts the reasons for restrictions as well as where shrubbery can be placed. It's for the protection of the employee. There are many safety factors that are built into the device, but devices can fail.

Ms. Dipboye asked for a solution. Mr. England advised the first thing would be a site visit to determine the cause for the particular transformer. Second thing would be sitting down with the customer, and laying out their expectations and then coming up with a resolution that's fitting for both the City and the customer. There will be a funding component to it because, once one is painted, several others will need to be painted.

Communications Director Clarissa Howard advised that her department is liaison to the Public Art Advisory Board. If UAB Board chooses to paint specific boxes, then the Public Art Advisory Board would engage in the soliciting for artists, the type of paint materials and things of that nature.

Ms. Sutton asked Ms. Eby when the Report Card that was discussed earlier would be ready. Ms. Eby answered in the fall. Ms. Sutton asked for a copy of the Report Card for the Board when available. Ms. Dipboye asked for recommendations and a timeline regarding the boxes. Mr. Belfakih advised September. He will try to get an average of how many bad looking transformer boxes there are and asked the Board how many transformer boxes would they want to work on per year. Mr. Conway asked for the magnitude of the customer complaints. Mr. Belfakih advised he has received approximately fifteen (15) calls in two (2) years for painting the boxes. Discussion followed as to whether or not the painting of the boxes is warranted. Mr. Belfakih will bring his recommendations to the board in September.

b. Electric Utility - Jamie England

Mr. England went over the monthly electric utility update document specifically the undergrounding conversion project and reviewed the remaining projects. Mr. Conway asked Mr. England if he had a chance to look at the City's readiness for hurricane season. Mr. England advised that he will sit with staff this week to go over the hurricane preparedness plan.

c. Water & Wastewater Utility – David Zusi

Mr. Zusi stated the kickoff meeting for the strategic plan was attended by board member Paul Conway, staff administrative group and a consultant. They are following up with doing further interviews with staff members, representative people from all different levels of water & wastewater, all the other departments that interact with water & wastewater throughout the city and other large stakeholders. Ms. Dipboye asked if the Board will be interviewed individually or as a group. Mr. Zusi answered the meetings will be with the whole board as a collective as Mr. Conway represents the board at meetings.

Mr. Conway announced that he was incredibly impressed with the project in the Kickoff meeting and he was the first interviewed person after that kickoff meeting. The thought is to come back to UAB with a framework of ideas so that the Board could weigh in on where the emphasis should be. One of the outcomes is the creation of a framework of all of these key priorities and the actions to support them over a period of time and it sort of just captures all the big highlights. Mr. Zusi described the document as a one page guiding principle summarization document of the strategic plan for the utility department.

Another area staff is working on is regulatory requirements with regard to lead and copper rule revisions. Letters will be sent to customers inquiring of the materials on their side. The City side has a good handle on it. If unknown on the customer's side, it

will be designated as unknown, possibly lead. It isn't lead, but that's the way it has to be stated. Our team is working with Ms. Howard's group in communications. The first letter informs people what is happening. A website will be dedicated to the project. Reports are due in the middle of October. This is a regulatory requirement that we're working to satisfy. The next letters will address the service lines that are unknown, possibly lead or service lines that are plastic which are fine. Unfortunately, the required language after October, may sound scary. Ms. Sutton asked when the kick off communication will happen. Mr. Zusi stated in the next couple of weeks. The follow up letter will be towards the middle of October after collecting the data by October 15th.

Mr. Zusi explained the reason for the regulatory requirement stems from the Flint, MI debacle. Mr. Huffman asked if he replaced the service line would a permit be required. Mr. Zusi said yes. Mr. Huffman asked if permits could be checked. Mr. Zusi said that could be a way to mine some of the data, but the data was probably not digitized back then.

d. Performance Measurement – Wes Hamil

Mr. Hamil presented the monthly performance measurement report and reviewed charts. There are accounts that people left that had a credit balance and the City owes them money. The City had more outstanding owed to the customer past 60 days on inactive accounts than was owed to the City. Mr. Huffman asked if it was mostly deposits. Mr. Hamil answered yes, after the remaining balances on inactive accounts have already had deposits applied.

Mr. Conway stated with October approaching there is always a discussion around whether the rate is increased or not. Mr. Hamil stated there are no planned increases in non-fuel rates. Mr. Conway asked for clarification on the mandate when the utility was purchased to stay within 95% of State average. Mr. Hamil stated there's no mandate. Mr. Conway stated, if there was a mandate or a target to remain competitive within 95% sitting on 87%, if money is left on the table, spending could be on the lighting program. Mr. Hamil advised that it is a policy question for the board to consider if it wants to recommend increasing rates to be able to invest more in the lighting modernization or undergrounding. There's room to do that and still have rates that are comparable to those throughout the State. However, once fuel rates are increased, the difference between the City and the average will shrink. Mr. Conway asked Mr. Zusi if the percentage was 95%. Mr. Zusi stated that he didn't know that it was a percentage. The promise was increased reliability and efficiency and always to be less than Duke. There was continued discussion on if there was a policy or not with no definitive answer.

e. Educational Campaign – Clarissa Howard

Ms. Howard displayed the August utility bill insert. The rate comparison chart is done every quarter and will be included in the Winter Park Update newsletter to hit mailboxes in September. The Update will include a budget article. Our team is working closely with Mr. Zusi's team on the lead and copper communication because we want the friendly letter out before the scary Federal regulations letter. The information, Mr. Zusi mentioned that no lead has been found in the last three decades is important to have in the letter.

f. Sustainability Plan/IRP Status Update - Gloria Eby & Lisa Vedder

Lisa Vedder provided an update on the IRP Roadmap. There were two milestones for the short term. The first was the Commission adopting a real target that happened in January of 2024 as opposed to the summer of 2023 as anticipated in the Roadmap. The other milestone was creating and funding a position to manage the process. The study assumes the position was full time. The position as implemented is split between IRP activities and bulk power management. The position has taken over all bulk power and fuel forecasting responsibilities for the electric department that had previously been performed monthly by two outside consultants. Ms. Dipboye asked if this was slowing down Ms. Vedder's work on the Roadmap. Ms. Vedder stated that since fewer resources are assigned to the Roadmap, timing delays for Roadmap milestones may occur. However currently there is no indication that these delays will impact ultimate goal achievement. Rate studies are in the budget for next fiscal year and certain milestones are predicated on the results of that effort.

Another milestone was the strategic plan for the electric department that's been on hold pending our new director. One of the recommendations that's ongoing from the IRP is to focus on bulk renewable purchases. The City's peak has been around 100 megawatts (MW). Given historic usage patterns, there is a limit to how much solar can be subscribed before potential balancing penalties may be incurred. To incorporate more than 30 to 50 MW into its power portfolio, the City will need non-renewable (conventional) balancing resources as well as agreements to manage imbalances.

Our team has been working with the Florida Municipal Power Agency (FMPA) to procure solar from new facilities. We initially contracted with three (out of five) greenfield solar facilities, through FMPA, for 30 MW over the next several years. Five (5) megawatts of that power is scheduled to come online at the end of August. Starting in September, the City should have 5 MW of new solar in our portfolio. The remaining 4 projects have had some restructuring and required renegotiation. These contracts were entered into before COVID. My time has been spent working through restructuring and renegotiating these contracts. As of yesterday, the new terms and the new arrangements were unanimously approved. Instead of 5 more MW of solar in July 2025, we're going to get 18 additional MW of solar in January 2026. Our final 7 MW of Osolar (out of 30 MW) will come from a different project than initially contracted around July 2026. Ms. Dipboye

asked if the solar are for different locations. Ms. Vedder confirmed there are 3 separate projects and 3 separate locations.

Mr. Huffman asked if the total is 30 MW. Ms. Vedder confirmed this amount. Mr. Huffman asked if trying to get 100 MW, or anything over 50 MW, will require redundant fossil-fuel generation. Ms. Vedder stated that the electric system has to constantly be balanced in real time. Whatever amount of supply the City purchases, must be used in real time. There are penalties for being out of balance. If we were to contract for more solar than we use, or more of any resource than we use, we could get penalized by our balancing authority for actions they take to balance the load on our behalf. The more variable energy you have, the costlier.

Ms. Dipboye asked if energy efficiency is part of the plan. Ms. Vedder confirmed it is and helps reduce the amount of power we need to purchase, but also decreases sales. Mr. England stated that Ms. Vedder has a well-balanced approach on what the bulk purchasing part is, as well as what the sustainability plan should or can be. It's an important component for those two items to be combined. Ms. Eby stated that, as part of the SAP, Ms. Vedder meets with her department regularly. Together they are making sure the Roadmap is updated and monitored. Ms. Dipboye stated that sustainability or even alternative sources, even though it might affect profit has to be a priority.

g. Financial Report - Wes Hamil

Mr. Hamil displayed the first nine months financial report and advised the financial report is done once per quarter.

- Water and wastewater revenues graph - Estimated revenues are exceeding projections. Ms. Sutton asked what was driving them. Mr. Hamil answered that higher than projected sales in terms of thousands of gallons.
- Water and Wastewater operating Expenses chart - the blue column represents the budgeted spend for the first 9 months of the fiscal year showing that we're staying within the budget.
- Electric utility operating revenues chart - the projected non-fuel revenues for non-fuel electric are approximately 3% behind where actual is. The fuel revenues are not as high as budget. The goal is to recover cost over time. Fuel rates were reduced January one, because we were in over recovered state. Likely increasing those rates in the next 2 to 3 months, depending on how July and August go.
- Electric services fund operating expenses chart - Budgeted non-fuel expenses are within the budget. The fuel purchases are less than was estimated.
- Number of days working capital - last four quarters chart - We have a policy requirement of maintaining 45 days of working capital for both electric and water /wastewater utilities. Both are above that ratio.
- Fuel cost tracking chart - The target is 10% of our fuel budget rounded up to the next even \$100K, in this case \$1.4 million.

- Balance sheet and income statement- we've improved by almost 2 million dollars over the prior year in water and wastewater unrestricted cash. Electric Inventory is much higher than the year before. The increase in transformers and undergrounding has caused some depletion in cash. Spending is within budget and bottom lines are solid for both water and wastewater and electric.

8. Board Comments

Mr. Conway would like to discuss in a future meeting the rate going into October 1st if it should be adjusted or not. Secondly, a readout of Mr. England's thoughts on our hurricane preparedness. Mr. Zusi stated the city did a mock EOC preparedness meeting with all the departments. Ms. Dipboye suggested spending an hour recapping the board's last five years for the new members. She suggested having an orientation in September. Ms. Sutton suggested including updates to sustainability plans and any background materials that go with it.

9. Upcoming Agenda Items

Ms. Dipboye stated in the August meeting the Board will decide how to do the orientation. Ms. Dipboye advised that keeping in touch with the two strategic plans could be a standard item for the agenda. Mr. Zusi agreed to do it.

a. Solar & Net metering (Sept. presentation)

After last month's discussion about how to evaluate solar array metrics, Ms. Dipboye and Ms. Vedder had a follow-up discussion and will be on a call this Thursday with Lisa Percy the CEO of 15 Lightyears, the company that installed two of the three City solar arrays. Ms. Percy's Company does solar array monitoring for the City of Orlando. A recommendation on how best to provide solar metrics to the Board is the anticipated result of the discussion.

Mr. Conway stated that the policy should reflect what the City is or is not going to do to encourage adoption of residential solar. Ms. Dipboye asked for clarification of the City's goals toward solar. Discussion of a NEM policy framework ensued. Ms. Vedder's responses were not heard. Mr. England explained the solar rate structure is very complicated, especially when dealing with residents that incur tens of thousands of dollars in expense to install enough panels to produce. To encourage participation in rooftop solar over the years, customers were paid at a retail rate as opposed to what larger companies are moving towards, a wholesale rate. Such a change has a significant impact on the customer's financial outcome and investment payback. Ms. Vedder's September presentation will address: potential issues around changing rates that have been in place since 2014; what similar entities have experienced when trying to go from NEM with full retail compensation—running the meter backwards and having a bill of

zero—to recovering the utility’s fixed costs per customer; options for fixed cost recovery; and recommendations. Ms. Dipboye suggested that part of the discussion needs to be looking at benefits, if any, of full retail NEM compensation.

10. Adjournment

The meeting adjourned at 1:39 p.m.

Approved by the board on
/s/ Bahiyyah Layton, Board Coordinator



Utilities Advisory Board

agenda item 5.a

item type

Non-Action Items

meeting date

August 27, 2024

prepared by

Jamie England, Director of Electric Utility

approved by**subject**

Storm Season Preparedness - Jamie England

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

None



Utilities Advisory Board

agenda item 5.b

item type

Non-Action Items

meeting date

August 27, 2024

prepared by

Jamie England, Director of Electric Utility

approved by**subject**

Electric Strategic Plan - Jamie England

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

1. Strategic Planning - Electric Utility - Project Kick-off 8-27-24

Strategic Planning Project Electric Utility

Project Kick-Off

Utilities Advisory Board
August 27, 2024



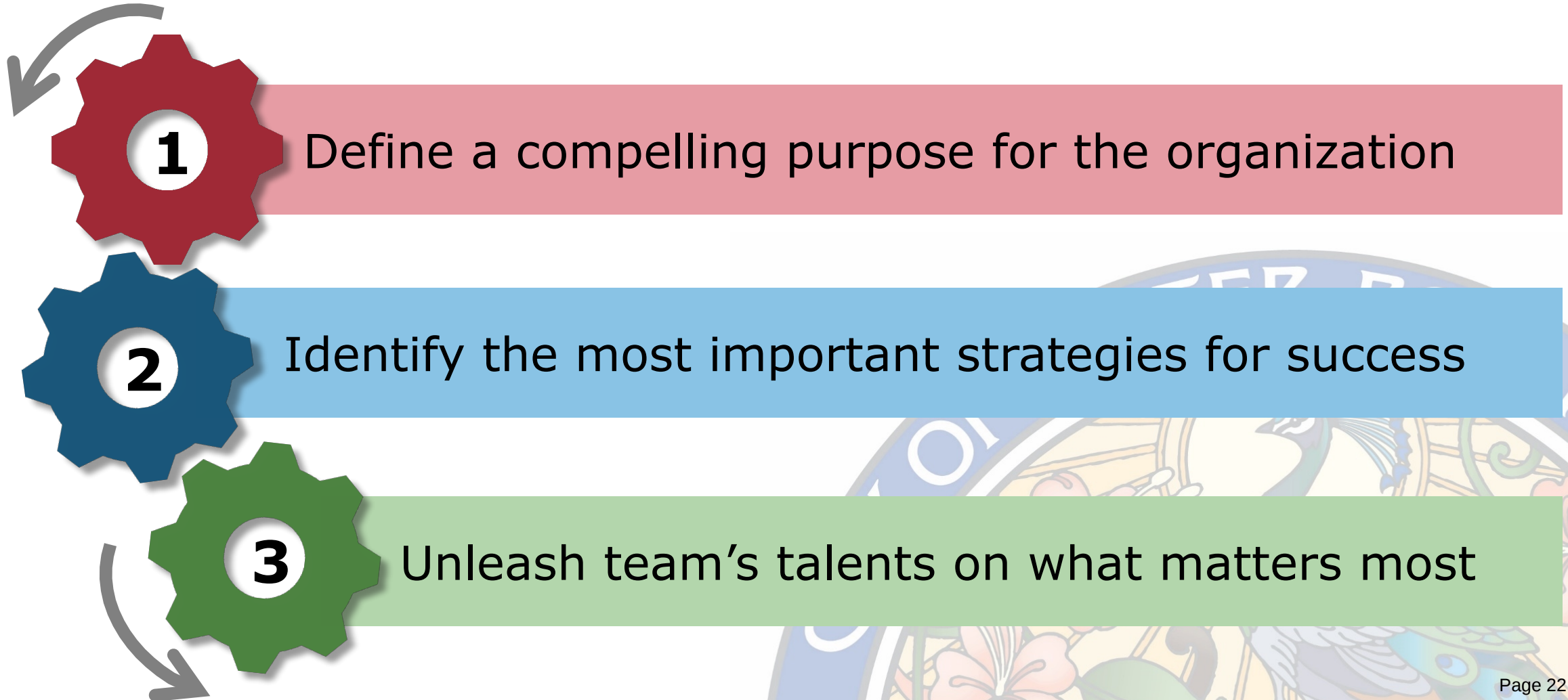
So Much Competing for Our Attention

*What's Most
Important for the
Organization Now?*



A word cloud of energy-related terms arranged in a triangular shape. The words are in various colors (blue, red, orange, yellow) and sizes. The terms include: Transmission, Electric Bills, Energy Storage, Safety, Energy Efficiency, Customer Service, Generation, Resilience, Disaster Response, Rates, Community Engagement, Distributed Energy Resources, Cybersecurity, Mutual Aid, Environment, Electricity Markets, Reliability, Grid Modernization, Financing, Electric Vehicles, Bonds, Security, Physical Security, Power Costs, and Workforce.

It's Critical for Utility Leadership to Do Three Things



Project Support Provided by Hometown Connections, Inc.



Mark McCain
Executive Consultant/
Strategic Planning

- Retired from Florida Municipal Power Agency after 35 years
- Held senior leadership responsibility for member services, PR, public affairs, HR and admin. services
- Joined HCI in July 2022 to provide strategic planning services to municipal utilities nationwide



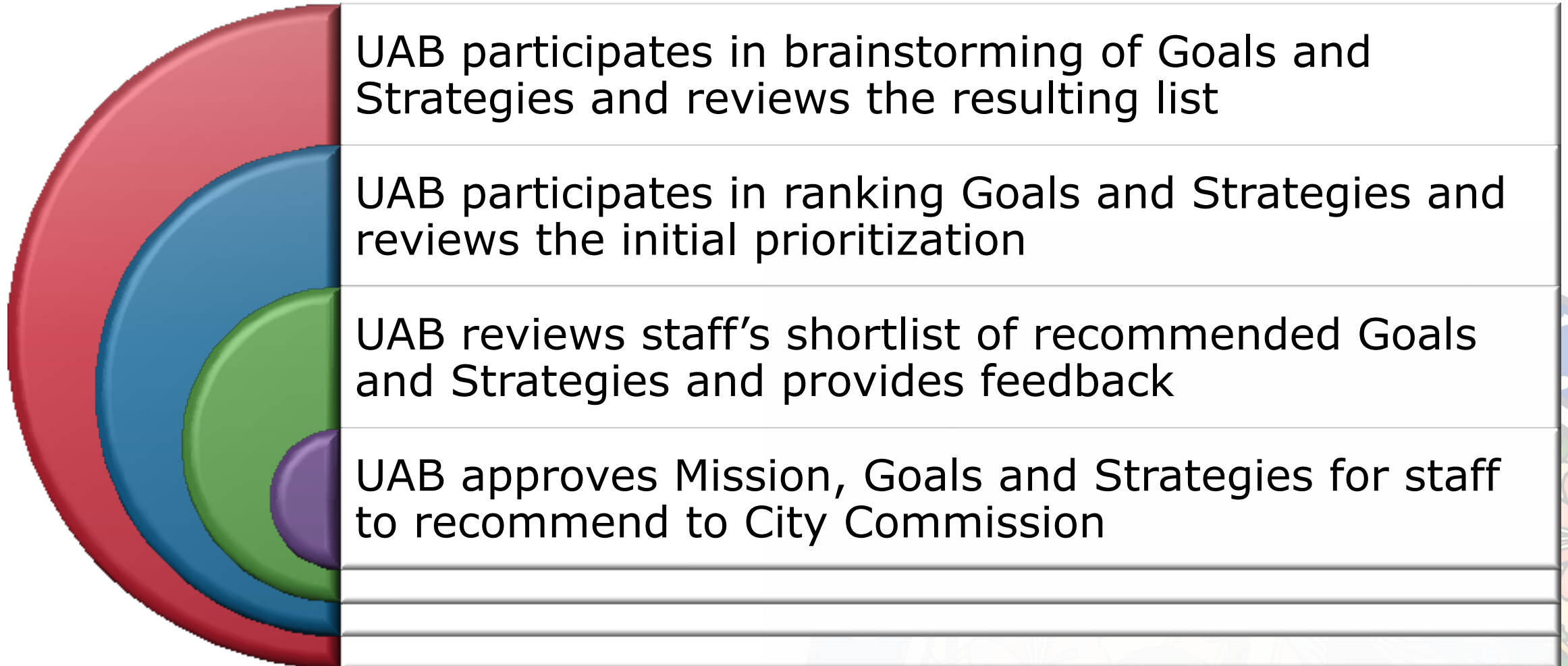
Marc Gerken, P.E.
President & CEO

- 20 years as President and CEO of AMP, nation's largest joint action agency
- Civil engineer and former city manager
- Joined HCI in 2021 as CEO and provides services with leadership, strategic planning, financing and construction.

Four Phases of the Strategic Planning Process



UAB Participation and Decision-Making Throughout the Process





Utilities Advisory Board

agenda item 5.c

item type

Non-Action Items

meeting date

August 27, 2024

prepared by

Pamela Bracko, Administrative Coordinator III

approved by**subject**

Decide UAB meeting for December 3rd or 10th

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

None



Utilities Advisory Board

agenda item 6.a

item type

Staff Updates

meeting date

August 27, 2024

prepared by

Jamie England, Director of Electric Utility

approved by**subject**

Electric Utility - Jamie England

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

None



Utilities Advisory Board

agenda item 6.b

item type

Staff Updates

meeting date

August 27, 2024

prepared by**approved by****subject**

Water & Wastewater Utility – David Zusi

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

None



Utilities Advisory Board

agenda item 6.c

item type

Staff Updates

meeting date

August 27, 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. Separate charts for city solar facilities showing monthly production trends were appended to the performance measurement report.

alternatives | other considerations**fiscal impact**

None

attachments

None

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	April	May	June	On Target
Efficiency	Rate Comparison to Duke	<100%	65.65%	65.65%	68.16%	Met Goal
	Rate Comparison to Municipal State Avg	<105%	87.83%	87.07%	87.52%	Met Goal
Financial	Rolling 12 month kWh	425 (FY24)	428,616,338	431,222,000	440,084,110	Met Goal
Operational	Heart of Florida United Way Emergency Utility Assistance Program: Assistance provided to customers		\$650	\$3,606	\$1,170	
	Heart of Florida United Way Emergency Utility Assistance Program: Available balance		\$21,435	\$17,829	\$16,659	
	Heart of Florida United Way Emergency Utility Assistance Program: Number of customers approved for assistance		1	9	4	
	Underground System Complete (%)		78.3%	78.3%	78.4%	
Reliability	SAIDI (in minutes)	< 60 minutes	0.99	1.14	2.41	
	Outage Occurrences		8	8	22	

Both

Service Type	Measure	Goal	March	May	June	On Target
Customer Service	Total calls to customer service queue:		7,270	7,292	6,500	
	Customer hangup without selecting a queue		1,272	1,284	1,207	
	Turn on/off service		927	1,061	989	
	Billing info		1,420	1,466	1,321	
	Pay utility bill		987	897	863	
	Paymentus information		50	55	51	
	Report power outage		784	512	449	
	System error and flow disconnect		109	121	107	
	Demolition		26	15	11	
	Commercial garbage		46	38	29	
	Transfer to water and wastewater		53	155	56	
	Spectrum service		135	121	83	
	Permits		1,355	1,464	1,245	
	Engineering inspections		106	103	89	
	Average wait time for customers selecting a queue		1m51s	2m22s	2m19s	
	Abandoned call % for customers selecting a queue		7%	8%	8%	
	Number of disconnects for non-pay		74	84	56	

Financial

Service Type	Measure	Goal	April	May	June	On Target
Financial	Accounts receivable/billed revenue – FYTD	<8%	4.94%	4.95%	6.84%	Met Goal
	Average cost of purchased power per kWh – FYTD – Fuel		\$0.0249	\$0.0253	\$0.0259	
	Average cost of purchased power per kWh – FYTD – Non-Fuel	<\$0.03	\$0.0199	\$0.0198	\$0.0212	Met Goal
	Average revenue per kWh-FYTD-Fuel		\$0.0255	\$0.0254	\$0.0253	
	Average revenue per kWh-FYTD-Non-Fuel		\$0.0821	\$0.0821	\$0.0817	
	Bad debt expense/billed revenue – FYTD	<0.25%	0.22%	0.29%	0.23%	Met Goal
	Debt service coverage ratios - W&S - FYTD	>1.5	2.94	2.77	3.03	Met Goal
	Debt service coverage ratios - Electric - FYTD	>2.75	3.63	3.39	3.44	Met Goal
	Percentage of utility accounts receivable over 60 days past due		9.88%	3.98%	3.72%	
	Utility accounts receivable over 60 days past due – all accounts		\$523,649	\$215,336	\$268,432	
	Utility accounts receivable over 60 days past due – inactive accounts only		\$227,215 (4,060 accts)	(\$29,613) (1,295 accts)	\$6,304 (566 accts)	
	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	\$2,126,227	\$1,766,439	\$1,582,934	Met Goal

Water Sewer Utility

Service Type	Measure	Goal	April	May	June	On Target
Environment	Count of Rebates Processed		1	8	5	
Operational	Average % Water meters reporting	>98.5%	95.30%	95.00%	95.00%	Near Goal
	Count of Wastewater Incidents	0	1	0	0	
	Wastewater Incident Overflow in 1,000s Gallons	0	4.5	0	0	
	Water pumped compared to CUP allocation	<12.4 mgd	11.8	12.9	11.9	Met Goal

*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 6.d

item type

Staff Updates

meeting date

August 27, 2024

prepared by**approved by****subject**

Educational Campaign – Clarissa Howard

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

1. 8.5x11utility-2024-september bill insert
2. UAB Sept-Nov 2024 Update Newsletter Articles

info & updates

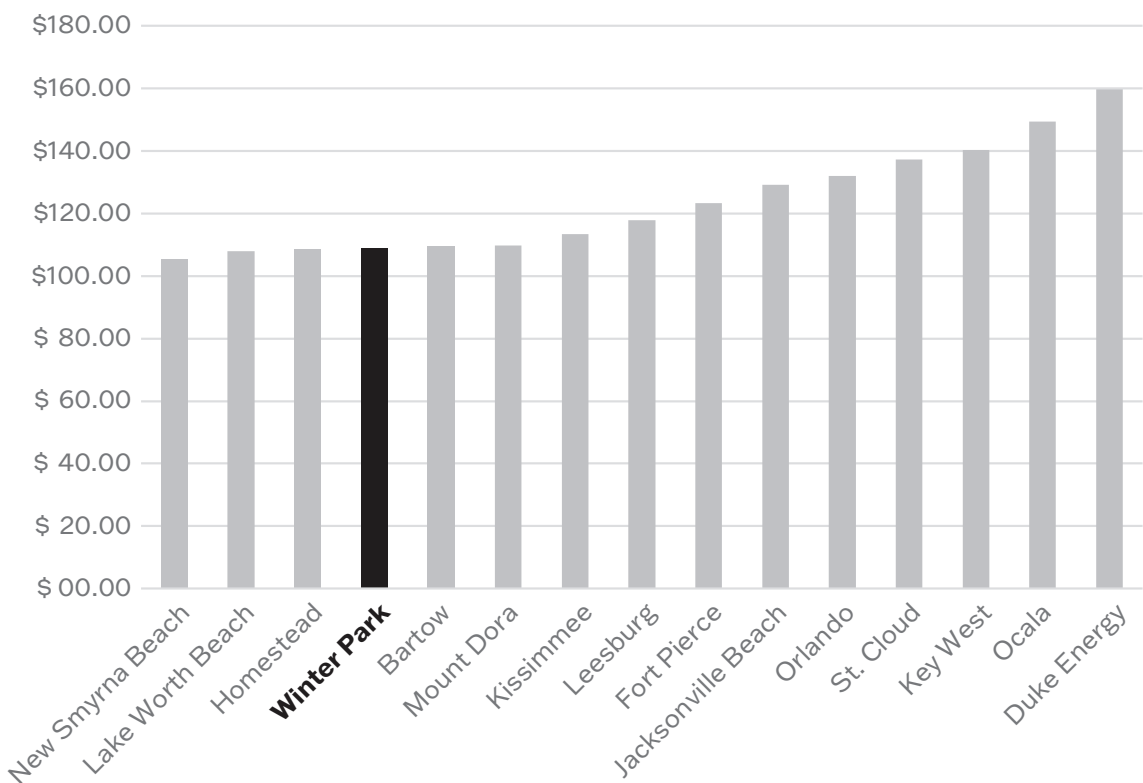
September utility bill insert



Winter Park electric rates continue to remain as one of the lowest among Florida municipalities

1,000 kWh Residential Bill Comparison | June 2024

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



Conversations are brewing at 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 access will be available approximately one week prior to each gathering at cityofwinterpark.org/meetings.

brewing schedule

Thursdays
8:30-9:30 a.m.

Commission
Chambers
@ 401 S. Park Ave.

- SEP 05** Vice Mayor Todd Weaver
- OCT 03** Commissioner Kris Cruzada
- NOV 07** Commissioner Craig Russell
- DEC 05** Commissioner Marty Sullivan
- JAN 09 2025** Mayor Sheila DeCiccio



special thanks to
our coffee provider

BARNIE'S
COFFEE & TEA CO.
LIVE BOLDLY.™ SIP WISELY.™

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



Shady Park Pioneer Memorial

In August, the city dedicated the new Pioneer Memorial located in Shady Park at Hannibal Square, adjacent to the Winter Park Community Center located at 721 W. New England Ave. The memorial, designed by artist George Gadson, includes four busts of the most significant residents in the history of the African American community. A timeline of the community's history with biographies of each pioneer is presented adjacent to the busts on a ceramic tile history wall.



Featured pioneers include:

- Mary Lee Depugh (1878-1949) » founder of the Ideal Woman's Club
- Gustavus Christopher "Gus" Henderson (1862-1917) » activist and founder of *The Advocate*
- Frank R. Israel (1848-1925) and Walter B. Simpson (1859-1915) » both Town Aldermen from 1887-1893

The memorial was dreamed and planned by the MLK Shady Park Committee that included neighbors, residents, city staff and stakeholders. The project construction was managed by the city's Parks & Recreation Department and funded by the Community Redevelopment Agency. This impressive sculpture proudly recognizes the importance of the Hannibal Square community and its pioneers.

Fiscal Year 2025 budget hearings

Residents are invited to share their comments/input on the city's budget during the two public hearings held on the city's proposed Fiscal Year 2025 budget **Wednesday, September 11 and 25, at 5 p.m.** City Commission meetings are held in Commission Chambers on the second floor of City Hall, located at 401 S. Park Ave. This is an important process and all city residents are encouraged to attend and share their input about the proposed budget and millage rates before final adoption.

More information regarding the city's proposed FY2025 budget including program budgets for each function of the city, a 5-year capital improvement plan, and 10-year proformas for major funds, are accessible at cityofwinterpark.org > **Departments > Management & Budget.**

Free tree delivery

The Urban Forestry Division has partnered with the National Arbor Day Foundation and Florida Forest Service to showcase the Community Canopy Program. Beginning **Tuesday, October 1,** Winter Park residents can order a **FREE** tree species of their choice (while supplies last) by accessing cityofwinterpark.org/urbanforestry and clicking on the **Community Canopy Program Information button.**

Shortly after Thanksgiving, a one-gallon containerized tree will then be delivered directly to each resident's doorstep along with instructions on planting and care.

For additional information regarding the city's tree canopy efforts, please contact urbanforestry@cityofwinterpark.org.

COMMUNITY
CANOPY
An Arbor Day Foundation Program

2024
first
saturday

OCTOBER 5
7:30 to 10a.m.

Get HOOKED
FAMILY FISHING EVENT



giveaways
snacks
raffle
& more

Lake Island @
Martin Luther
King, Jr. Park
255 S. Denning Dr.

FREE bait & poles PROVIDED

more info @ 407.599.3463 or jmiller@cityofwinterpark.org



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.



Attention water utility customers

The city's Water & Wastewater Utilities Department is currently working to identify if your water service lines (city- and privately-owned) are made of lead, non-lead or if it is unknown. This inventory is being done due to a recent revision to the Lead and Copper Rule established by the Environmental Protection Agency (EPA). The updated rule requires all public drinking water utilities to provide an initial water service line inventory by Wednesday, October 16.

In 1991, the Lead and Copper Rule was created to reduce exposure to lead and copper in drinking water after determining lead has adverse health effects. Lead is not naturally occurring in the City of Winter Park's source water, the Floridan Aquifer, and does not come from the city's water treatment plants or distribution system piping.

The most common sources of lead in drinking water are lead pipes, or brass and bronze faucets and fixtures installed prior to 2003. Homes built after 1989 will not have lead service lines due to changes in the building code. Be assured that throughout the course of installation, replacement, inspection and upgrades to the city's water system, no lead piping has been found by city employees.

As required by the EPA

- Properties that have not yet had service lines identified by city staff will be notified by mail in October that their material is unknown.
- No correspondence will be necessary with properties that have service lines identified as non-lead.
- If any service lines are identified as lead, you will be notified immediately.



On October 16, the city will post a web-based interactive map identifying the service line material on both the city- and privately-owned sides of the meter as lead, non-lead or unknown. City staff is diligently working to complete the water service line inventory of approximately 25,000 service lines. Your patience during this process is greatly appreciated.

Please access cityofwinterpark.org/leadcopper for the interactive map as well as a short informational video about the city's efforts to compile the water service line inventory, quick property owner survey, and FAQs. For questions, please contact leadandcopper@cityofwinterpark.org or 407-599-3219.

RESIDENTIAL ASSISTANCE PROGRAMS

SNAP/Fresh Access Bucks [FAB]

- accepted @ farmers' markets + mobile markets + community supported agriculture + grocery outlets
- FAB doubles a SNAP purchase [up to \$40 per day] & is accepted @ the city's Saturday Farmers' Market

access more info @ feedingflorida.org



Emergency Utility Assistance Program

- created for customers experiencing a temporary financial hardship as a result of an emergency
- maximum of \$650 in a one-year period per household.

access more info @ customer_service@cityofwinterpark.org



Home Energy Use Audit

- electric utility customers can schedule a FREE home energy use audit to identify energy conservation measures



Residential Electric & Water Customer Rebates

- the city offers rebates for:
 - electric leaf blowers | duct system repairs | attic insulation
 - toilets & washing machines | smart irrigation controllers

access detailed info @ cityofwinterpark.org/rebates



Home Renovation Program

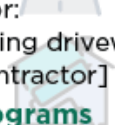
- the Community Redevelopment Agency (CRA) offers a forgivable zero-interest loan program to improve health & safety + improve disabled access + conserve energy + make upgrades



Residential Driveway & Paint Programs

- CRA district residents may apply for up to \$3,000 for:
 - » installation of a new or replacement/repair of existing driveway
 - » new exterior paint [must be done by a licensed contractor]

access more info @ cityofwinterpark.org/cra-programs



Inflation Reduction Act

- U.S. citizen tax credits for energy-efficient upgrades such as:
 - electric vehicles | rooftop solar | water heaters
 - upgrades for windows + doors + insulation + HVAC + heat pumps

access complete info & qualifications @ cleanenergy.gov



Solar and Energy Loan Fund [SELF]

- low interest rate home improvement loans for solar + roofing + sewer & water + weatherization + air conditioning & more

access more info @ solarenergyloanfund.org



Free tree delivery

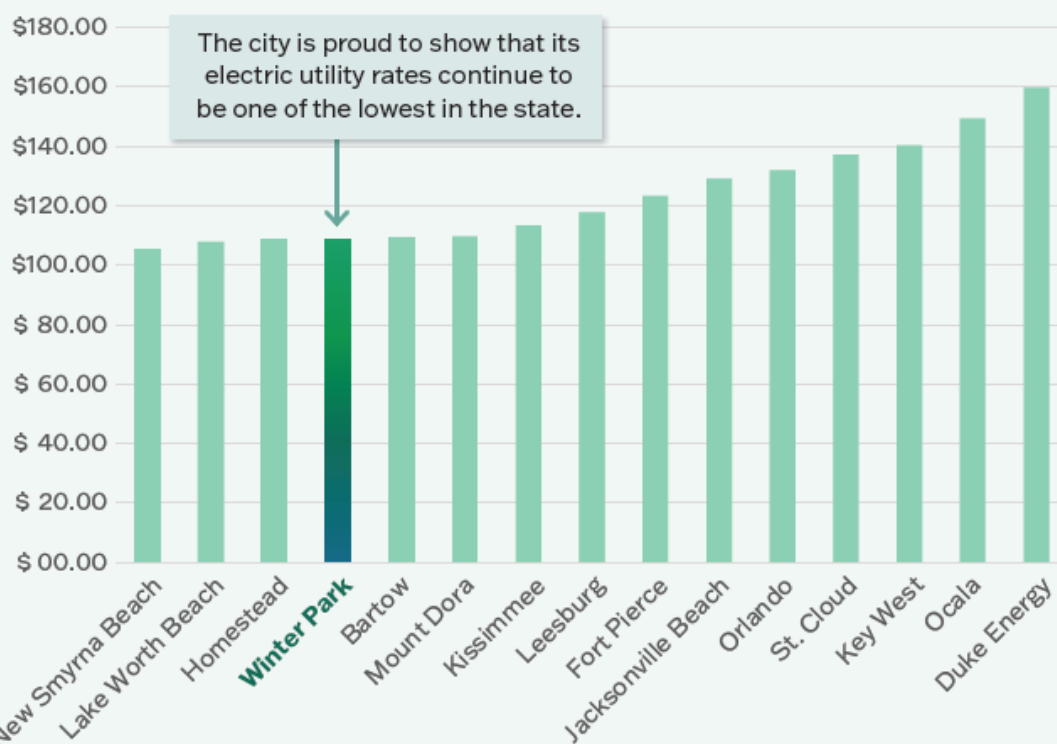
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Tree Fact 101
trees help reduce
your electric bill »

1,000 kWh Residential Bill Comparison: June 2024



The city is proud to show that its electric utility rates continue to be one of the lowest in the state.

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Utilities Advisory Board

agenda item 8.a

item type

Upcoming Agenda Items

meeting date

August 27, 2024

prepared by

mourad belfakih

approved by**subject**

Recommendations on painting boxes-Sept.-Mourad Belfakih

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

None



Utilities Advisory Board

agenda item 8.b

item type

Upcoming Agenda Items

meeting date

August 27, 2024

prepared by

Lisa Vedder

approved by**subject**

Solar & Net metering - September

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

None