Utilities Advisory Board
Regular Meeting

Agenda
December 17, 2024 @ 8:00 AM
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 October 22, 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. Water & Wastewater Strategic Plan - Dave Zusi — 30 minutes
    b. Electric Utility Ranking Survey - Mark McCain — 30 minutes
    c. Year-End Financial Report - Wes Hamil — 10 minutes
    d. Decorative Lighting - Mourad Belfakih — 15 minutes
6. **Staff Updates**
    a. Electric Utility - Jamie England — 5 minutes
    b. Water & Wastewater Utility – David Zusi — 15 minutes
    c. Performance Measurement – Wes Hamil — 5 minutes
    d. Educational Campaign – Clarissa Howard — 0 minutes
7. **Board Comments**
8. **Upcoming Agenda Items**
9. **Adjournment**

Utilities Advisory Board

agenda item 2.a

item type	meeting date
Consent Agenda	December 17, 2024
prepared by	**approved by**

subject
Approve the minutes of October 22, 2024

motion | recommendation

background

alternatives | other considerations

fiscal impact

attachments
1. UAB-mins-2024-10-22 DRAFT LMV

Utilities Advisory Board Regular Meeting Minutes

October 22, 2024 at 12:00 PM

City Hall Commission Chambers
401 S. Park Avenue

Present
Alison Yurko (Virtual), Mary Dipboye, Michael Poole, Paul Conway, Paul W. Smith Jr., Leon Huffman (Virtual)

Absent
Kathryn Sutton

Staff Present
Director of Electric Utilities Jaime England, Assistant Director of Water and Wastewater Utilities Tara Lamoureux, Director of Finance Wes Hamil, Director of Communications Clarissa Howard, Electric Utility Operations Manager Miguel Cruz, Electric Utility Engineer Manager Mourad Belfakih, Integrated Resources Program Manager Lisa Vedder (Virtual), Utility Services Manager Ann Newhouse

1. Call to Order

Michael Poole called the meeting to order at 12:02 p.m.

2. Consent Agenda

a. Approve the minutes of September 24, 2024

Motion made by Paul Smith to approve the minutes with the addition of the Solar presentation, seconded by Mary Dipboye. Motion carried unanimously with a 6-0 vote.

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

4. Action Items

5. Non-Action Items

a. Strategic Planning Material - Mark McCain

Executive Consultant Mark McCain with Hometown Connections was introduced to the UAB. Mr. McCain explained the four phases of the strategic planning process; Brainstorming, Rank, Shortlist and Decide. It was advised that the UAB will review the strategies and goals that were achieved during the individual brainstorming survey, finalize the potential goals and strategies then approve them for use in the ranking survey. The survey generated 6 potential goals and 26 potential strategies.

Mr. McCain initiated the discussion by reviewing the Electric Utility's mission statement. Next, the following goals were presented and discussed:

Reliability - discussion arose on automation, explanation of how an OMS works, resource costs and the current use of the work management system.
Power Supply - diversifying power sources is being reviewed by staff.
Renewables – it was suggested to add the two specific Commission stated goals of 85% renewable by 2035 and 100% renewable by 2050 and to add a strategy related to battery usage.
Customer Service
Finance - discussed the broadness of the finance goal. It was pointed out; the AMI meter is part of the OMS.
Workforce - change one of the strategies from recruiting to staffing/recruiting.

Next Step is putting the strategies in the ranking survey. The survey will launch on 11/5/2024 and close on 11/19/2024. The results of the ranking survey will be presented at the December meeting. It was recognized that the lighting plan is not included in the strategies.

6. Staff Updates

a. Electric Utility - Jamie England

Mr. England provided an update on the status of the undergrounding project. Discussion ensued on accelerating the completion of the undergrounding. An explanation of Duke's handling of the power outage in Winter Park after hurricane Irma was provided. The results of the street lighting survey was announced.

b. Water & Wastewater Utility – David Zusi

Ms. Lamoureux presented the water & wastewater utility update, advising the lead and copper letters will be sent out to locations that have not been verified, the unknown locations. Ms. Lamoureux will be leaving the city and going back to Casselberry utilities department. The report that was reviewed at the work session was requested to be sent to all the board members.

c. Performance Measurement – Wes Hamil

Mr. Hamil presented the monthly performance measurements. It was suggested resynchronizing the voice prompts according to the volume of calls that come into the customer service call center. The quarterly financial report will be presented at the end of year meeting in December.

d. Educational Campaign – Clarissa Howard

e. Requested Items from Last Meeting

7. Board Comments

The question arose as to what City department is responsible for maintenance of the City’s solar arrays. Ms. Vedder advised that her role is to monitor the production of the solar facilities. Staff will research this item.

8. Upcoming Agenda Items

At the next UAB meeting on December 17, 2024, water and wastewater strategic planning will be discussed, the electric utility ranking survey and the year-end financial report will be presented.

a. Decorative Lighting - Mourad Belfakih - Maybe December

9. Adjournment

The meeting adjourned at 2:02 p.m.

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

Utilities Advisory Board

agenda item 5.a

item type	meeting date
Non-Action Items	December 17, 2024
prepared by	**approved by**

subject
Water & Wastewater Strategic Plan - Dave Zusi

motion | recommendation

background

alternatives | other considerations

fiscal impact

attachments
None

Utilities Advisory Board

agenda item 5.b

item type
Non-Action Items

meeting date
December 17, 2024

prepared by

approved by

subject
Electric Utility Ranking Survey - Mark McCain

motion | recommendation

background

alternatives | other considerations

fiscal impact

attachments
1. Strategic Planning Ranking Survey - Winter Park Electric Utility
2. 2241122 - WPEL Strat Plan 2024 - Pre-Workshop Survey Report

Pre-Workshop Survey Report

Electric Utility Strategic Plan

Mark McCain
Executive Consultant/Strategic Planning
Hometown Connections, Inc.

City of Winter Park
Utilities Advisory Board
December 17, 2024

Defining Planning Terms

Term	Definition
Mission	A statement of the overall purpose of an organization. It describes what the organization does, for whom it does it, and what are the benefit.
Vision	Image of the future an organization seeks to create. If successful at achieving the Mission, this is what the future looks like.
Goals	Broad, long-term aims that define accomplishment of the Mission. Goals can be external or internal.
Strategies	Broad activities required to achieve a Goal.
Action Plans	Specific steps to be taken, by whom and by when, to implement a Strategy.

Overview of Planning Process

Brainstorm

UAB and staff brainstorms potential Goals and Strategies in an online survey and then meets to refine them

Sept. 6

Rank

UAB and staff rank potential Goals and Strategies in an online survey

Nov. 5

Shortlist

Staff develops recommended shortlist of key Strategies to achieve Goals

Dec. 19

Decide

With input from staff, UAB reviews the Mission and decides on Goals and Strategies

Jan. 28

Pre-Workshop Survey Objectives

1. To obtain feedback on Mission and ask about a Vision
2. To rank potential Goals and seek additional suggestions
3. To rank potential Strategies and seek additional suggestions
4. To obtain feedback on expectations for the planning meeting
5. To obtain any other comments associated with the planning process

An online survey was conducted from Nov. 5 to Nov. 19, 2024, among UAB members and staff. The survey link was emailed to 22 individuals, and 21 people responded for an 95% response rate. The responses came from 5 UAB members and 16 staff. The following slides in this presentation report on the survey results.

80% Agreement on Mission

Mission: We will provide electric service with top-tier customer service, superior reliability in a fiscally prudent manner while operating with a low physical and aesthetic impact on the environment along with competitive rates.

Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree
5%	5%	10%	14%	66%

21 respondents answered the question, and zero skipped the question.

52% Support Having a Vision

- Electric Utility doesn't have a Vision statement
- Survey respondents were asked, "How important is it for the utility to have a Vision statement?"

Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree
0%	19%	28.6%	28.6%	23.8%

21 respondents answered the question, and zero skipped the question.

Ranking Potential Goals

Suggested Options for Goals	UAB	Staff Avg.	Total Avg.
Reliability: Improve system-wide reliability through continued undergrounding of facilities and proactive investments in the system's infrastructure, enhancing performance.	5.5	5.7	5.7
Power Supply: Secure reliable bulk power agreements that provide competitive rates and align with the utility's renewable targets.	3.5	4.1	4.0
Renewables: Support the city's long-term renewable targets of 80% renewables by 2035 and 100% by 2050 by implementing the renewable initiative roadmap in a fiscally prudent manner.	3.3	1.6	1.9
Customer Service: Deliver top-tier customer service by enhancing communication channels and improving customer access to real-time information.	3.8	3.6	3.7
Finance: Maintain financial health and competitive rates through strategic resource management and operational efficiency.	2.8	2.9	2.9
Workforce: Foster a skilled, empowered workforce with training and development programs plus competitive compensation.	2.3	3.2	3.0

20 respondents answered the question, and 1 skipped the question. The three highest ranked strategies highlighted in shades of green.

Goal A: Reliability

Suggested Options for Strategies	UAB	Staff Avg.	Total Avg.
1. Undergrounding: Continue to prioritize the undergrounding of distribution power lines to improve system resilience.	1.0	3.3	3.1
2. OMS: Initiate the procurement of an Outage Management System (OMS) implementing smart technologies to detect and resolve potential reliability issues quickly. (resource required: ~$300,000)	4.0	2.7	2.8
3. Maintenance: Develop a proactive maintenance program to address critical infrastructure issues before they result in equipment failures.	3.0	2.2	2.3
4. Cybersecurity: Collaborate with industry associations or experts to audit the utility's cyber and physical security and develop enhancement plans.	2.0	1.8	1.8

10 respondents answered the question, and 11 skipped the question. The three highest ranked strategies highlighted in shades of green.

Goal B: Power Supply

Suggested Options for Strategies	UAB	Staff Avg.	Total Avg.
1. Cost-Effective Power: Negotiate favorable long-term bulk power agreements securing reliable power at a reasonable cost in advance of contract expiration.	3.0	2.8	2.8
2. Supplier Diversity: Diversify power suppliers to reduce dependency on a single source.	2.0	1.9	1.9
3. Resource Flexibility: Maintain flexibility in energy resource by avoiding power supply contracts that might lock the utility into unfavorable conditions.	1.0	1.3	1.3

10 respondents answered the question, and 11 skipped the question. The three highest ranked strategies highlighted in shades of green.

Goal C: Renewables

Suggested Options for Strategies	UAB	Staff Avg.	Total Avg.
1. Program Development: Gather data to assess and design programs for time-of-use rates, distributed … resources, and energy efficiency.	3.0	4.3	4.1
2. Utility-Scale Solar: Complete a study of city assets to prioritize which facilities could be included in future plans to add solar and storage, and then look for opportunities to pool the city's requirements with other utilities in renewable and storage projects.	4.0	3.2	3.3
3. Update the Plan: Perform periodic updates of the renewable plan, including resource technology maturity assessments of new and existing technologies, to adapt the utility's renewable plan to evolving technology capabilities and costs.	3.5	3.3	3.3
4. Residential/Commercial Solar: Explore avenues where city guarantees can help customers finance rooftop solar and storage additions, … track savings and contributions to city's renewable goal.	3.0	2.3	2.4
5. Electric Vehicles: Complete a study to quantify the expected impacts of electric vehicle adoption in Winter Park.	1.5	2.1	2.0

14 respondents answered the question, and 7 skipped the question. The three highest ranked strategies highlighted in shades of green.

Goal D: Customer Service

Suggested Options for Strategies	UAB	Staff Avg.	Total Avg.
1. Outage Communication: Enable proactive communication that informs/acknowledges customers of outages, estimated restoration times, and possibly grid maintenance schedules.	4.5	5.3	5.1
2. Website/Portal: Enhance the communication value of the existing website and develop a web-based portal or mobile application where customers can monitor energy usage, billing, and outage updates ….	5.0	4.5	4.6
3. Call Center: Pursue continuous improvement in the call-center experience and evaluate the after-hours and outage service to see what improvements can be made to the customer experience.	4.0	4.1	4.1
4. Customer Engagement: Investigate customer engagement solutions … by reaching customers at touch points with relevant information to engage, educate and support energy efficiency programs.	4.0	3.4	3.5
5. Contractor Services: Improve customer satisfaction with contractors…	1.5	2.2	2.1
6. Satisfaction Survey: Conduct regular customer surveys ….	2.0	1.6	1.6

14 respondents answered the question, and 7 skipped the question. The three highest ranked strategies highlighted in shades of green.

Goal E: Finance

Suggested Options for Strategies	UAB	Staff Avg.	Total Avg.
1. Financial Plan: Create a sustainable financial model that includes rate planning, debt management, and capital investment strategies to avoid rate volatility.	4	3.1	3.2
2. Operational Costs: Invest in technologies and processes that streamline operations, save costs, and improve overall efficiency.	2	3.3	3.1
3. Supply Chain: Strengthen supply chain resiliency for meters, transformers, and other critical utility equipment that is in short supply.	1	2.1	2.0
4. Strategic Investments: Evaluate net income forecasts to consider options for allocating revenues for strategic investments.	3	1.5	1.7

9 respondents answered the question, and 12 skipped the question. The three highest ranked strategies highlighted in shades of green.

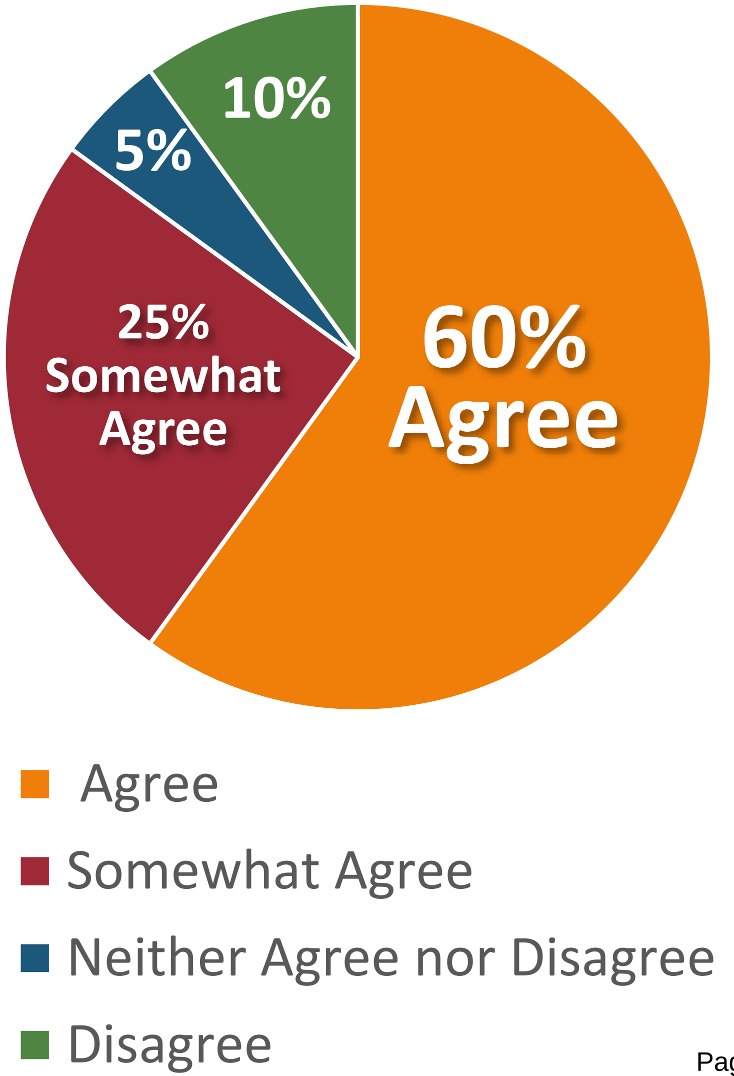
Goal F: Workforce

Suggested Options for Strategies	UAB	Staff Avg.	Total Avg.
1. Staffing/Recruiting: Provide adequate staff with the necessary expertise to support utility initiatives for improved efficiency.	3.5	3.1	3.1
2. Compensation: Design policies that attract and retain talent by offering competitive pay and benefits packages that reflect industry standards.	2.5	3.0	2.9
3. Safety: Enhance safety training and protocols to ensure the workforce remains committed to maintaining high safety standards.	2.5	2.2	2.3
4. Training and Development: Prepare the workforce with ongoing training and development, particularly in supporting the transition to underground systems and advanced grid technologies.	1.5	1.7	1.7

15 respondents answered the question, and 6 skipped the question. The three highest ranked strategies highlighted in shades of green.

85% Agree on Meeting Outcomes

- Review utility's Mission
- Establish long-range Goals
- Identify Strategies to achieve Goals
- Workshop not intended to develop Action Plans to implement Strategies



20 respondents answered the question, and 1 skipped the question. No respondents selected "somewhat disagree." which was a reply option for this question.

Strategies Versus Action Plan

Strategies

- **Definition**: Broad activities required to achieve a Goal
- **Timeline**: Usually ongoing, span duration of the plan. Usually not bound to a date because they guide the overall approach rather than a discrete task.
- **Example**: *Enhance customer engagement through digital channels.*

Action Plans

- **Definition**: Specific, measurable activities to implement a strategy
- **Timeline**: Often have deadlines, milestones or timeframes to track progress. Usually included in the Implementation Phase of the plan
- **Example**: *Launch a new mobile app by Q2 2026 to improve customer interaction.*

Implementation after Approval

Implement the Plan

- Develop Action Plans for each Strategy
- Timeline and milestones
- Assignment of responsibilities
- Budget implications
- Project management

Communicate the Plan

- Internal: Ensure staff understand of roles to execute the plan
- External: Share the utility's plans and priorities
- Engagement: Foster ongoing support and address feedback

Monitor and Evaluate

- Key Performance Indicators, scorecards, etc.
- Regular progress reviews
- Regular reports to UAB
- Adjustments to plan, as needed

WINTER PARK ELECTRIC UTILITY
STRATEGIC PLANNING WORKSHOP 2025

Pre-Workshop Survey Report

November 2024

Introduction

The City of Winter Park's Utilities Advisory Board (UAB) will hold a Strategic Planning meeting for the Electric Utility on January 28, 2025. In preparation for this meeting, an online survey was conducted from November 5 to November 19, 2024, among UAB member and city staff.

Survey Objectives

The objectives of the survey were:

1. To obtain feedback on the Electric Utility's Mission and inquire about creating a Vision
2. To rank potential Goals
3. To rank potential Strategies
4. To obtain feedback on expectations for the Strategic Planning meeting
5. To obtain any other comments associated with the planning process

The UAB and staff developed initial suggestions for potential Goals and Strategies that were used in the survey. <u>The suggestions are intended to start the conversation among UAB members. The suggestions are not meant to be leading or limiting in any way. The ideas were provided to stimulate thought and quantitatively assess people's opinions of various ideas to facilitate dialogue at the strategic planning meeting in January</u>.

Methodology

The online survey was administered by Winter Park's strategic planning consultant using a tool called SurveyMonkey, a provider of web-based survey hosting software.

Response Rate

The survey link was emailed November 5, 2024, to 22 individuals, including UAB members and Winter Park staff. The survey was closed to further responses on November 19, 2024. A total of 21 people responded to the survey for a 95% response rate. The responses came from 5 UAB members and 16 staff.

Reporting

SurveyMonkey calculated the weighted averages used throughout this report to present the rankings for Goals and Strategies. The survey responses were compiled in this report by Mark McCain, a consultant engaged by Winter Park to facilitate the strategic planning process.

QUESTION 1

Respondents were asked in the first question to identify themselves as either a UAB member or Winter Park staff. This demographic information was used to presents results throughout this report showing the average response for UAB members, the average response of city staff, and the overall average of all respondents.

QUESTION 2

Respondents were given the option to provide their name. Nineteen respondents provided their name and two did not. All survey responses in this report are reported anonymously.

Mission

the Mission statement for the City of Winter's Park Electric Utility is:

> **Mission:** We will provide electric service with top-tier customer service, superior reliability in a fiscally prudent manner while operating with a low physical and aesthetic impact on the environment along with competitive rates.

QUESTION 3

How much do you agree or disagree that this is an appropriate Mission statement for the electric utility?

	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree
Mission	5%	5%	10%	14%	66%

21 respondents answered the question, and zero skipped the question.

QUESTION 4

Do you have any additional comments or suggestions for the Mission statement?

Responses
a) I think it may be a good idea to add a statement about resiliency or leading the way towards a resilient future for our city adapting to change and leveraging new technology.
b) Resiliency effort mentioned
c) I think the mission statement covers all meaningful components.
d) The Commission is focused on Sustainability.
e) I think that the mission statement captures everything the department is tasked with delivering, but it should be reworded. Here is my suggestion: Our mission is to deliver exceptional electric service, combining outstanding customer care and superior reliability. We are committed to operating responsibly, minimizing environmental and visual impacts, and maintaining competitive, cost-effective rates.
f) Also, a superior services during storms and hurricanes.
g) It includes internally conflicting goals (level of service v. cost for example) with no guidance on prioritization or resolution.

h)	Need a collaborative workshop to reflect all values of the mission including building and retention of competent workforce.
i)	I believe we provide great customer service and go out of our way to make customers happy.
j)	I agree with the meaning of the statement...it needs to be updated and pointed to what customers are expecting.
k)	It is very busy statement. Try to streamline along these lines for example--The WP Electric Utility will provide competitive, cost-effective, superior service to its customers in a reliable, fiscally prudent and environmentally friendly manner.
l)	Dated, does not represent the electrical power environment that exists today.
m)	The timeframe/term of this strategic plan should be noted. Include safety in the mission.

Vision

Currently, the Electric Utility does not have a Vision statement.

QUESTION 5

How important is it for the utility to have a Vision statement?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Vision	0%	19.0%	28.6%	28.6%	23.8%

21 respondents answered the question, and zero skipped the question.

QUESTION 6

If you think the utility should have a Vision, briefly describe the future the organization seeks to create. If successful at achieving the Mission, what does the future look like? Your comments may be used to develop a Vision statement.

Responses	
a)	Achieving our mission means being customer-centric, respecting the historic character and small-town charm of Winter Park, while maintaining competitive rates. We are committed to providing cost-effective sustainable energy solutions and incorporating advanced technologies that empower residents with real-time information on usage and outage updates, including Estimated Time of Restoration (ETR). Our adaptability to market conditions, technological advancements, and regulatory requirements ensures we remain responsive and proactive. Our future vision is one where all stakeholders are aligned with our strategic direction, fostering high public trust and confidence.
b)	The electric utility industry will likely be undergoing significant changes over the next ten to twenty years. I think it would be difficult to define what we want Winter Park's electric utility to look like in the future with all of the unknown factors.
c)	The future is one that combines the use of traditional and alternative sources of energy to deliver efficient, cost-effective, environmentally safe electricity to Winter Park.
d)	To make the city an exceptional place to live

e)	Thinking like in 5 years we will be 100% fully undergrounded. In 5 years, we will start street light project (Dark Sky project) and make our city more safe. In 2 years, we will have OMS. In 5 years, we will have 25% of our energy from renewable. In 5 years, our SAIDI will be 20 min.
f)	I think the vision statement would assist in clarifying the internal conflicts in the mission statement to assist with setting goals and strategies
g)	To provide best-in-class, competitive services by a quality workforce, resilient infrastructure in a safe and sustainable manner (borrowed from water and sewer Vision and mission statements).
h)	To provide safe, reliable, and cost-effective energy and services to improve the lives of their members and communities.
i)	Customer outage information easily accessible and a team that grows to support customer expectation.
j)	I don’t feel the utility needs a vision. The Mission Statement is strong. The city has a vision statement of which I feel all departments work to achieve and a separate vision is not needed.
k)	The mission statement is sufficient.
l)	progressive ideas/strategies, trusted provider, innovative,
m)	Leading the way at providing innovative power and energy solutions while remaining environment friendly and cost effective.

Goals

The UAB and Winter Park staff developed an initial list of potential Goals for consideration. This question was intended to obtain feedback on potential Goals. This is not intended as a final or binding ranking. There will be discussion about Goals at the UAB meeting in January, and a decision on Goals is one of the meeting's key outcomes.

QUESTION 7

Please rank the suggested goals listed below, with one being the highest priority.

Weighted averages in table below, with higher priority items receiving more points

Suggested Options for Goals	UAB Avg.	Staff Avg.	Total Avg.
Reliability: Improve system-wide reliability through continued undergrounding of facilities and proactive investments in the system's infrastructure, enhancing performance.	5.5	5.7	5.7
Power Supply: Secure reliable bulk power agreements that provide competitive rates and align with the utility's renewable targets.	3.5	4.1	4.0
Renewables: Support the city's long-term renewable targets of 80% renewables by 2035 and 100% by 2050 by implementing the renewable initiative roadmap in a fiscally prudent manner.	3.3	1.6	1.9
Customer Service: Deliver top-tier customer service by enhancing communication channels and improving customer access to real-time information.	3.8	3.6	3.7
Finance: Maintain financial health and competitive rates through strategic resource management and operational efficiency.	2.8	2.9	2.9
Workforce: Foster a skilled, empowered workforce with training and development programs plus competitive compensation.	2.3	3.2	3.0

20 respondents answered the question, and 1 skipped the question. The three highest ranked strategies are highlighted in green.

QUESTION 8

Do you have any suggestions for additional Goals?

Responses
a) Contractor Services: Improve customer satisfaction with contractor work by creating a process to share information and handle matters related to damage or repair and contractor projects.
b) Bulk Solar Purchases should be included in Bulk Power (because that is what they are) and customer-owned and city solar resources should stay under renewables.
c) All the above are the same rank in my mind. I would prioritize the actions associated with each goal.

Strategies

The UAB and Winter Park staff developed an initial list of potential Strategies for consideration. The questions that follow seek to obtain feedback on the Strategies, as well as request additional suggestions. This is not intended as a final or binding ranking. There will be discussion about Strategies at the UAB meeting in January, and a decision on Strategies is one of the meeting's key outcomes.

QUESTION 9

Please rank the suggested strategies listed below, with one being the highest priority.

Weighted averages in table below, with higher priority items receiving more points

Goal A: Reliability - Improve system-wide reliability through continued undergrounding of facilities and proactive investments in the system's infrastructure, enhancing performance.	UAB Avg.	Staff Avg.	Total Avg.
1. **Undergrounding**: Continue to prioritize the undergrounding of distribution power lines to improve system resilience.	1.0	3.3	3.1
2. **OMS**: Initiate the procurement of an Outage Management System (OMS) implementing smart technologies to detect and resolve potential reliability issues quickly. (resource required: ~$300,000)	4.0	2.7	2.8
3. **Maintenance**: Develop a proactive maintenance program to address critical infrastructure issues before they result in equipment failures.	3.0	2.2	2.3
4. **Cybersecurity**: Collaborate with industry associations or experts to audit the utility's cyber and physical security and develop enhancement plans.	2.0	1.8	1.8

In the survey, the Strategies were listed in no particular order. In the listing above, the responses have been arranged in descending order based on the Total Average column. 10 respondents answered the question, and 11 skipped the question.

QUESTION 10

Do you have any suggestions for additional Strategies related to Goal A?

Responses
a) All of the above seem reasonable to advance. I would encourage collaboration with other city departments to leverage common business applications (i.e., water & sewer) to reduce support costs, training and integration with C/S dashboard.
b) In the plan, include a year/date for completion of under grounding project. c) Be more specific re OMS—"Procure and implement an OMS by (date/year) to detect...." d) Maintenance—don't imply the current PM practices are not proactive. Try something like "Further enhance preventive maintenance activities and training to better address...." Don't lead with your chin on this one. e) Same re cyber. "continue to collaborate with industry associations, regulators (?) and experts to further improve auditing and implementation of the utility's cyber and physical security plans, enhancing them to capture industry best practices." Something along those lines. f) Note--these comments assume you are already taking steps in each area and not starting on a blank slate."

QUESTION 11

Please rank the suggested strategies listed below, with one being the highest priority.

Weighted averages in table below, with higher priority items receiving more points

Goal B: Power Supply - Secure reliable bulk power agreements that provide competitive rates and align with the utility's renewable targets.	UAB Avg.	Staff Avg.	Total Avg.
1. **Cost-Effective Power**: Negotiate favorable long-term bulk power agreements securing reliable power at a reasonable cost in advance of contract expiration.	3.0	2.8	2.8
2. **Supplier Diversity**: Diversify power suppliers to reduce dependency on a single source.	2.0	1.9	1.9
3. **Resource Flexibility**: Maintain flexibility in energy resource by avoiding power supply contracts that might lock the utility into unfavorable conditions.	1.0	1.3	1.3

In the survey, the Strategies were listed in no particular order. In the listing above, the responses have been arranged in descending order based on the Total Average column. 10 respondents answered the question, and 11 skipped the question.

QUESTION 12

Do you have any suggestions for additional Strategies related to Goal B?

Responses
a) Explore the impact the increase of artificial intelligence could have on electricity demand. 2025 indicates a sharp rise in electricity demand, driven by economic growth and increased electrification.
b) Include renewable power in #1
c) Under item 13 Goal C - the adding of utility scale solar and storage should be part of bulk power.
d) These are all reasonable actions of equal consideration when planning our long-term energy sources. My only caution is to manage the pre-conception that Solar is the answer.

QUESTION 13
Please rank the suggested strategies listed below, with one being the highest priority.

Weighted averages in table below, with higher priority items receiving more points

Goal C: Renewables - Support the city's long-term renewable targets of 80% renewables by 2035 and 100% by 2050 by implementing the renewable initiative roadmap in a fiscally prudent manner.	UAB Avg.	Staff Avg.	Total Avg.
1. **Program Development**: Gather data to assess and design programs for time-of-use rates, distributed energy resources, and energy efficiency.	3.0	4.3	4.1
2. **Utility-Scale Solar**: Complete a study of city assets to prioritize which facilities could be included in future plans to add solar and storage, and then look for opportunities to pool the city's requirements with other utilities in renewable and storage projects.	4.0	3.2	3.3
3. **Update the Plan**: Perform periodic updates of the renewable plan, including resource technology maturity assessments of new and existing technologies, to adapt the utility's renewable plan to evolving technology capabilities and costs.	3.5	3.3	3.3
4. **Residential/Commercial Solar**: Explore avenues where city guarantees can help customers finance rooftop solar and storage additions, as well as track savings and contributions to the city's renewable goal.	3.0	2.3	2.4
5. **Electric Vehicles**: Complete a study to quantify the expected impacts of electric vehicle adoption in Winter Park.	1.5	2.1	2.0

In the survey, the Strategies were listed in no particular order. In the listing above, the responses have been arranged in descending order based on the Total Average column. 14 respondents answered the question, and 7 skipped the question.

QUESTION 14
Do you have any suggestions for additional Strategies related to Goal C?

Responses
a) Revaluate Sustainability plan and goals based on regulatory and policy barriers that will be created with the new administration.
b) Rename "utility scale solar" to "Distributed Generation" or similar; move the utility scale part to bulk power. These are two completely different unrelated efforts.
c) Most of these activities are just noise and do not contribute to a real solution. I would be reluctant to invest time or money in most of these activities for at least the next three to five years.
d) Examine other sources of bulk power to include nuclear.
e) Need timeframes for these goals at a minimum. But I think this needs to be discussed to ensure alignment with most recent city renewable goals.

QUESTION 15

Please rank the suggested strategies listed below, with one being the highest priority.

Weighted averages in table below, with higher priority items receiving more points

Goal D: Customer Service - Deliver top-tier customer service by enhancing communication channels and improving customer access to real-time information.	UAB Avg.	Staff Avg.	Total Avg.
1. **Outage Communication**: Enable proactive communication that informs/acknowledges customers of outages, estimated restoration times, and possibly grid maintenance schedules.	4.5	5.3	5.1
2. **Website/Portal**: Enhance the communication value of the existing website and develop a web-based portal or mobile application where customers can monitor energy usage, billing, and outage updates in real-time.	5.0	4.5	4.6
3. **Call Center**: Pursue continuous improvement in the call-center experience and evaluate the after-hours and outage service to see what improvements can be made to the customer experience.	4.0	4.1	4.1
4. **Customer Engagement**: Investigate customer engagement solutions to improve the communication process by reaching customers at touch points with relevant information to engage, educate and support energy efficiency programs.	4.0	3.4	3.5
5. **Contractor Services**: Improve customer satisfaction with contractor work by creating a process to share information and handle matters related to damage or repair.	1.5	2.2	2.1
6. **Satisfaction Survey**: Conduct regular customer surveys to track service satisfaction levels and identify areas for improvement.	2.0	1.6	1.6

In the survey, the Strategies were listed in no particular order. In the listing above, the responses have been arranged in descending order based on the Total Average column. 14 respondents answered the question, and 7 skipped the question.

QUESTION 16

Do you have any suggestions for additional Strategies related to Goal D?

Responses
a) The sequence as presented is a fair ranking of importance. Not sure what top-tier means as I don't believe we have any SLAs in place or if we do, they're not measured and reported.
b) There needs to be some linkage to the integration of smart tech in one or more of the goals. Again, timeframes need to be defined and greater specificity where possible. Be clear about enhancements to existing processes versus new activities/goals.
c) A new website is needed. The existing website is inadequate.

QUESTION 17

Please rank the suggested strategies listed below, with one being the highest priority.

Weighted averages in table below, with higher priority items receiving more points

Goal E: Finance - Maintain financial health and competitive rates through strategic resource management and operational efficiency.	UAB Avg.	Staff Avg.	Total Avg.
1. **Financial Plan**: Create a sustainable financial model that includes rate planning, debt management, and capital investment strategies to avoid rate volatility.	4	3.1	3.2
2. **Operational Costs**: Invest in technologies and processes that streamline operations, save costs, and improve overall efficiency.	2	3.3	3.1
3. **Supply Chain**: Strengthen supply chain resiliency for meters, transformers, and other critical utility equipment that is in short supply.	1	2.1	2.0
4. **Strategic Investments**: Evaluate net income forecasts to consider options for allocating revenues for strategic investments.	3	1.5	1.7

In the survey, the Strategies were listed in no particular order. In the listing above, the responses have been arranged in descending order based on the Total Average column. 9 respondents answered the question, and 12 skipped the question.

QUESTION 18

Do you have any suggestions for additional Strategies related to Goal E?

Responses
a) There are two themes here, finance and operational excellence. Suggest we break out and further refine operational excellence so that ACTIONS can be identified.
b) Is strategic investments too granular at this level? Part of the overarching financial plan and can it be incorporated into that objective? Again, add timeframes.
c) Establish financial measurements: net working capital, ROI for investments, debt service, etc.

QUESTION 19

Please rank the suggested strategies listed below, with one being the highest priority.

Weighted averages in table below, with higher priority items receiving more points

Goal F: Workforce - Foster a skilled, empowered workforce with training and development programs plus competitive compensation.	UAB Avg.	Staff Avg.	Total Avg.
1. **Staffing/Recruiting**: Provide adequate staff with the necessary expertise to support utility initiatives for improved efficiency.	3.5	3.1	3.1
2. **Compensation**: Design policies that attract and retain talent by offering competitive pay and benefits packages that reflect industry standards.	2.5	3.0	2.9
3. **Safety**: Enhance safety training and protocols to ensure the workforce remains committed to maintaining high safety standards.	2.5	2.2	2.3
4. **Training and Development**: Prepare the workforce with ongoing training and development, particularly in supporting the transition to underground systems and advanced grid technologies.	1.5	1.7	1.7

In the survey, the Strategies were listed in no particular order. In the listing above, the responses have been arranged in descending order based on the Total Average column. 15 respondents answered the question, and 6 skipped the question.

QUESTION 20

Do you have any suggestions for additional Strategies related to Goal F?

Responses	
a)	How do rank any of these. There all basic block and tackling actions for day-to-day operations.
b)	Most of our work force is nearing retirement age and would like to attract younger lineman. Have a competitive wage package that would attract the younger work force. Establish an in-house safety program. Led by a Safety coordinator position. That position could also be combined into a Lead lineman/Safety coordinator.
c)	Re compensation--design policies or packages? Recruiting/retention efforts and comp packages, I think. Please clarify. Safety—"Continually enhance …“ Again, it can be read that existing safety is not adequate and I don’t think you mean that... Training--Do you also cross train employees across job types to help ensure a depth at various positions and important career advancement opportunities for staff?
d)	Conduct an employee resource review to establish required staffing. For instance, the Renewable Energy plan recommended two full-time staff. We currently have a half FTE.

Strategic Planning Meeting Expectations

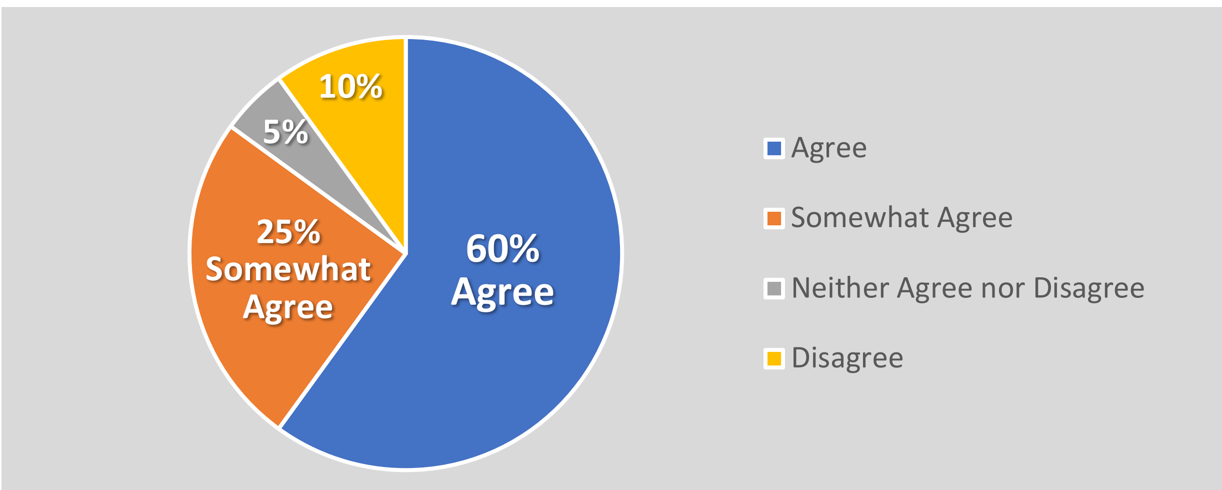
The desired results of the planning meeting are to:

- Review the Electric Utility's Mission
- Establish long-range Goals
- Identify Strategies to achieve the goals

The meeting is not intended to develop detailed action plans for implementing strategies to achieve goals. The actions plans will be developed by Winter Park staff following the City Commission's approval of the strategic plan.

QUESTION 21

Please read the following statement and indicate whether you agree or disagree. "The desired results of the Strategic Planning Meeting (the three bulleted items listed above) meet my expectations." Do you?



20 respondents answered the question, and 1 skipped the question. No respondents selected "somewhat disagree," which was an option for this question.

QUESTION 22

If the desired results of the meeting (described above) do not meet your expectations, please describe your expectations below or share any other comments you have about the Strategic Planning Workshop.

Responses	
a)	All look good.
b)	More focus on Customer Service areas of opportunity. Contractors: Implementing policies and procedures for repairs, damages etc. To include information such as contractor contact information, contractor projects (timelines, project areas, completion dates etc.) Better ways to reach customers, such as text/email blasts about outages, undergrounding, repairs etc.

c)	There are no identify measures for any of these activities that would measure progress (or not) towards the goal(s).
d)	Somewhere along the way, KPIs--if even at the goal level--are important. Metrics to ensure long-range goals are going to be met. Not sure if they are part of the discussion. They may be at the action plan level but need to be included somewhere--particularly as many of the goals are very high-level.
e)	Need to outline the actions (in broad terms) needed to implement the strategies.

QUESTION 23

A report on the responses to this survey will be provided to UAB members and staff in advance of the meeting along with a shortlist of Goals and Strategies recommended by staff. If there is any other information you would like before the planning meeting, please describe it in the space below.

Responses	
a)	Great survey in an easy to complete format. Like the ability to adjust the ranking.
b)	The next level of potential actions for each goal, high level assumptions for time, cost and manpower and where possible, benefit in either service or cost reductions.
c)	A summary of the comments on the document would be helpful. Thanks for all the hard work that has gone into the document, and for the opportunity to comment.
d)	Please provide all the comments to the questions.

Utilities Advisory Board

agenda item 5.c

item type
Non-Action Items

meeting date
December 17, 2024

prepared by
Wes Hamil, Director of Finance

approved by

subject

Year-End Financial Report - Wes Hamil

motion | recommendation

No action is necessary

background

The attached report provides a summary of the financial performance of the water and wastewater and electric funds for the fiscal year ended September 30, 2024. This report has not been audited and there will be further adjustments prior to preparation of the report that will be audited. However, none of these are expected to have a significant impact on these statements.

alternatives | other considerations

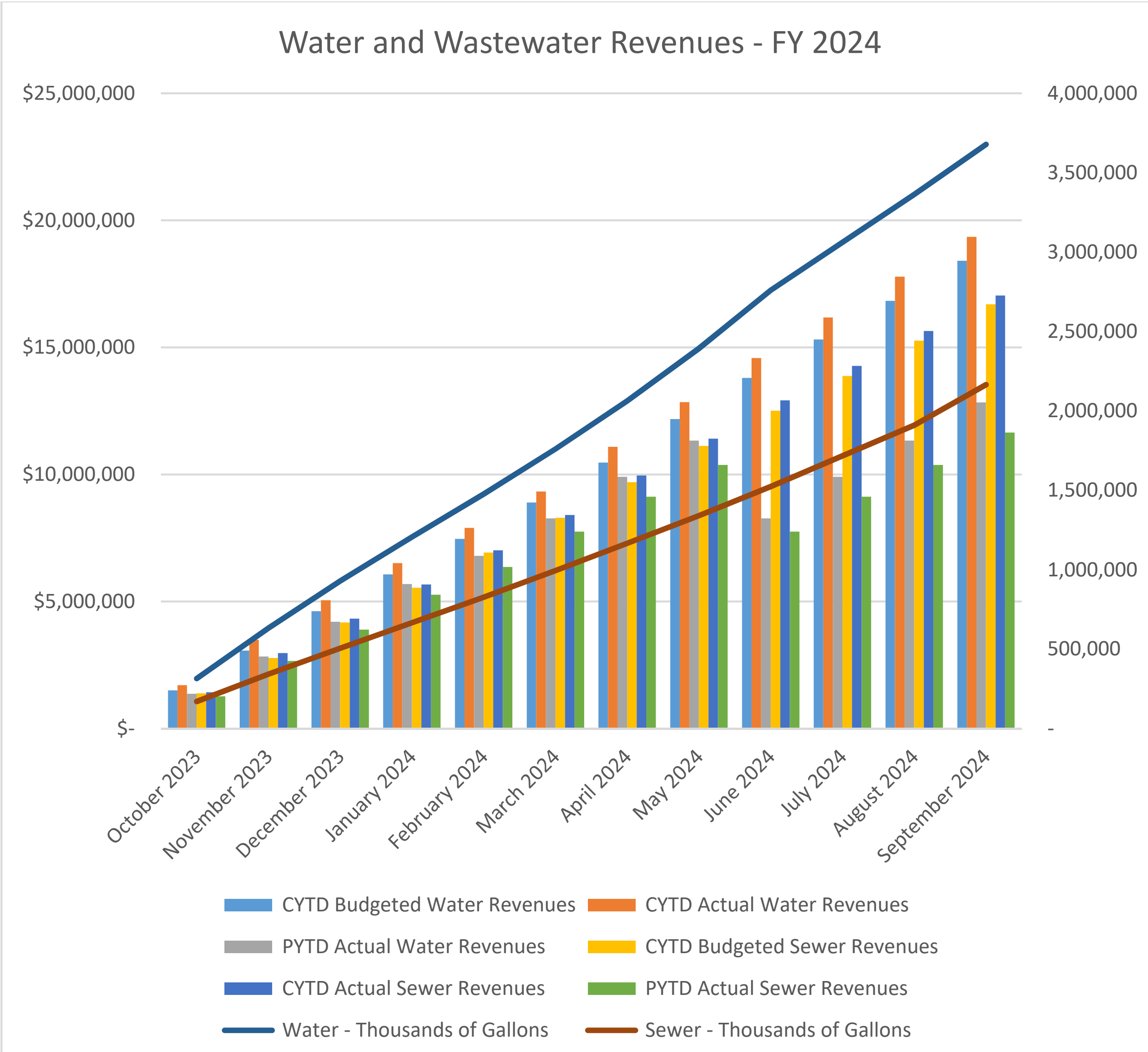
fiscal impact

None

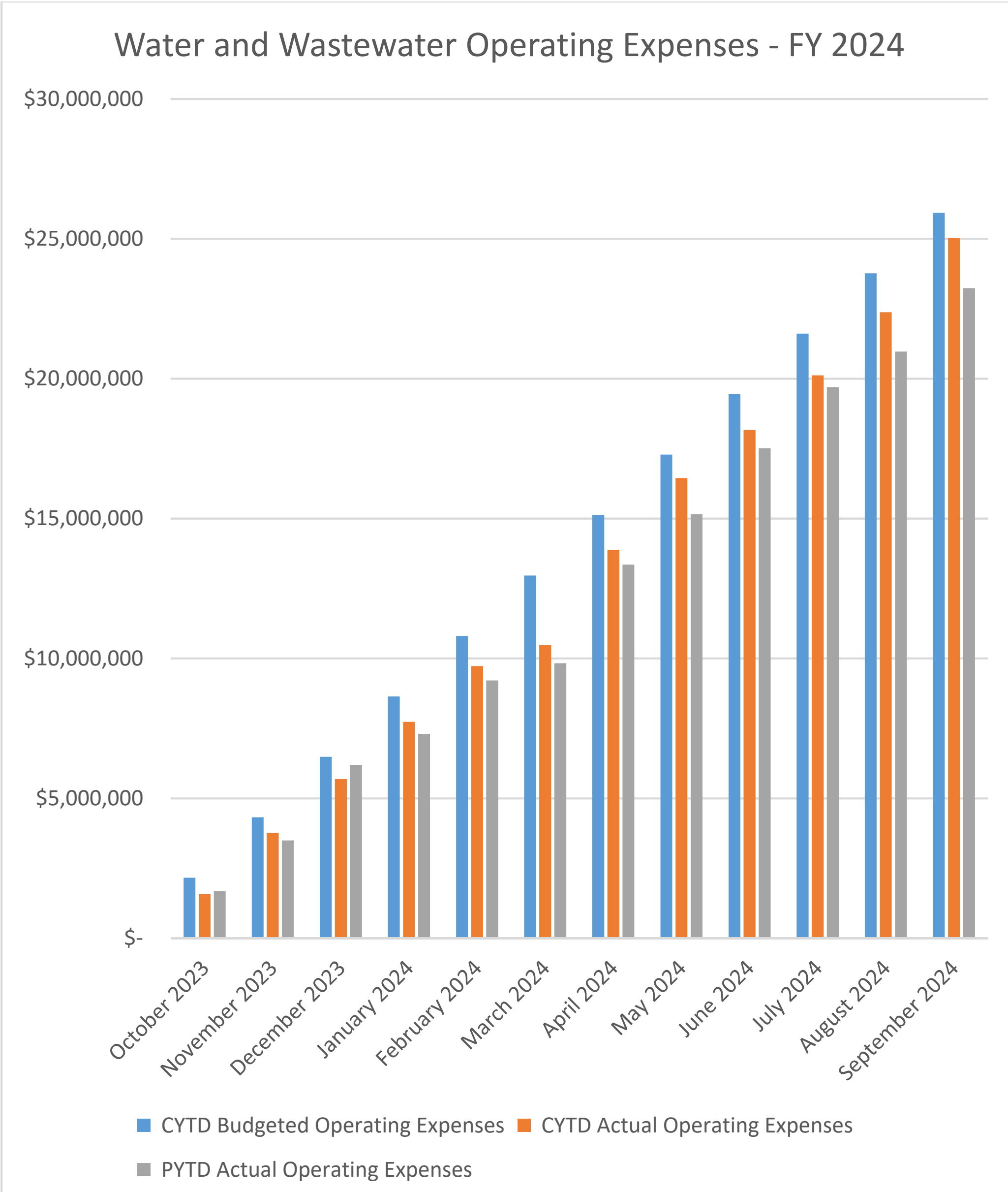
attachments

1. UAB Financial Report - September 2024

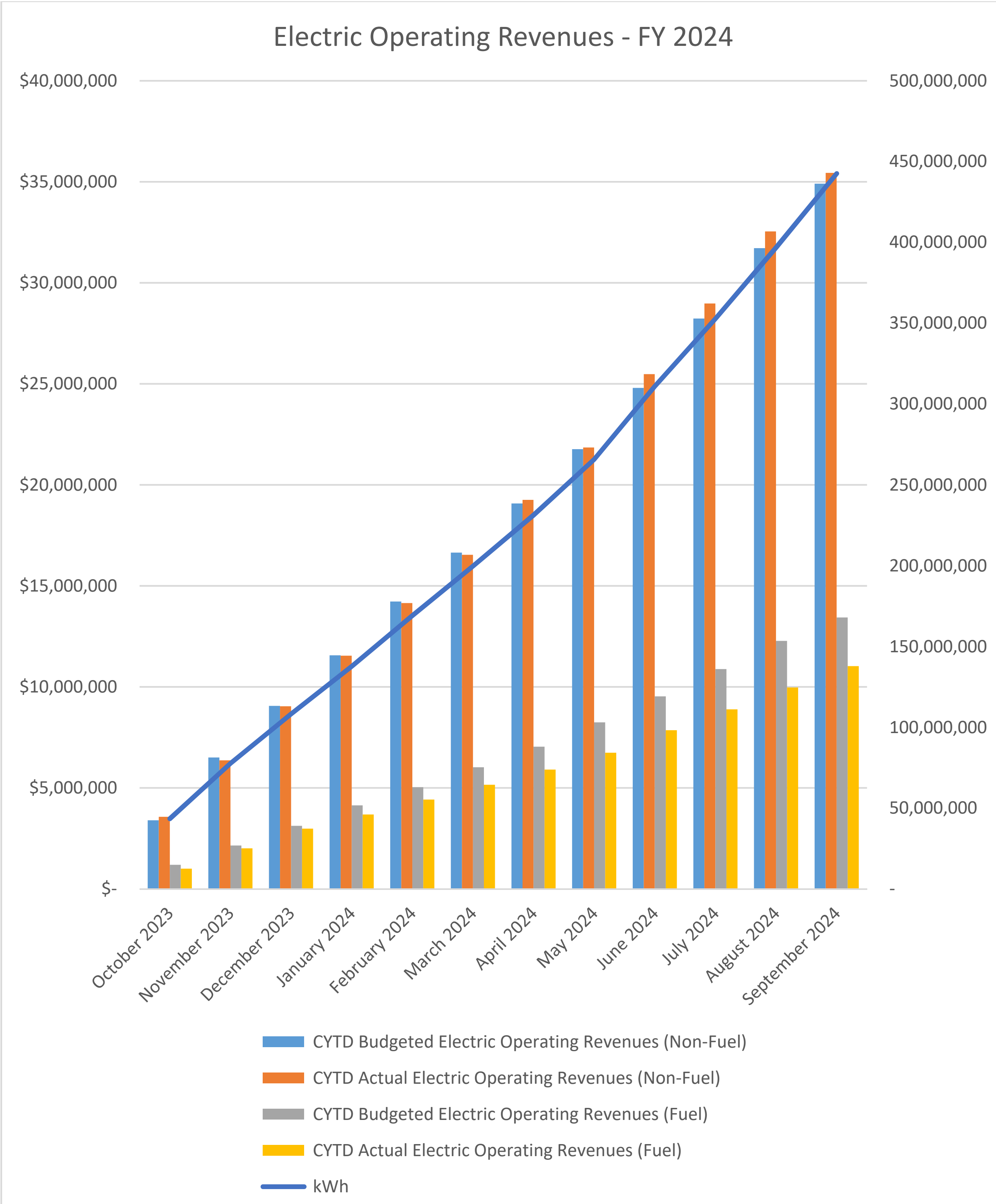
Key Financial Performance Indicators



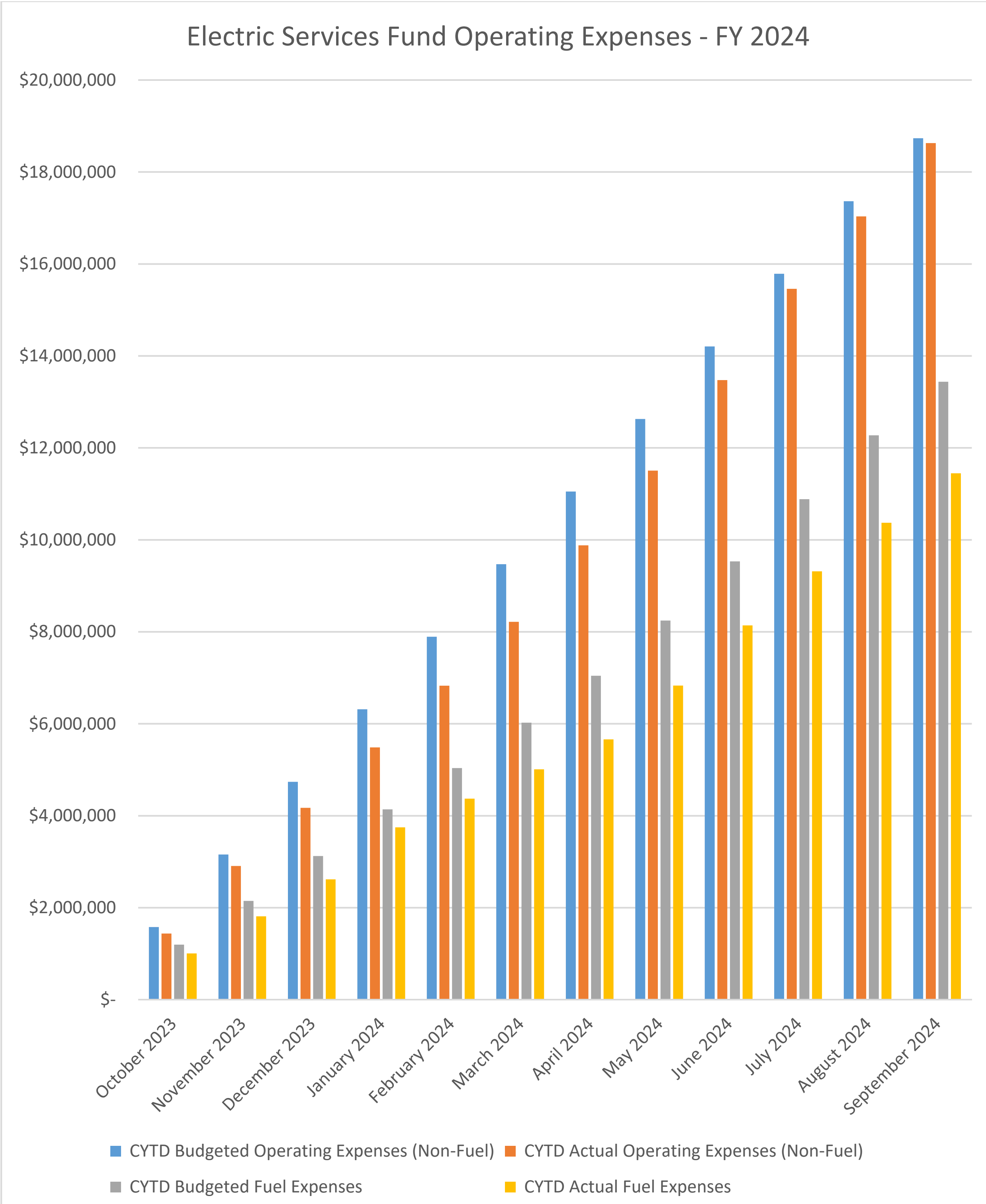
Water revenues have a positive budget variance of 5.13% and wastewater has a positive 2.05% variance in comparison to budget. Water and wastewater rates were increased by 7.07% effective October 1, 2023. Both have a positive variance in comparison to the prior year.



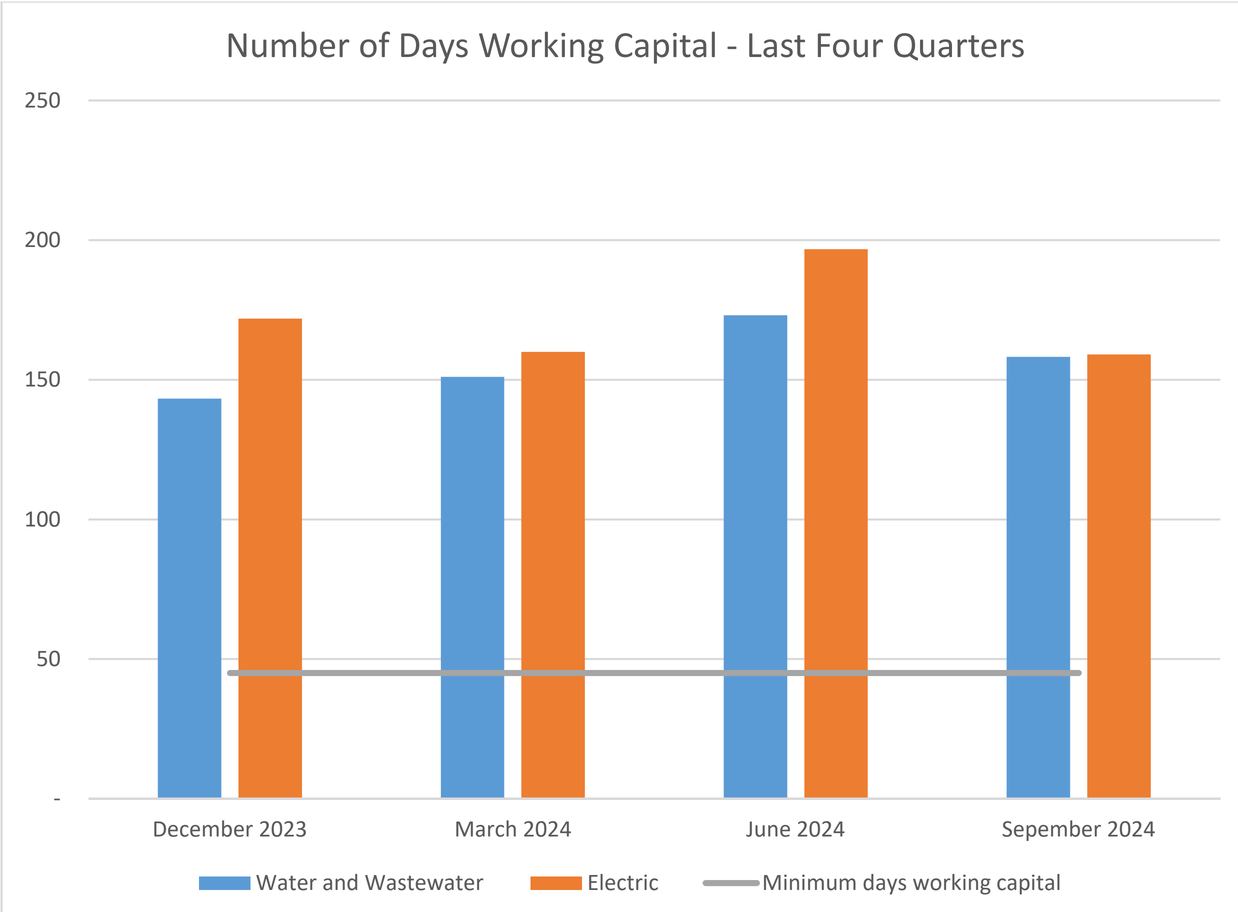
Water and wastewater operating expenses are within budget



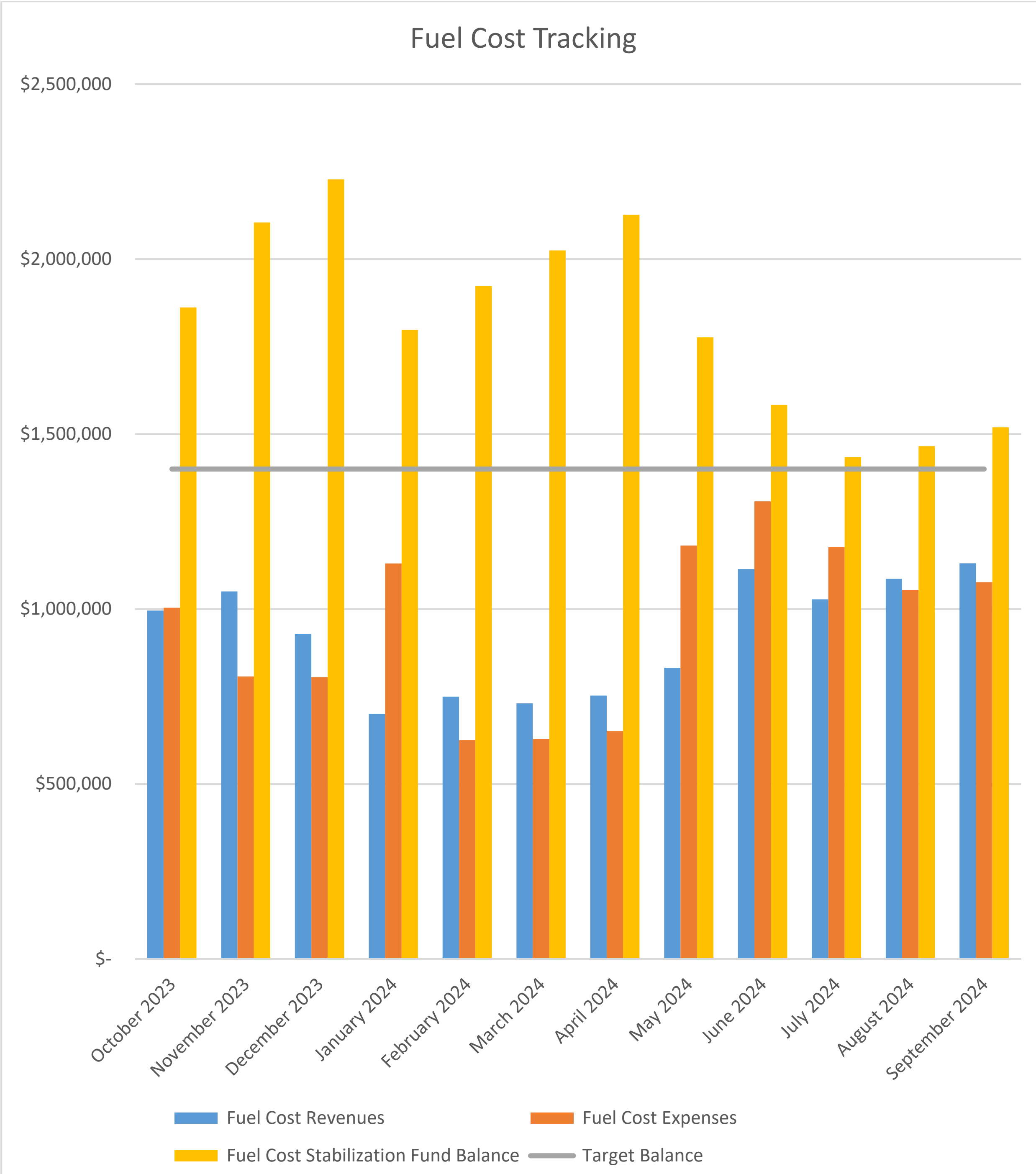
Electric operating revenues (non-fuel) are 2.03% greater than budget.



Operating expenses are within budget for both fuel and non-fuel.



Number of days of working capital exceed the minimum of 45 days in both Water and Wastewater and Electric.



The city ended the fiscal year with a fuel cost stabilization fund balance of $1,519,000 which is $119,000 greater than the target balance and within the fuel adjustment policy parameters.

Management's Discussion and Analysis (Unaudited)

The following discussion and analysis provide an overview of Winter Park's unaudited and preliminary financial position and results of operations in comparison to the approved budget and prior year equivalent period.

Operating Revenues Analysis:

	As of September 30				Variances			
	Actual 2024	YTD Budget 2024	Actual 2023		Actual vs Budget		2024 vs 2023	
Water	19,350,236	18,405,400	17,180,363		944,836	5.13%	2,169,874	12.63%
Wastewater	17,040,587	16,697,549	15,409,135		343,038	2.05%	1,631,452	10.59%
Electric	46,468,635	48,341,791	48,730,917		(1,873,156)	(3.87%)	(2,262,282)	(4.64%)
Other - Water and Wastewater	1,459,638	1,635,015	1,438,482		(175,377)	(10.73%)	21,156	1.47%
Other - Electric	1,090,707	862,000	1,312,988		228,707	26.53%	(222,281)	(16.93%)

Budget Analysis:
Water revenues have a positive budget variance of 5.13% and wastewater has a positive 2.05% variance in comparison to budget. These positive variances are due to sales in volume being greater than expected. Other water and wastewater revenues have a negative variance of $175,377. The primary reason for this is a $195,931 negative variance for industrial waste charges for testing and cleaning grease traps. These charges are billed one month in arrears.

Electric operating revenues have a negative variance of $1,873,156, or 3.87%. The fuel cost recovery budget variance is a negative $2,408,970 as the budget forecast included higher fuel costs and fuel cost recovery rates. Non-fuel operating revenues have a positive variance of $535,814 as a result of kWh sales being 4.14% higher than projected.

The other electric revenues variance includes a positive variance of $164,660 for locate services.

Prior Year Analysis:
Water and wastewater rates were increased by 7.07% effective October 1, 2023.

Electric fuel revenues were $4,204,204 higher in the prior fiscal year as a result of higher fuel cost recovery rates. Non-fuel revenues were $1,941,922 higher in the current year as a result of higher kWh sales. Contributions in aid of construction were $188,457 higher in the prior year. This follows the overall trend in less construction activity in the city.

Operating Expenses Analysis:

	As of September 30				Variances			
	Actual 2024	**YTD Budget 2024**	**Actual 2023**		**Actual vs Budget**		**2024 vs 2023**	
Water:								
Admin	2,488,295	2,905,442	2,191,126		417,147	14.36%	297,169	13.56%
Operating	22,885,065	24,276,843	21,216,418		1,391,778	5.73%	1,668,647	7.86%
Depreciation and amortization	3,721,329	0	3,773,880				(52,551)	(1.39%)
Electric:								
Admin	2,722,723	2,714,947	2,556,091		(7,776)	(0.29%)	166,632	6.52%
Operating	27,353,136	29,455,106	28,904,152		2,101,970	7.14%	(1,551,016)	(5.37%)
Depreciation and amortization	4,691,107	0	4,422,386				268,721	6.08%

Budget Analysis:
Water and Wastewater:
The Water and Wastewater admin budget includes funding for master planning, design, and engineering services that were not spent. Wastewater treatment by outside entities and wastewater transmission is under budget by $1,280,939.

Electric:
Bulk power purchases are $1,840,143 less than the budget as a result of lower fuel costs.

Prior Year Analysis:
Water and Wastewater:
Adminstrative personnel costs were $173,576 higher than the prior year due to fewer vacant positions and contracted engineering services were $104,137 higher than the prior year for lead and copper line studies and developing the strategic plan for water and wastewater.

Personnel costs in the operating line were $830,516 higher than the prior year due to less vacant positions. Wastewater treatment by outside agencies was $201,800 higher than the prior year. Metering service costs were $176,987 higher than the prior year and water line maintenance costs were $163,993 higher.

Electric:
Bulk power costs were $1,820,785 higher in the prior year due to higher fuel costs.

The City of Winter Park, Florida
Statement of Net Position
Proprietary Funds
September 30, 2024
Unaudited

	Water and Wastewater		Electric	
	September 30, 2024	September 30, 2023	September 30, 2024	September 30, 2023
ASSETS				
Current Assets:				
Cash, Cash Equivalents and Investments	$ 8,660,913	$ 6,187,547	$ 1,614,390	$ 7,388,069
Restricted Cash, Cash Equivalents and Investments	291,681	563,536	-	-
Accounts Receivable - Net	1,638,855	1,961,537	4,169,748	4,330,228
Unbilled Service Charges	2,745,236	2,882,659	3,400,973	3,706,318
Accrued Interest Receivable	32,099	22,981	-	28,237
Due from Other Funds	-	-	-	-
Due from Other Governments	-	-	-	-
Inventories	1,411,894	1,412,609	10,478,584	6,147,377
Prepaid Items	324,513	266,304	-	-
Advances to Other Funds	1,960,000	2,240,000	-	-
Total current assets	17,065,191	15,537,173	19,663,695	21,600,229
Non-Current Assets:				
Restricted Assets:				
Cash, Cash Equivalents and Investments:				
Sinking/Debt Reserve Funds	3,463,278	3,431,427	4,041,243	3,985,697
Renewal and Replacement Funds	8,903,919	7,689,653	-	
Impact Fee Funds	13,032,198	11,914,010	-	
Capital Project Funds	-	-	-	
Customer Deposits	1,999,320	2,014,320	2,198,918	2,161,916
Accrued Interest Receivable:				
Impact Fee Funds	50,386	44,084	-	
Renewal and Replacement Funds	35,471	30,066	-	
Special Assessments Receivable	-		-	-
Capital Assets:				
Non-depreciable	4,878,892	4,878,892	10,134,277	10,134,277
Depreciable - Net	97,040,051	96,971,192	98,500,731	92,062,662
Other Assets:				
Deposits	274,000	274,000	-	
Total non-current assets	129,677,515	127,247,644	114,875,169	108,344,552
Total Assets	146,742,706	142,784,817	134,538,864	129,944,781
DEFERRED OUTFLOWS OF RESOURCES				
Deferred Expense on Refunding Bonds	2,385,047	2,796,588	2,328,032	2,737,326
Deferred Expense Other Postemployment Benefits Obligation	449,755	494,583	175,424	193,615
Total Deferred Outflows of Resources	2,834,802	3,291,171	2,503,456	2,930,941
LIABILITIES				
Current Liabilities:				
Accounts Payable	1,673,841	884,987	2,108,478	1,916,298
Accrued Liabilities	525,115	410,863	159,472	113,530
Due to Other Funds	-	-	-	-
Due to Other Governments	44,328	588,119	83,502	1,348,621
Accumulated Unused Compensated Absences	245,168	221,056	97,597	90,196
Accrued Interest Payable	321,611	352,261	701,244	760,698
Current Portion of Revenue Bonds Payable	3,770,000	3,695,000	3,340,000	3,225,000
Customer Deposits	1,999,320	2,014,319	2,198,918	2,161,917
Total current liabilities	8,579,383	8,166,605	8,689,211	9,616,260
Noncurrent Liabilities:				
Bonds Payable	34,571,088	38,334,634	41,016,988	44,450,949
Other Postemployment Benefits	1,050,229	1,005,093	392,262	373,946
Accumulated Unused Compensated Absences	495,508	428,222	66,117	48,282
Total noncurrent liabilities	36,116,825	39,767,949	41,475,367	44,873,177
Total Liabilities	44,696,208	47,934,554	50,164,578	54,489,437
DEFERRED INFLOW OF RESOURCES				
Other Postemployment Benefits Related Deferred Inflows	1,367,992	1,519,376	537,953	599,386
NET POSITION				
Net Investment in Capital Assets	65,962,902	62,617,038	66,606,052	57,258,316
Restricted for:				
Capital Projects (expendable)	13,081,903	11,958,094	-	
Renewal and Replacement (expendable)	8,885,864	7,664,492	-	
Unrestricted	15,582,639	14,382,434	19,733,737	20,528,583
Total Net Position	**$ 103,513,308**	**$ 96,622,058**	**86,339,789**	**$ 77,786,899**

Note: the information above does not include all journal entries that would be completed for the comprehensive annual financial report

The City of Winter Park, Florida
Statement of Revenues, Expenses and Changes in Fund Net Position
Proprietary Funds
September 30, 2024
Unaudited

	Water and Wastewater			Electric		
	Actual September 30, 2024	YTD Budget September 30, 2024	Actual September 30, 2023	Actual September 30, 2024	YTD Budget September 30, 2024	Actual September 30, 2023
Operating Revenues:						
Water	$ 19,350,236	$ 18,405,400	$ 17,180,363	$ -	$	$ -
Wastewater	17,040,587	16,697,549	15,409,135	-		-
Electric	-	-	-	46,468,635	48,341,791	48,730,917
Other	1,459,638	1,635,015	1,438,482	1,090,707	862,000	1,312,988
Total Operating Revenues	**37,850,461**	**36,737,964**	**34,027,980**	**47,559,342**	**49,203,791**	**50,043,905**
Operating Expenses:						
General and Administrative	2,488,295	2,905,442	2,191,126	2,722,723	2,714,947	2,556,091
Operations	22,885,065	24,276,843	21,216,418	27,353,136	29,455,106	28,904,152
Depreciation and Amortization	3,721,329	-	3,773,880	4,691,107		4,422,386
Total Operating Expenses	**29,094,689**	**27,182,284**	**27,181,424**	**34,766,966**	**32,170,054**	**35,882,629**
Operating Income	**8,755,772**	**9,555,680**	**6,846,556**	**12,792,376**	**17,033,737**	**14,161,276**
Nonoperating Revenues (Expenses):						
Investment Earnings/(Losses)	2,070,795	266,952	752,075	315,578	29,588	191,017
Gain on Disposal of Assets	7,748	-	-	4,335	40,000	42,041
Interest and Fiscal Charges	(1,398,157)	(1,010,808)	(1,520,477)	(1,719,170)	(1,483,690)	(1,863,684)
Miscellaneous Revenue	14,834	30,000	16,429	14,729	35,000	332,720
Total Nonoperating Revenues (Expenses)	**695,220**	**(713,856)**	**(751,973)**	**(1,384,528)**	**(1,379,102)**	**(1,297,906)**
Income Before Contributions and Transfers	**9,450,992**	**8,841,824**	**6,094,583**	**11,407,848**	**15,654,635**	**12,863,370**
Contributions and Transfers:						
Capital Contributions	433,712	-	696,960	-		-
Transfers In	-	-	-			-
Transfers Out	(2,993,440)	(2,993,440)	(3,060,567)	(2,854,964)	(2,937,365)	(3,134,445)
Total Contributions and Transfers	**(2,559,728)**	**(2,993,440)**	**(2,363,607)**	**(2,854,964)**	**(2,937,365)**	**(3,134,445)**
Change in Net Position	**6,891,264**	**5,848,384**	**3,730,976**	**8,552,884**	**12,717,270**	**9,728,925**
Total Net Position - Beginning, as Restated	**96,622,044**		**92,891,082**	**77,786,905**		**68,057,974**
Total Net Position - Ending	**$ 103,513,308**		**96,622,058**	**86,339,789**		**77,786,899**

Note: the information above does not include all journal entries that would be completed for the comprehensive annual financial report

Utilities Advisory Board

agenda item 5.d

item type
Non-Action Items

meeting date
December 17, 2024

prepared by

approved by

subject
Decorative Lighting - Mourad Belfakih

motion | recommendation

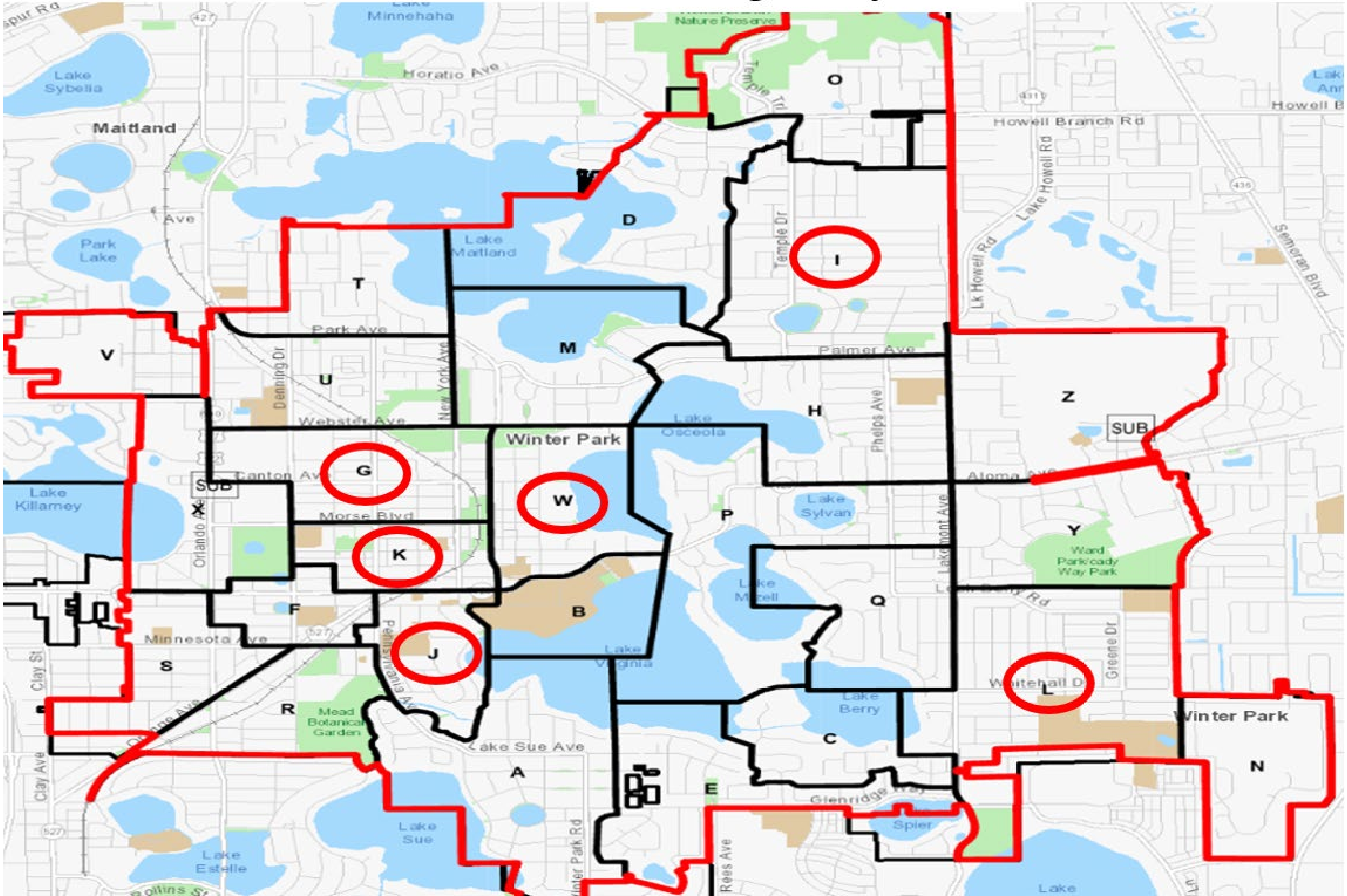
background

alternatives | other considerations

fiscal impact

attachments
1. Winter Park Going Dark Sky

Winter Park Street Light Project



Electric utility department

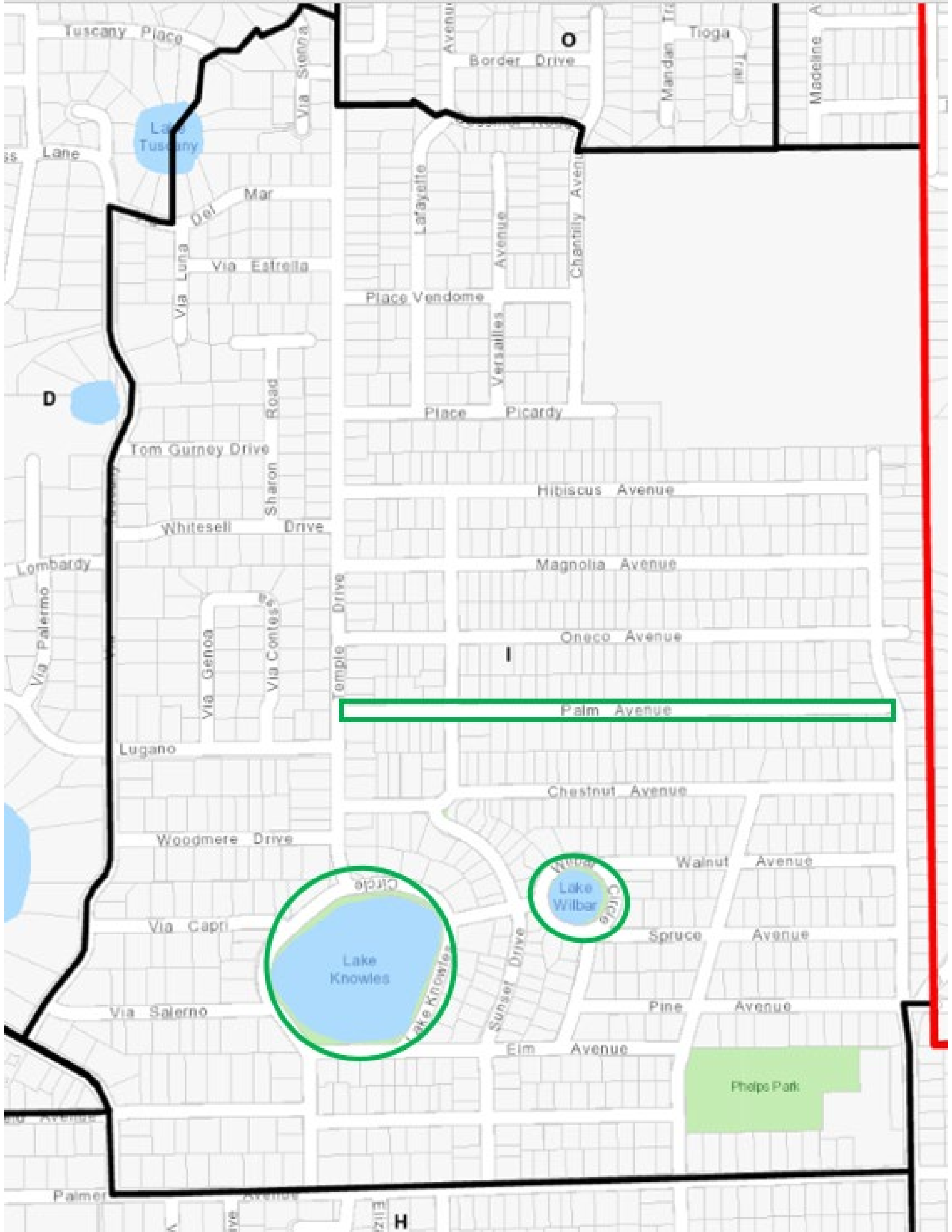
Project K - Deco Street Lights Estimate with Street Lengths

Item	Street	Total Street Length (Ft.)	Deco Installed on North Side	Deco Installed on South Side	Deco Installed on East Side	Deco Installed on West Side	Total 12' Deco Poles Installed	Double Teardrop Installed on Center	Single Teardrop Installed	Total Teardrop Deco Poles Installed	Total Street Length w/out Deco Poles / Fixtures	Total Required Complete Deco Poles / Fixtures Spaced 150Ft	Total Required Complete Deco Poles / Fixtures Spaced 175Ft	Total Required Complete Deco Poles / Fixtures Spaced 200Ft
1	W Morse Blvd	3,167	18	4			22	23		23	-	-	-	-
2	W Welbourne Ave	1,280	6	3			9			0	**660**	4	**4**	3
3	W New England Ave	3,166	16	13			29			0	**1,370**	9	**8**	7
4	Douglas Ave	1,303		1			1			0	**1,250**	8	**7**	6
5	W Lyman Ave	3,200	4	8			12			0	**2,005**	13	**11**	10
6	W Comstock Ave	2,565	3	2			5			0	**2,565**	17	**15**	13
7	Denning	1,000				3	3		12	12	-	-	-	-
8	S Capen Ave	1,630			5		5			0	**1,340**	9	**8**	7
9	Hannibal Square W	310					0			0	**310**	2	**2**	2
10	S Pennsylvania Ave	1,615			7	13	20			0	**635**	4	**4**	3
11	Hannibal Square E	622			1		1			0	**622**	4	**4**	3
12	S Virginia Ave	1,281			2	7	9			0	**580**	4	**3**	3
13	S New York Ave	1,600			2	4	6			0	**1,185**	8	**7**	6
14	West Park Ave	626			8		8			0	-	-	-	-
	TOTAL STREET LENGTH :	**23,365**	47	31	25	27	**130**	23	12	**35**	**12,522**	**83**	**72**	**63**


W Morse Boulevard
3,167 ft
Valencia College - Winter Park Campus
Community Center/Shady Park Complex
W Welbourne Avenue
Rollins College
Rollins College
Central Park/West Meadow
Farmers' Market Grounds
W New England Avenue
Douglas Avenue
W Lyman Avenue
W Comstock Avenue
Blake Street
K
DENNING
1,000 ft
1630 ft
340'
480'
622 ft
200'
1280 ft
180'
200'
626 ft
1,125'
3,166 ft
1,303 ft
1250'
310 ft
1,615 ft
380
1,281 ft
1,600 ft
235'
1320'
305'
3,200 ft
380'
1000'
635'
2,565 ft
985'

Project I - Deco Street Lights Estimate with Street Lengths

Item	Street	Total Street Length (Ft.)	Deco Installed on North Side	Deco Installed on South Side	Deco Installed on East Side	Deco Installed on West Side	Total 12' Deco Poles Installed	Total Street Length w/out Deco Poles / Fixtures	Spased 150 ft	Spased 175 ft	Spased 200 ft
1	Via Sienna	650		2	2	2	6	-	-	-	-
2	Bessmor Rd	610					0	**610**	4	**3**	3
3	Via Del Mar	1,050					0	**1,050**	7	**6**	5
4	Via Luna	500					0	**500**	3	**3**	3
5	Via Estrella	675					0	**675**	5	**4**	3
6	Place Vendome	1,050	4	4			8	-	-	-	-
7	Sharon Place	335					0	-	-	-	-
8	Sharon Rd	800					0	-	-	-	-
9	Place Picardy	1,200	6	5			11	-	-	-	-
10	Tom Gurney Dr	675					0	**675**	5	**4**	3
11	Hibiscus Ave	2,350	8	8			16	-	-	-	-
12	Whitesell Dr	1,000					0	**1,000**	7	**6**	5
13	Magnolia Ave	2,350	9	8			17	-	-	-	-
14	Oneco Ave	2,500					0	**2,500**	17	**14**	13
15	Palm Ave	2,450	6	5			11	-	-	-	-
16	Via Genoa	780	1		1	2	4	-	-	-	-
17	Via Contessa	780	1		1		2	**380**	3	**2**	2
18	Via Lugano	1,000					0	**1,000**	7	**6**	5
19	Chestnut Ave	2,500					0	**2,500**	17	**14**	13
20	Woodmere Dr	1,000					0	**1,000**	7	**6**	5
21	Walnut Ave	1,325					0	**1,325**	9	**8**	7
22	Via Capri	900					0	**900**	6	**5**	5
23	Edgewater Ave	410					0	**410**	3	**2**	2
24	Spruce Ave	1,365					0	**1,365**	9	**8**	7
25	Via Salerno	1,015	2	2			4	**200**	1	**1**	1
26	Pine Ave	1,440					0	**1,440**	10	**8**	7
27	Lake Howell Rd	185					0	**185**	1	**1**	1
28	Lake Wilbar Cir	1,015	1	1	1	1	4	-	-	-	-
29	Elm Ave	1,250					0	**1,250**	8	**7**	6
30	Mayfield Ave	2,500	4	4			8	**1,660**	11	**9**	8
31	Alabama Ave	865					0	**865**	6	**5**	4
32	Via Tuscany	3,830					0	**3,830**	26	**22**	19
33	Temple Dr	5,020					0	**4,060**	27	**23**	20
34	Lake Knowles Cir	1,550	1	1		2	4	-	-	-	-
35	Sunset Dr	1,850					0	**1,850**	12	**11**	9
36	Wooddale Ave	520					0	**520**	3	**3**	3
37	N Phelps Ave	1,760					0	**1,760**	12	**10**	9
38	Arbor Park Dr	3,200					0	**3,200**	21	**18**	16
39	Lafayette Ave	1,350					0	**1,350**	9	**8**	7
40	Versalles Ave	1,120			4	4	8	-	-	-	-
41	Chantilly Ave	1,230			1	3	4	**500**	3	**3**	3
TOTAL STREET LENGTH :		**57,955**	43	40	10	14	**107**	**38,560**	**257**	**220**	**193**



Tuscany Place
Via Sienna
O
Border Drive
Tioga
Mandan
Madeline
Lane
Del Mar
Via Estrella
Via Luna
Lafayette
Avenue
Chantilly Avenue
Place Vendome
Versailles
D
Road
Place Picardy
Tom Gurney Drive
Sharon
Hibiscus Avenue
Whitesell Drive
Lombardy
Magnolia Avenue
Via Palermo
Temple Drive
Oneco Avenue
I
Via Genoa
Via Contessa
Palm Avenue
Lugano
Chestnut Avenue
Woodmere Drive
Walnut Avenue
Lake Wilbar
Circle
Via Capri
Spruce Avenue
Lake Knowles
Sunset Drive
Via Salerno
Pine Avenue
Elm Avenue
Phelps Park
Palmer
Avenue
H

Project L - Deco Street Lights Estimate with Street Lengths

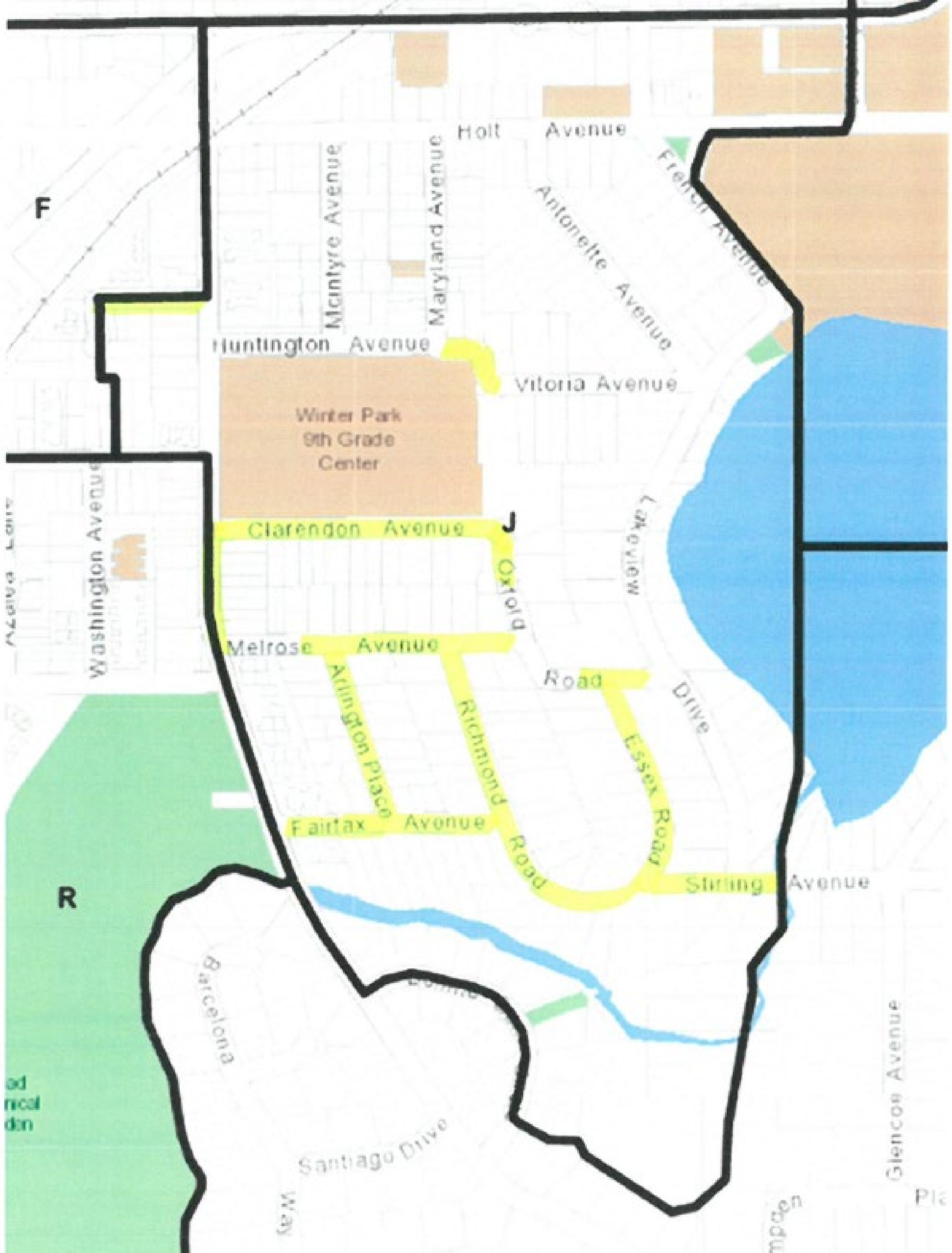
Item	Street	Total Street Length (Ft.)	Deco Installed on North Side	Deco Installed on South Side	Deco Installed on East Side	Deco Installed on West Side	Total 12' Deco Poles Installed	Total Street Length w/out Deco Poles / Fixtures	Total Required Complete Deco Poles / Fixtures Spaced 150Ft	Total Required Complete Deco Poles / Fixtures Spaced 175Ft	Total Required Complete Deco Poles / Fixtures Spaced 200Ft
1	Caddy Way	2,300					0	2,330	16	13	12
2	Loch Berry Rd	1,180					0	1,180	8	7	6
3	Coldstream Dr	1,410					0	1,410	9	8	7
4	Kimbrace Pl	1,223					0	1,223	8	7	6
5	Brookshire Ave	2,381					0	2,381	16	14	12
6	Smiley Ave	910					0	910	6	5	5
7	Middletown Ave	1,655					0	1,655	11	9	8
8	Banchory Ave	890					0	890	6	5	4
9	Fifeshire Dr	740					0	740	5	4	4
10	Forarshire Ave	730					0	730	5	4	4
11	Whitehall Cir	1,760					0	1,760	12	10	9
12	Whitehall Dr	2,680					0	2,680	18	15	13
13	Blairshire Cir	1,706	1		4	4	9		-	-	-
14	Summerfield Rd	3,527					0	3,527	24	20	18
15	Natalen Rd	1,316					0	1,316	9	8	7
16	Sherbrooke Rd	1,560					0	1,560	10	9	8
17	Gunn Rd	1,014					0	1,014	7	6	5
18	Strathaven Rd	1,430					0	1,430	10	8	7
19	Woodcreast Dr	663					0	663	4	4	3
20	Lakemont Cir	1,437					0	1,437	10	8	7
21	Lakemont Ct	675					0	675	5	4	3
22	S Lakemont Ave	3,763					0	3,763	25	22	19
23	Braemar Dr	650					0	650	4	4	3
24	Brechin Dr	2,002					0	2,002	13	11	10
25	Dunblame Dr	2,000					0	2,000	13	11	10
26	Dunraven Dr	3,260					0	3,260	22	19	16
27	Selkirk Dr	2,028					0	2,028	14	12	10
28	Darcey Dr	1,880					0	1,880	13	11	9
29	Berwick Dr	2,021					0	2,021	13	12	10
30	Greene Dr	3,209					0	3,209	21	18	16
31	Fitzwalter Dr	1,170					0	1,170	8	7	6
	TOTAL STREET LENGTH :	53,170	1	-	4	4	9	51,494	343	294	257


Find address or place
Y
2,330ft
Cody
Cody Way
Loch
Berry Road
Kimbrace Place
Coldstream Drive
Brookshire Avenue
Brookshire Elementary
Brookshire Elementary
Smiley Avenue
Middleton Avenue
St Dunstan
Q
Banchory
Longholm
Worthington
Road
Brechin Drive
Dunblane Drive
Dunraven Drive
Selkirk Drive
Darcey Drive
Berwick Drive
Greene Drive
Fitzwater Drive
Circle
L
Whitehall Drive
Sandy
Summerfield Road
Lakemont
Natalen Road
Braemar Drive
Gunn Road
Strathaven Road
Sherbrooke Road
Winter Park High
Winter Park High
Woodcrest Drive
Nash Street
Brady Lane
Court
C

Electric utility department

Project J - Deco Street Lights Estimate with Street Lengths

Item	Street	Total Street Length (Ft.)	Deco Installed on North Side	Deco Installed on South Side	Deco Installed on East Side	Deco Installed on West Side	Total 12' Deco Poles Installed	Total Street Length w/out Deco Poles / Fixtures	Total Required Complete Deco Poles / Fixtures Spaced 150Ft	Total Required Complete Deco Poles / Fixtures Spaced 175Ft	Total Required Complete Deco Poles / Fixtures Spaced 200Ft
1	Orange Ave	230		2			2	-	-	-	-
2	Holt Ave	1,950	4	5			9	-	-	-	-
3	S Pennsylvania Ave	3,050			12	6	18	400	3	2	2
4	S New York Ave	320			2		2	-	-	-	-
5	French Ave	850			1	3	4	-	-	-	-
6	S Park Ave (Rollins College)						0	-	-	-	-
7	Mcintyre Ave	640			2	3	5	-	-	-	-
8	Maryland Ave	640			2	3	5	-	-	-	-
9	Antonette Ave	970			5	2	7	-	-	-	-
10	Huntington Court	320					0	320	2	2	2
11	Huntington Ave	675	3				3	-	-	-	-
12	Vitoria Ave	880	2	2	1		5	100	1	1	1
13	Clarenton	1,230					0	1,230	8	7	6
14	Melrose	930	1				1	750	5	4	4
15	Oxford Rd	520	1				1	350	2	2	2
16	Arlington Place	570					0	570	4	3	3
17	Richmond Rd	1,120					0	1,120	7	6	6
18	Essex Rd	660					0	660	4	4	3
19	Lakeview Dr	2,000			4	7	11	-	-	-	-
20	Fairfax Ave	700					0	700	5	4	4
21	Stirling Ave	420					0	420	3	2	2
	TOTAL STREET LENGTH :	**18,675**	11	9	29	24	**73**	**6,620**	**44**	**38**	**33**

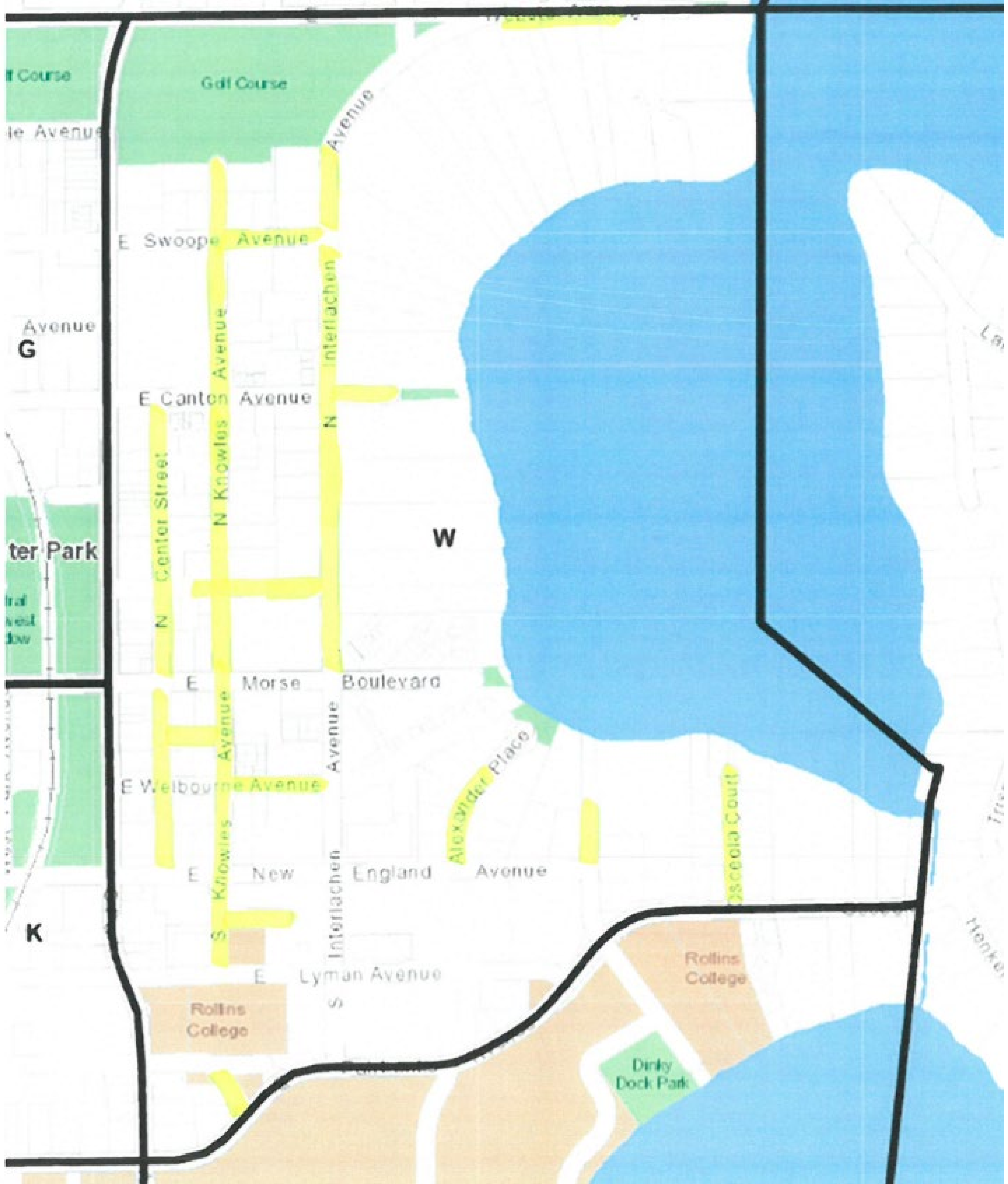


Holt Avenue
Mcintyre Avenue
Maryland Avenue
Antonette Avenue
French Avenue
F
Huntington Avenue
Vitoria Avenue
Winter Park 9th Grade Center
Washington Avenue
Clarendon Avenue
J
Lakeview
Oxford
Melrose Avenue
Road
Drive
Arlington Place
Richmond Road
Essex Road
Fairfax Avenue
Stirling Avenue
R
Barcelona
Glencoe Avenue
Santiago Drive

Electric utility department

Project W - Deco Street Lights Estimate with Street Lengths

Item	Street	Total Street Length (Ft.)	Deco Installed on North Side	Deco Installed on South Side	Deco Installed on East Side	Deco Installed on West Side	Total 12' Deco Poles Installed	Double Teardrop Installed on Center	Single Teardrop Installed	Total Teardrop Deco Poles Installed	Total Street Length w/out Deco Poles / Fixtures	Total Required Complete Deco Poles / Fixtures Spaced 150Ft	Total Required Complete Deco Poles / Fixtures Spaced 175Ft	Total Required Complete Deco Poles / Fixtures Spaced 200Ft
1	E Webster Ave	1,940	5	6			11			0	400	3	2	2
2	N Park Ave	2,320			24	26	50			0	-	-	-	-
3	N Knowles Ave	1,800					0			0	1,800	12	10	9
4	N Interlachen Ave	2,540			8	2	10			0	1,800	12	10	9
5	Kiwi Cir	300			2		2			0	-	-	-	-
6	Old England Ave	120				2	2			0	-	-	-	-
7	E Swoope Ave	750		3			3			0	500	3	3	3
8	E Canton Ave	970	5	1			6			0	200	1	1	1
9	N Center St	970					0			0	970	6	6	5
10	Lincoln Ave	750	2	1			3			0	450	3	3	2
11	E Morse Blvd	1,270	3				3	12		12	-	-	-	-
12	S Park Ave	1,680			17	18	35			0	-	-	-	-
13	S Center Ave	650					0			0	650	4	4	3
14	Treat Way	200					0			0	200	1	1	1
15	S Knowles Ave	1,000					0			0	1,000	7	6	5
16	S Interlachen Ave	1,330			7	8	15			0	-	-	-	-
17	E Welbourne Ave	750	2	1			3			0	365	2	2	2
18	E New Enland Ave	1,650	11	14			25			0	-	-	-	-
19	Alexander Pl	570	1				1			0	400	3	2	2
20	Chase Ave	465			1	1	2			0	220	1	1	1
21	Osceola Ct	470					0			0	470	3	3	2
22	Moody Way	230					0			0	230	2	1	1
23	E Lyman Ave	1,540	6	13			19			0	-	-	-	-
24	E Comstock Ave	430	5				5			0	-	-	-	-
25	Chapman Ave	190					0			0	190	1	1	1
	TOTAL STREET LENGTH :	**24,885**	40	39	59	57	**195**	12	-	**12**	**9,845**	**66**	**56**	**49**


Golf Course
E Swoope Avenue
Avenue
G
E Canton Avenue
N Knowles Avenue
N Interlachen
N Center Street
ter Park
W
E Morse Boulevard
E Welbourne Avenue
Avenue
Alexander Place
Osceola Court
E New England Avenue
S Knowles Avenue
S Interlachen
E Lyman Avenue
K
Rollins College
Rollins College
Dinky Dock Park

Electric utility department

Project G - Deco Street Lights Estimate with Street Lengths

Item	Street	Total Street Length (Ft.)	Deco Installed on North Side	Deco Installed on South Side	Deco Installed on East Side	Deco Installed on West Side	Total 12' Deco Poles Installed	Total Street Length w/out Deco Poles / Fixtures	Total Required Complete Deco Poles / Fixtures Spaced 150Ft	Total Required Complete Deco Poles / Fixtures Spaced 175Ft	Total Required Complete Deco Poles / Fixtures Spaced 200Ft
1	W Webster Ave	4,560	24	20			44	-	-	-	-
2	N Orlando Ave	1,270			3		3	**820**	5	**5**	4
3	N Denning Dr	1,300			22		22	-	-	-	-
4	N Capen Ave	2,270			9	12	21	-	-	-	-
5	N Pennsylvania Ave	2,260			18	9	27	-	-	-	-
6	Callahan St	800	4	6			10	-	-	-	-
7	Dumbar St	620	4	3			7	-	-	-	-
8	W Swoope Ave	2,000	8	8			16	-	-	-	-
9	Depugh St	620	4	3			7	-	-	-	-
10	W Canton Ave	3,185	20	9			29	-	-	-	-
11	English Ct	650	4	4			8	-	-	-	-
12	Israel Simpson Ct	700	4	4			8	-	-	-	-
13	Symonds Ave	1,300	7	7			14	-	-	-	-
14	**Garfield Ave**	1,500	7	4			11	-	-	-	-
15	Carolina Ave	1,490	9	4			13	-	-	-	-
16	N Virginia Ave	1,520			7	4	11	-	-	-	-
17	N New York Ave	2,280			5	2	7	**1,230**	8	**7**	6
18	Whipple Ave	520	2				2	**220**	1	**1**	1
19	E Swoope Ave	920	1				1	**770**	5	**4**	4
20	Cole Ave	530	1	2			3	**300**	2	**2**	2
	TOTAL STREET LENGTH :	**30,295**	99	74	64	27	**264**	**3,340**	**22**	**19**	**17**

Winter Park
Callahan Street
Dunbar Street
W. Swoope Avenue
Depugh Street
G
N. Capen Avenue
W. Canton Avenue
English Court
Symonds Avenue
Virginia Avenue
Garfield Avenue
Carolina Avenue
Golf Course
Golf Course

Street Light Project Summary - Deco Street Lights Estimate with Street Lengths

Item	Project	Total Street Length (Ft.)	Deco Installed on North Side	Deco Installed on South Side	Deco Installed on East Side	Deco Installed on West Side	Total 12' Deco Poles Installed	Double Teardrop Installed	Single Teardrop Installed	Total Teardrop Deco Poles Installed	Total Street Length w/out Deco Poles / Fixtures	Total Required Complete Deco Poles / Fixtures Spaced 150Ft	Total Required Complete Deco Poles / Fixtures Spaced 175Ft	Total Required Complete Deco Poles / Fixtures Spaced 200Ft
1	Project A	40,310	43	37	25	35	140	0	0	0	20,570	137	118	103
2	Project B	4,890	0	1	0	3	4	0	31	31	370	2	2	2
3	Project C	10,380	18	14	21	16	69	0	0	0	160	1	1	1
4	Project D	19,900	5	22	10	4	41	0	0	0	13,400	89	77	67
5	Project E	29,180	29	25	34	46	134	0	0	0	6,456	43	37	32
6	Project F	17,800	11	4	32	23	70	0	0	0	10,960	73	63	55
7	Project G	30,295	99	74	64	27	264	0	0	0	3,340	22	19	17
8	Project H	32,490	5	6	10	13	34	0	0	0	27,330	182	156	137
9	Project I	57,955	43	40	10	14	107	0	0	0	38,560	257	220	193
10	Project J	18,675	11	9	29	24	73	0	0	0	6,620	44	38	33
11	Project K	23,365	47	31	25	27	130	23	12	35	12,522	83	72	63
12	Project L	53,170	1	0	4	4	9	0	0	0	51,494	343	294	257
13	Project M	21,345	6	2	28	30	66	0	0	0	12,165	81	70	61
14	Project N	12,810	0	0	0	0	0	0	0	0	12,810	85	73	64
15	Project O	22,960	10	11	14	10	45	0	0	0	15,410	103	88	77
16	Project P	31,190	7	3	2	4	16	0	57	57	22,190	148	127	111
17	Project Q	23,210	10	21	19	17	67	0	0	0	13,010	87	74	65
18	Project R	23,010	2	4	36	22	64	0	0	0	16,510	110	94	83
19	Project S	22,520	5	1	13	10	29	0	20	20	13,370	89	76	67
20	Project T	19,180	0	0	4	2	6	0	0	0	18,610	124	106	93
21	Project U	33,510	24	26	21	6	77	9	0	9	24,670	164	141	123
22	Project V	14,770	12	16	32	19	79	0	0	0	9,790	65	56	49
23	Project W	24,885	40	39	59	57	195	12	0	12	9,845	66	56	49
24	Project X	17,030	1	0	5	0	6	10	5	15	14,830	99	85	74
25	Project Y	23,460	3	1	0	0	4	0	0	0	23,010	153	131	115
26	Project Z	19,830	0	0	0	0	0	0	0	0	19,830	132	113	99
	TOTAL STREET LENGTH :	648,120	432	387	497	413	1,729	54	125	179	417,832	2,786	2,388	2,089

			Fixt Needed	Cost	$$ Needed	New+Ret	
Total 12' Decorative Poles Installed :	1,729	Total Required Complete Decorative Poles/Fixtures Spaced 150Ft. :	2,786	3000	8,356,640	10,085,640	10.1M
Total Teardrop Decorative Poles Installed :	179	Total Required Complete Decorative Poles/Fixtures Spaced 175Ft. :	2,388	3000	7,162,834	8,891,834	9M
Total Decorative Poles Installed :	1,908	Total Required Complete Decorative Poles/Fixtures Spaced 200Ft. :	2,089	3000	6,267,480	7,996,480	8M
		Total Retrofit Of Exisitng Poles With Decorative Dark Sky Fixtures :	1,729	1000	1,729,000		

Utilities Advisory Board

agenda item 6.a

item type
Staff Updates

meeting date
December 17, 2024

prepared by

approved by

subject
Electric Utility - Jamie England

motion | recommendation

background

alternatives | other considerations

fiscal impact

attachments
1. Oct24 Electric Utility

Monthly Electric Utility Update (Oct)

Miles of Undergrounding performed

- Project J: 2.72 miles (89% complete)
- Project L: 9.57 miles (94% complete)
- Project R: 4.31 miles (100% complete)
- Residential Service Conversions (RSC) Last month: 20
- **Residential Service Conversions (RSC) This month: 11**
- RSC YTD: 695
- RSC LTD (beginning FY23): 1133

TOTAL for FY 2025 – 0.1 miles

- Total Citywide Project Miles- 127.5
- Total Miles Completed Last Month – 100.31
- **Total Miles Completed – 100.41**
- Percentage Completed Last Month - 78.7%
- **Percentage Completed This Month- 78.8%**
- Total miles remaining- 27.07

OH/UG Budget update

2024 Undergrounding budget = 7.78M

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.
    - 8 fixtures were placed on Lake Knowles
    - 4 around Lake Wilbar.

- Developing a plan for EV charging stations to have a fee for usage that will be designed to curb poor usage behavior on these charging station locations.
- Home Town Connections has established a plan, for executing the strategic plan for the Electric Utility, that has been reviewed and approved by the UAB.
- Project "R", which was advanced by Commission to facilitate the 7 Oaks Park creation, will be 100% complete first half of April.
- Transformers have been placed in the field and UG mileage is beginning to reflect all the work that has been completed.

Issues/Concerns

- Project "J" is underway. This project will be time consuming and costly as the area is very dense and has little open area for our undergrounding.

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 6.b

item type
Staff Updates

meeting date
December 17, 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
December 17, 2024

prepared by
Wes Hamil, Director of Finance

approved by

subject
Performance Measurement – Wes Hamil

motion | recommendation
No action is necessary

background
The attached key performance measurements is presented to keep the board informed on various metrics for water and wastewater and electric operations.

alternatives | other considerations

fiscal impact
None

attachments
1. Utility Monthly Performance Measurements- Black and White II

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	August	September	October	On Target
Efficiency	Rate Comparison to Duke	<100%	68.16%	68.20%	68.20%	Met Goal
	Rate Comparison to Municipal State Avg	<105%	90.16%	88.32%	88.56%	Met Goal
Financial	Rolling 12 month kWh	425 (FY24)	442,368,438	442,604,845	439,494,348	Met Goal
Operational	Heart of Florida United Way Emergency Utility Assistance Program: Assistance provided to customers		$3,384	$3,756	$5,485	
	Heart of Florida United Way Emergency Utility Assistance Program: Available balance		$7,984	$4,228	$8,048	
	Heart of Florida United Way Emergency Utility Assistance Program: Number of customers approved for assistance		10	8	12	
	Underground System Complete (%)		78.6%	78.7%	78.8%	
Reliability	SAIDI (in minutes)	< 60 minutes	3.10	5.26	5.46	
	Outage Occurrences		20	25	34	
Sustainability	Number of EV charging stations permitted from July 2020		268	268	268	

Both

Service Type	Measure	Goal	August	September	October	On Target
Customer Service	Total calls to customer service queue:		7,295	7,220	6,918	
	Customer hangup without selecting a queue		1,366	1,715	1,563	
	Turn on/off service		882	714	695	
	Billing info		1,369	1,179	1,209	
	Pay utility bill		918	780	787	
	Paymentus information		38	65	38	
	Report power outage		616	866	733	
	System error and flow disconnect		131	108	134	
	Demolition		35	36	46	
	Commercial garbage		65	38	77	
	Transfer to water and wastewater		107	47	52	
	Spectrum service		169	141	148	
	Permits		1,514	1,452	1,346	
	Engineering inspections		85	79	90	
	Average wait time for customers selecting a queue		2m1s	1m30s	1m44s	
	Abandoned call % for customers selecting a queue		7%	6%	6%	
	Number of disconnects for non-pay		0	0	0	

Financial

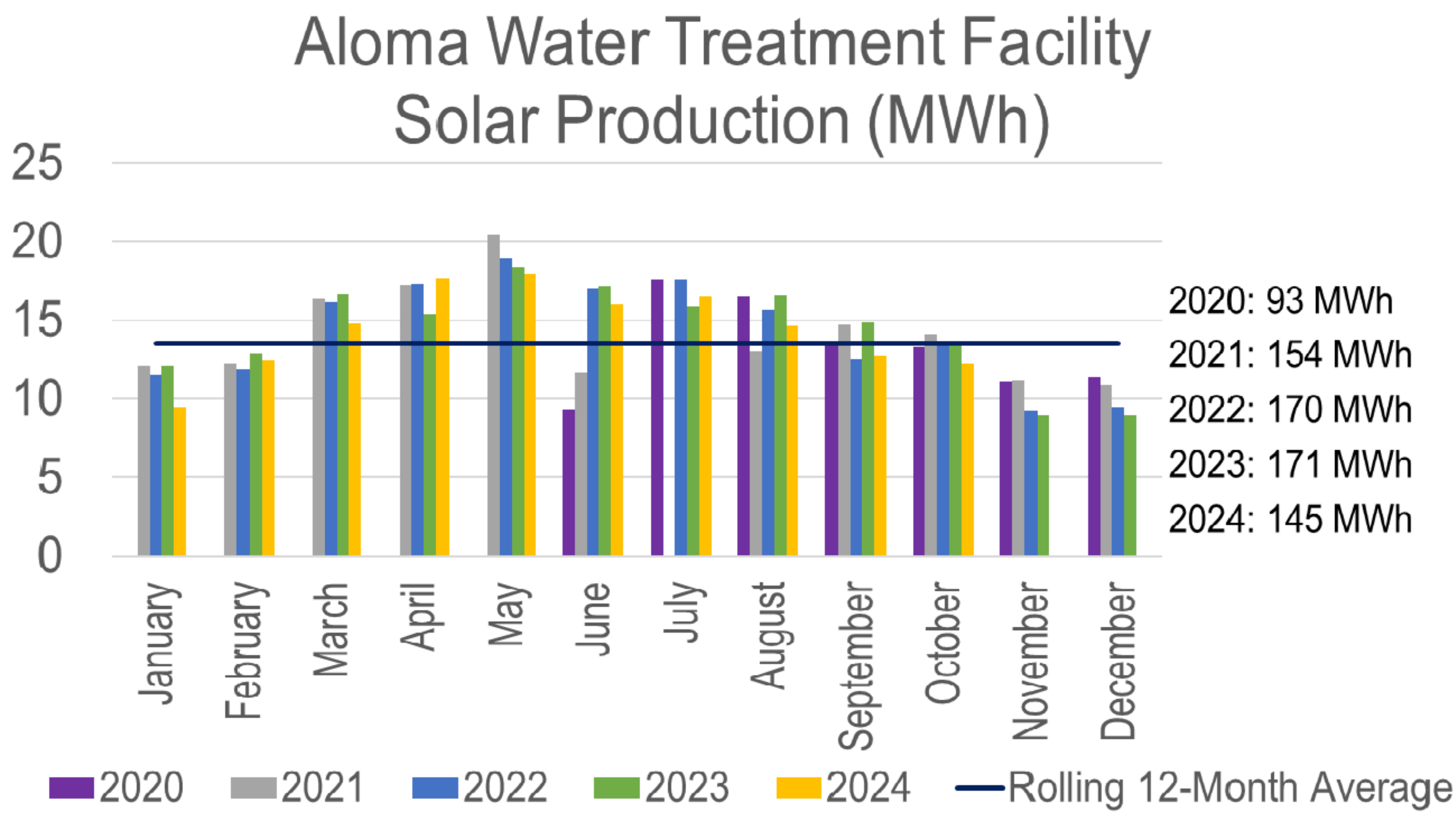
Service Type	Measure	Goal	August	September	October	On Target
Financial	Accounts receivable/billed revenue – FYTD	<8%	6.24%	6.34%	N/A	Met Goal
	Average cost of purchased power per kWh – FYTD – Fuel		$0.0253	$0.0253	$0.0240	
	Average cost of purchased power per kWh – FYTD – Non-Fuel	<$0.03	$0.0206	$0.0205	$0.0229	Met Goal
	Average revenue per kWh-FYTD-Fuel		$0.0251	$0.0249	$0.0246	
	Average revenue per kWh-FYTD-Non-Fuel		$0.0816	$0.0810	$0.0808	
	Bad debt expense/billed revenue – FYTD	<0.25%	0.22%	0.21%	0.16%	Met Goal
	Debt service coverage ratios - W&S - FYTD	>1.5	3.00	2.87	3.28	Met Goal
	Debt service coverage ratios - Electric - FYTD	>2.75	3.62	3.65	4.27	Met Goal
	Percentage of utility accounts receivable over 60 days past due		6.50%	7.56%	9.66%	
	Utility accounts receivable over 60 days past due – all accounts		$432,110	$531,797	$658,849	
	Utility accounts receivable over 60 days past due – inactive accounts only		$42,635 (797 accts)	$71,392 (878 accts)	$78,145 (995 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	$1,465,334	$1,519,000	$1,608,206	Met Goal

Water Sewer Utility

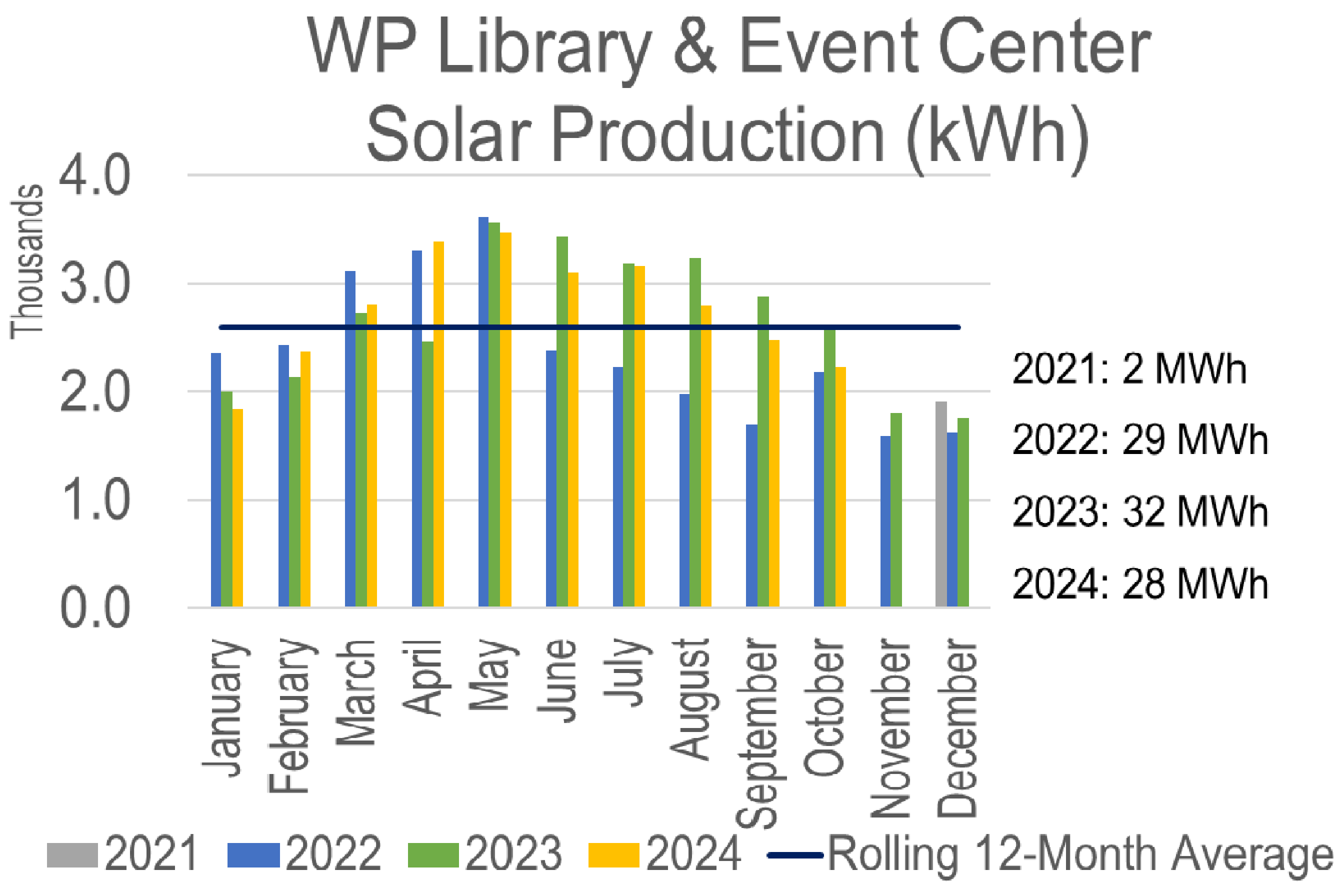
Service Type	Measure	Goal	August	September	October	On Target
Environment	Count of Rebates Processed		10	5	6	
Operational	Average % Water meters reporting	>98.5%	94.43%	94.25%	94.17%	Near Goal
	Count of Wastewater Incidents	0	N/A			
	Wastewater Incident Overflow in 1,000s Gallons	0	N/A			
	Water pumped compared to CUP allocation	<12.4 mgd	N/A			Met Goal

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

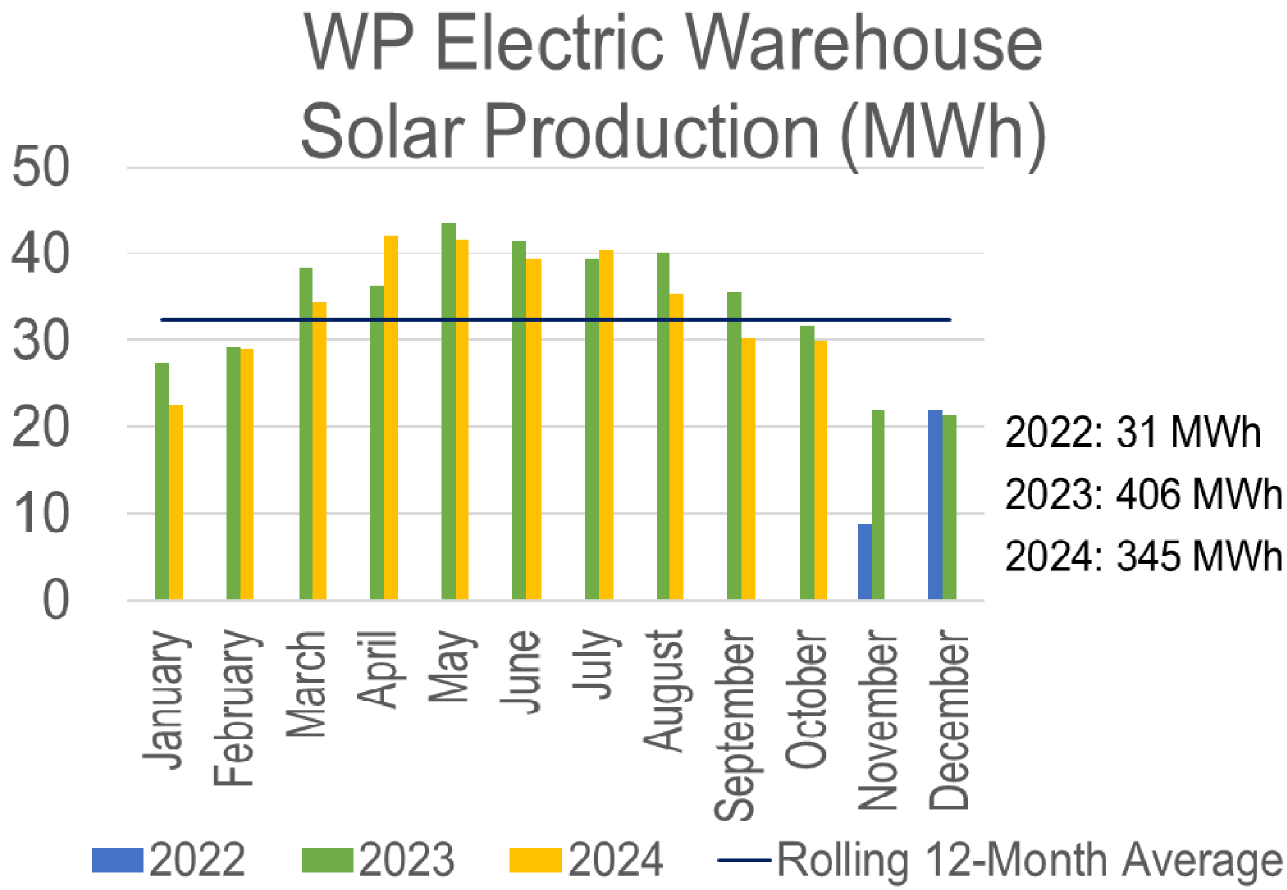
Index Key- the monthly data text is colored green when the change from the previous month is an improvement, and red when it is not. The On Target column is highlighted comparing the most recent monthly data to the Goal: Red if below, Yellow if Near, Green if Above.



Aloma Water Treatment Facility
Solar Production (MWh)
25
20
15
10
5
0
January
February
March
April
May
June
July
August
September
October
November
December
2020: 93 MWh
2021: 154 MWh
2022: 170 MWh
2023: 171 MWh
2024: 145 MWh
2020
2021
2022
2023
2024
Rolling 12-Month Average



WP Library & Event Center
Solar Production (kWh)
Thousands
4.0
3.0
2.0
1.0
0.0
January
February
March
April
May
June
July
August
September
October
November
December
2021: 2 MWh
2022: 29 MWh
2023: 32 MWh
2024: 28 MWh
2021
2022
2023
2024
Rolling 12-Month Average


WP Electric Warehouse
Solar Production (MWh)
50
40
30
20
10
0
January
February
March
April
May
June
July
August
September
October
November
December
2022: 31 MWh
2023: 406 MWh
2024: 345 MWh
2022
2023
2024
Rolling 12-Month Average

Utilities Advisory Board

agenda item 6.d

item type	meeting date
Staff Updates	December 17, 2024
prepared by	**approved by**

subject

Educational Campaign – Clarissa Howard

motion | recommendation

background

alternatives | other considerations

fiscal impact

attachments

1. 8.5x11utility-2024-december bill insert
2. Park Avenue Refresh Survey 11.20.24

info & updates

December utility bill insert

Check out our life-size Holiday Greeting Cards in a park near you!

DM your fav pics to us!

scan or access facebook.com/WinterParkFla

scan or access instagram.com/WinterParkFla

for a chance to win a **Winter Park prize basket**

take photos in **3 or more cards**

submit by the **end of December**

Happy Holidays from all of us to all of you!

CoffeeTalk

Mark your calendars for this season's final CoffeeTalk. Virtual link registration will be live approximately one week prior to each date by accessing **cityofwinterpark.org/meetings**.

Thursday | 8:30-9:30 a.m.

JAN 09 Mayor Sheila DeCiccio

Commission Chambers | @ 401 S. Park Ave.

please note

City Hall CLOSED

weds **JAN 01**
in observance of
New Year's Day

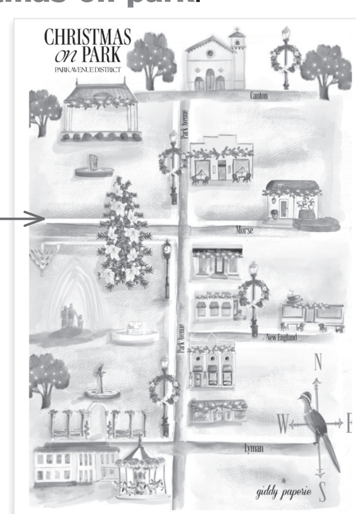
mon **JAN 20**
in observance of
Martin Luther King Jr. Day

Waste Pro® please note Household garbage, recycling & yard trash **will not** be collected on New Year's Day.

Christmas on Park

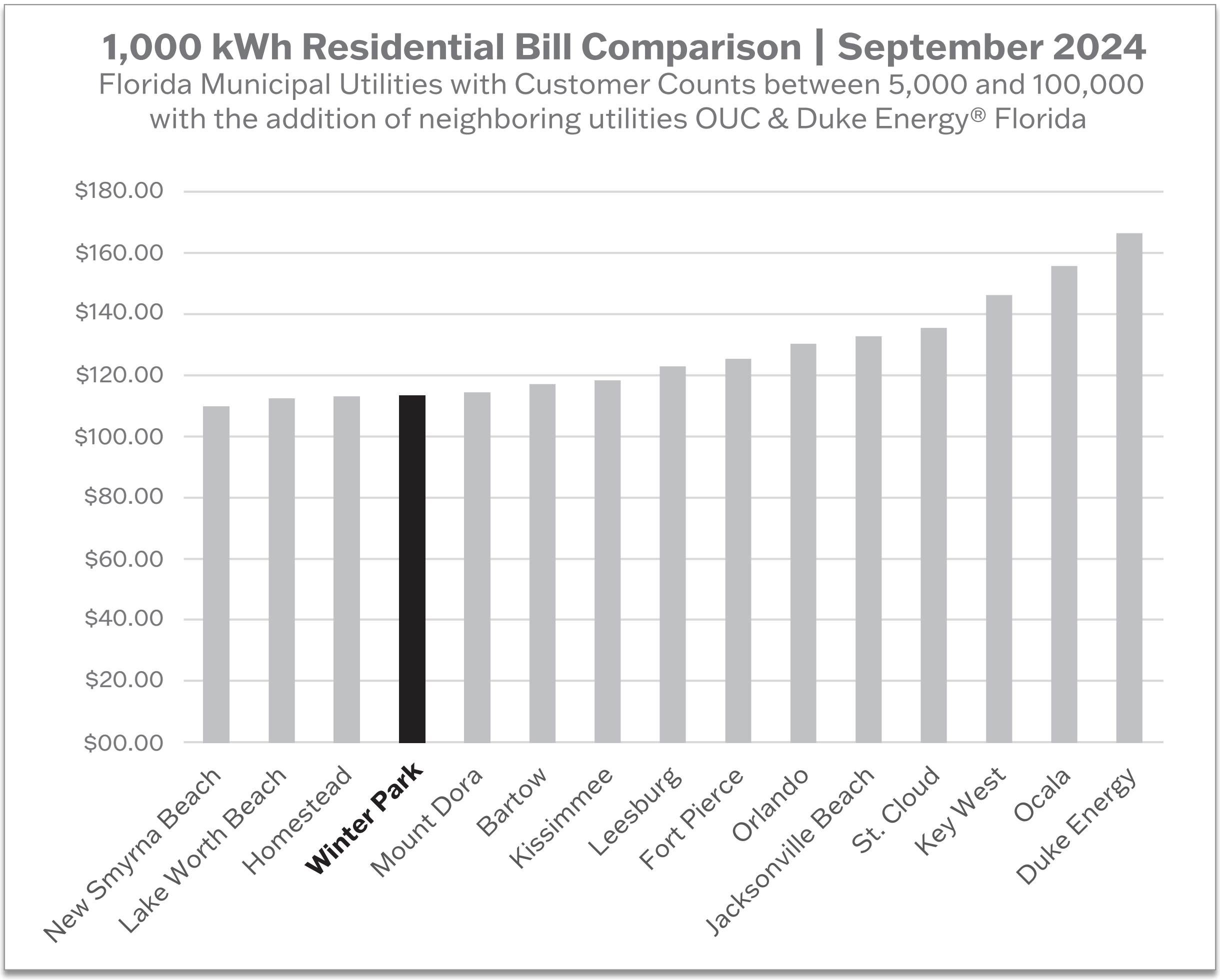
Special thanks to the Park Avenue District for their vision and design of downtown Winter Park's holiday décor. The city's rich history, rooted in oranges and magnolias, dates back to the late 19th and early 20th centuries, when citrus groves – especially Temple oranges – thrived. Symbolic of Southern hospitality, magnolias still grace our landscape today.

This year's holiday décor honors the city's heritage and embraces the timeless charm of Winter Park's downtown. With support from city and Community Redevelopment Agency matching funds combined with the District's fundraising efforts, they have created a multi-sensory experience. The experience includes music, fragrances, a carousel and cathedral of lights that brings the magic of the holidays to life for both residents and guests. For details, access **parkavenuedistrict.com/christmas-on-park**.



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

Winter Park electric rates remain lowest among Florida municipalities



you're invited TO THE ANNUAL

STATE OF THE CITY 2025

WITH **MAYOR SHEILA DeCICCIO**

featuring **Employees of the Year & City Commission Highlights**

FRIDAY **JANUARY 31** 2025

we look forward to seeing you at

8:30 a.m. mingle with fellow residents & visit with city departments

9 a.m. official program *including* Mayor's Founders' Award

enjoy light breakfast bites & beverages

Winter Park Events Center Grand Ballroom
1050 West Morse Boulevard | Winter Park

complimentary event rsvp appreciated by Friday, **January 17**
MayorsMessage@cityofwinterpark.org

Set sail for a night of smooth tunes, good vibes and a celebration like no other! **The Love Your Library: Yacht Rock 2025** event happens on **Saturday, February 8, 2025,** at the Library & Events Center. Featuring iconic soft rock hits of the '70s and '80s performed by Summer Breeze Band, a treasure-filled auction, and nautical-inspired dining by Arthur's Catering, this is an evening you won't want to miss.

All proceeds benefit the Library's vital programs and services. For tickets and more details, please access **winterparklibrary.org/loveyourlibrary** or scan the code. Anchors aweigh!

401 South Park Avenue • Winter Park, Florida 32789
Communications
Media Inquiries: Stephanie Silva
407-599-3495 • 407-951-4638 cell

PRESS RELEASE

City seeks input for Park Avenue Refresh Project

WINTER PARK, FL (November 20, 2024) The City of Winter Park is working to refresh Park Avenue and address the current and future needs of its residents, businesses and guests. The community is invited to participate in a brief online survey to share potential enhancement ideas for this upcoming project.

Park Avenue is the epicenter of Winter Park's culture, charm and economic vitality. The last Park Avenue streetscape restoration occurred between 1996 and 1999. Nearly 30 years later, the city's main street is ready for a refresh to provide for today and plan for tomorrow's needs.

Community input and ideas are valuable as the city makes plans to refresh this important corridor. If you would like to participate, please access surveymonkey.com/r/ParkAveRefresh and submit your response **Friday, December 6 by 5 p.m.**

For more information or questions regarding the Park Avenue Refresh, please access cityofwinterpark.org/ParkAveRefresh or email ParkAveRefresh@cityofwinterpark.org.

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