



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 December 17, 2024
/s/ Bahiyyah Layton, Board Coordinator