



Utilities Advisory Board Regular Meeting

Agenda

May 27, 2025 @ 12:00 PM

City Hall Commission Chambers
401 S. Park Avenue

welcome

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

assistance & appeals

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

please note

Times are projected and subject to change.

1. Call to Order

2. Consent Agenda

- a. Approve the minutes of April 22, 2025 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. Online Utility Start/Stop Service 5 minutes
- b. Discussion of Fluoride 10 minutes

6. Staff Updates

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

7. Board Comments

8. Upcoming Agenda Items

9. Adjournment



Utilities Advisory Board

agenda item 2.a

item type

Consent Agenda

meeting date

May 27, 2025

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

Approve the minutes of April 22, 2025

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

1. UAB-mins-2025-04-22 DRAFT (2)



Utilities Advisory Board Regular Meeting Minutes

April 22, 2025 at 12:00 PM

City Hall Commission Chambers
401 S. Park Avenue

Present

Michael Poole, Paul W. Smith Jr., Kathryn Sutton, Mary Dipboye, Paul Conway

Absent

Alison Yurko, Leon Huffman

Staff Present

Director of Water and Wastewater Utilities David Zusi, Director of Electric Utility Jamie England, Director of Finance Wes Hamil, Electric Utility Operations Manager Miguel Cruz, Deputy Director of Water and Wastewater Utilities Jason Riegler, Utility Services Manager Ann Newhouse, Administrative Coordinator Madison Smith

1. Call to Order

The meeting was called to order at 12:01 pm

2. Consent Agenda

- a. Approve the minutes of March 25, 2025

Motion made by Mr. Conway to approve the minutes, seconded by Ms. Dipboye. Motion carried unanimously with a 5-0 vote.

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

Hattie Bryant, 1240 S Pennsylvania, provided a document to the board and staff outlining her comments, emphasizing that the current renewable energy plan will require resident taxpayers to pay up to six times more than necessary unless the plan is revisited.

4. Action Items

5. Non-Action Items

- a. Proposed State Legislation Regarding Utility Rates

Mr. Zusi and Mr. Hamil shared details about proposed state legislation affecting only water and wastewater rates. Under current state law, municipalities can charge water and wastewater customers outside city limits up to 25% more than those within. If approved, customers outside the city will experience a 12.4% reduction in rates, while those within the city limits will face a 9.5% increase.

Kathryn Sutton asked for clarification regarding the reference to municipalities served outside the city limits. Mr. Hamil responded that the proposed legislation refers to municipalities served outside a utility's city limits and that in the case of Winter Park, we do not serve any outside municipalities, only portions of unincorporated Orange and Seminole Counties. The exact number of customers outside was unavailable at the time of inquiry. Allocations for capital improvements differ for those outside and inside the city. Mr. Poole summarized that if the bill passes, some groups will see an increase while others will see a decrease, along with an annual increase and an indexed increase that could amount to as much as a 15% increase for city customers. He suggested initiating communication for customers who will be affected.

Mr. Zusi advised that they are monitoring the legislation regarding the removal of fluoride. The timing will be around July 1. A small amount of fluoride is added to reach 0.7. Implementing this change will not be difficult; staff will simply stop adding it.

b. Change in net metering practice

Net metering encompasses bi-directional measurement of electricity flow between the grid and residential properties. According to the policy established in 2012, should a customer supply the city with more electricity than the city delivers within a billing cycle, the surplus will be banked and credited to the customer in the following billing cycle. At the conclusion of the calendar year, if the customer has accrued a net credit, the city shall credit the customer's account for the surplus electricity provided.

The previous billing system was not capable of accommodating the banking of excess kWh received from customers. Consequently, the credits for energy charges and fuel charges were issued within the billing cycle rather than at the conclusion of the fiscal year. Staff members have collaborated with the current billing system vendor to rectify this issue. Moving forward, if a customer provides excess power within any billing cycle, their invoice will display their customer charge with their energy and fuel charges reflected as zero. They will be responsible for the taxes associated with the customer charge. The system will accumulate their excess power, and at the end of the calendar year, they will receive compensation for any remaining surplus. The credit will be retained in accordance with the initial policy and distributed at the conclusion of each calendar year.

Mr. Hamil explained net meter customers with remaining surplus kWh at the conclusion of a calendar year would be paid for energy, fuel, and the franchise fee equivalent.. The compensation rate at the end of the year involves a manual calculation of the average annual rate based on the customer's applicable rate tariff in effect for the previous year.

The residential fee of \$16.98 will be applied regardless of whether a solar customer generates excess energy. Mr. Poole agrees with the decision not to reimburse customers for taxes and franchise fees and would like the retail rate versus rate tariff to be defined and clarified.

c. New Utility Account Payment Options

Ms. Newhouse introduced two new payment methods with provider Paymentus that will take effect with the May bill. One option is Text to Pay, while the other is Scan to Pay. Scan to Pay requires the customer to use a QR code to pay at a retailer, they can pay with cash or any other method accepted at the location. There is no fee for Text to Pay, and a small fee for Scan to Pay, which goes to the retailer.

Text to Pay offers the city an additional communication channel option for pre-planned outbound messages at a rate charged to the city of 12 cents per text and 5 cents per e-mail. The OMS system will continue to be the method used to send outage alerts. A pilot test was conducted with 5,000 customers, and all payments were processed with no issues. An online FAQ will be made available.

d. Financial report for the six months ended March 31, 2025

Mr. Hamil reviewed the financial reports for the preceding six months. Revenues from both water and electricity have been somewhat more favorable than anticipated, primarily driven by volume rather than price.

Fuel rates were increased on March 1. Fuel cost revenues exceeded the fuel costs incurred for the month of March. The ending balance in the fuel cost stabilization fund stood at \$885,000, which remains below the targeted balance of \$1.4 million. Upon reaching our upper trigger point of \$1.75 million, fuel rates will be adjusted downward. The frequency of rate adjustments is variable.

Mr. Hamil noted in the statement that the cash balance for electricity is low at \$1.2 million; however, the inventory stands at \$9 million for the undergrounding. As Electric utilizes its purchased inventory over the coming year or two, together with incoming revenues, the cash balance is expected to increase.

6. Staff Updates

a. Electric Utility - Jamie England

Mr. England announced the events for the 20th anniversary. The electric utility is working to become more community oriented.

The undergrounding project was reviewed, and the wording for the definition of "complete" on the website was corrected.

The board requested the revised comments on the strategic plans. Joint UAB strategic plan work sessions with the city commission are scheduled for June 12 at 3:00 pm regarding water and wastewater, and June 26 for electric.

Mr. England indicated that there are now three vendor options for the OMS and that AI will gather historical outage data within it in the future.

Staff with the input of city management are updating the street light policy to decrease inventory by swapping high pressure sodium lights for LED ones.

The city has not yet committed to the dark sky initiative. Dark sky lighting is a superior option as it requires less maintenance, helps bird mitigation, and is more environmentally friendly. The estimated cost to replace all city lighting with dark sky options is around \$9 million.

During discussions, participants questioned why, if residents prefer dark sky lights and they are a better product, the city is not replacing burned-out globe lights with dark sky lighting. Mr. England explained that pursuing dark sky lighting is a likely direction for the city, as it is part of the policy. However, the city has opted to wait until the undergrounding of utilities is completed before implementing the dark sky street lighting policy. Ms. Sutton cautioned that if we wait five years, costs are likely to rise.

Mr. England further mentioned that residents would prefer not to have streets with a mix of globe lights and dark sky lights unless the residents themselves fund the installation of dark sky lights. Ms. Sutton suggested that the city should develop a policy regarding the types of lighting to be used. One proposal was to replace the current acorn lights with similar acorn lights while implementing dark sky lights in new developments.

The average lifespan of a streetlight is around ten years, although the poles may last longer.

Electric utility is working on the department logo.

Mr. Poole discussed the bonding issue that was mentioned during the last meeting. Mr. England and Mr. Hamil sent their Excel spreadsheets, concluding not to proceed with it. Mr. Poole took additional time, utilizing the city's projections for the next ten years and overlaying the assumptions within them. The projections used substantially underestimate revenue. In the modeling created by Mr. Poole, it worked out within the current model and eliminated the deficits, while also maintaining the same profit margin throughout the ten years, yielding even better results, as one would expect if it adhered to the old methods. Generally, under these bonds, there is a three-year period to take the construction funds and develop whatever is intended for those funds. This will be presented to the board next month. It also encompasses many other factors, such as the dark sky opportunity. It enhances improvements in some of our sub-service lines, providing numerous benefits. It should not negatively impact our bond rating, which is currently at the highest level; debt service is in place, and cash flows are sufficient there. Mr. Hamil advised that the staff will conduct a thorough review and will reach out subsequently.

The bond will be approximately \$37 million, with the city opting for a 10-year amortization while Mr. Poole chose a 20-year term. Financing should align with the asset's lifespan, which is 30 years. The 20-year period is a conservative estimate. This approach alleviates the immediate financial burden on current customers, as they won't pay the full cost of the undergrounding that will last for 30 years. Instead, some expenses will be passed on to future customers who will also benefit from these improvements. Additionally, the anticipated rate increase in 2027 will facilitate pricing

elasticity for the commission and staff, owing to the significant cash flow generated. Therefore, strong pricing mechanisms are in place to support this strategy.

b. Water & Wastewater Utility – David Zusi

Mr. Zusi discussed the AMI integration. The consultants submitted two reports that are currently under review and will be presented to the board in the next day or two. One report is a SWOT analysis, and the other provides a very detailed AMI analysis. The next step is to thoroughly document how each of our processes works, helping to identify all areas, who is responsible for each task, how those tasks are completed, and our critical succession planning component. We are finalizing the job description for the key position that will collaborate with the electric utility, water utility, customer billing, and finance to maximize software usage and improve our processes. Staff will forward the final strategic plan.

c. Performance Measurement – Wes Hamil

Mr. Hamil presented the performance measurement statistics through February.

The city is better equipped to handle problem situations like hurricanes and is very proactive in upgrading lift stations and adding generators. Mr. Conway inquired whether monthly measurements of irrigation consumption could provide insights into becoming more conservative. Mr. Hamil explained we only know for certain how much water is used for irrigation for customers with a dedicated irrigation meter. Most customers do not have a dedicated irrigation meter but still water their grass. Mr. Zusi mentioned that the staff is currently working on a consumptive use permit, which indicates that a significant amount of information related to irrigation is being analyzed.

d. Communications – Clarissa Howard

The May 2025 utility bill insert and the surge protection plan flyer were included in the packet.

7. Board Comments

Gratitude was expressed to the board members who are departing.

Ms. Dipboye noted that customers are looking to leverage AI to enhance their energy efficiency and are seeking more details on the city's AI initiatives.

8. Upcoming Agenda Items

Bond Discussion

Mr. Zusi thanked Paul and Mary for their time on the board.

9. Adjournment

The meeting adjourned at 1:37 p.m.

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



Utilities Advisory Board

agenda item 5.a

item type

Non-Action Items

meeting date

May 27, 2025

prepared by

Wes Hamil, Director of Finance

approved by**subject**

Online Utility Start/Stop Service

motion | recommendation

No action is necessary. This item is presented to the board as information regarding a customer service enhancement.

background

As of May 7, 2025, the City of Winter Park Utility Services has launched a new START/STOP SERVICE option, allowing customers to conveniently start or stop their utility services online—anytime, 24/7. Please see attached file for additional information.

alternatives | other considerations**fiscal impact**

None

attachments

1. City of Winter Park Introduces Online STOP START SERVICE

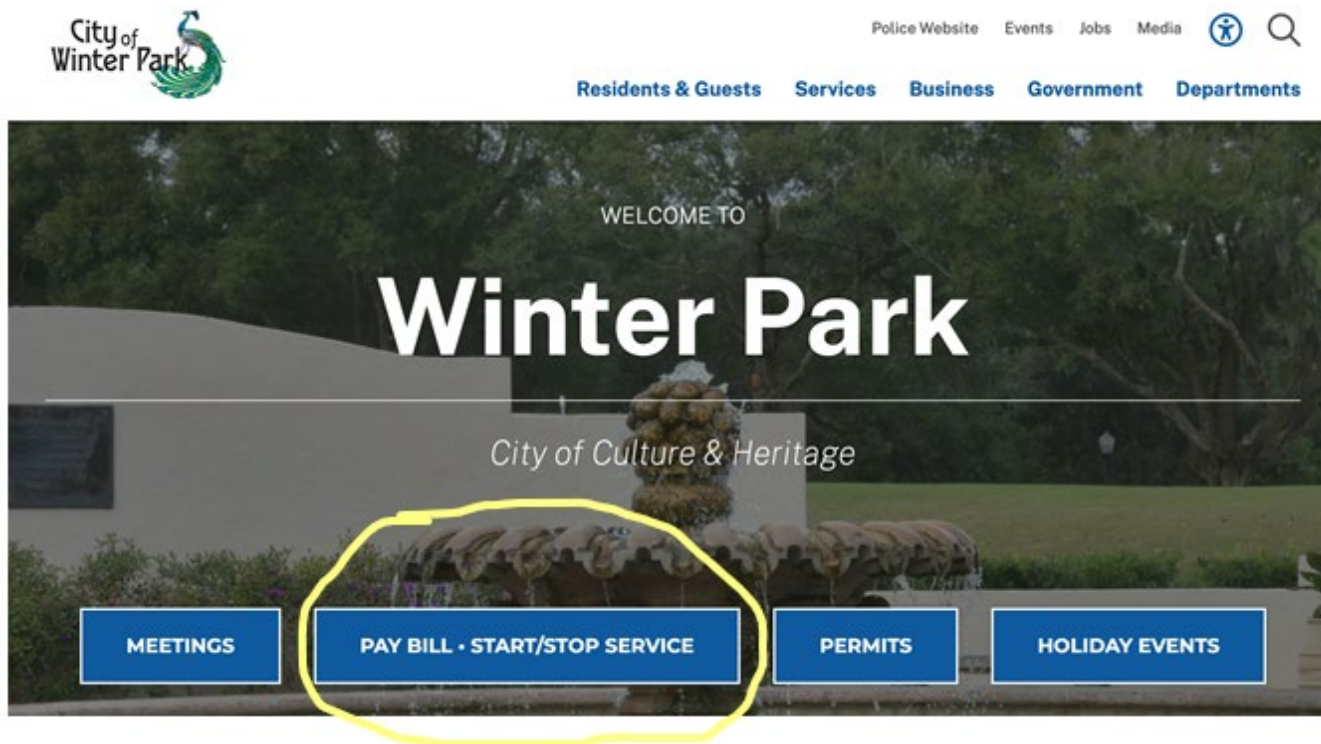
City of Winter Park Introduces 24/7 Online Utility Start/Stop Service

As of May 7, 2025, the City of Winter Park Utility Services has launched a new **START/STOP SERVICE** option, allowing customers to conveniently start or stop their utility services online—anytime, 24/7.

To make access seamless, this feature has been added to the front page of the City of Winter Park website and has quickly become a popular choice among customers.

Once an application is submitted, an automatic email is sent to **onoffservice@cityofwinterpark.org**, where a customer service representative will process the request.

Beyond offering greater convenience, this new option helps reduce call volumes—especially at the beginning and end of the month—allowing customer service representatives to process requests efficiently during off-peak hours. This improvement enhances service levels for customers reaching out with other inquiries.



Once the online application is completed, the customer will immediately see the following online message:



Residents & Guests Services

Completed

100%

Ann Newhouse,

Welcome to the City of Winter Park Utilities.

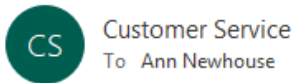
Your request to start services on **May 16, 2025** has been received. Once your order has been processed, a member of our team will contact you.

If you have any questions, please do not hesitate to contact customer service at [407-599-3220](tel:407-599-3220) or email us at customer_service@cityofwinterpark.org.

Thank you.

Customers will also receive an e-mail confirmation:

[Utilities Request #UR2025-00063] Your request to start services has been received



Thu 5/15/

Ann Newhouse,

Welcome to the City of Winter Park Utilities.

Your request to start services on **May 16, 2025** has been received. Once your order has been processed, a member of our team will contact you.

If you have any questions, please do not hesitate to contact customer service at [407-599-3220](tel:407-599-3220) or email us at customer_service@cityofwinterpark.org.

Thank you for choosing the City of Winter Park Utilities. We appreciate your business and look forward to serving you.

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Utility Billing

City of Winter Park

[401 South Park Avenue](#)

[Winter Park, Florida 32789](#)

[407-599-3220](tel:407-599-3220)

cityofwinterpark.org

Request ID #UR2025-00063



Utilities Advisory Board

agenda item 5.b

item type

Non-Action Items

meeting date

May 27, 2025

prepared by

David Zusi, Director of Water and Wastewater Utilities

approved by**subject**

Discussion of Fluoride

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

None



Utilities Advisory Board

agenda item 6.a

item type

Staff Updates

meeting date

May 27, 2025

prepared by

Jamie England, Director of Electric Utility

approved by**subject**

Electric Utility - Jamie England

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

1. Mar25 Electric Utility

Monthly Electric Utility Update (Mar)

20th Anniversary of the Electric Utility

- **June 14th:** Community outreach to celebrate the Electric Utilities 20th Year at the Farmers Market
- **June 11th:** Small reception in the Chapman Room before the City Commission Proclamation, Awards for Reliability and Safety to be presented

Miles of Undergrounding performed

- Project J: 2.72 miles (94.5% complete)
- Project L: 9.57 miles (98% complete) Reconfigure existing loop
- Project O: 6.91 miles (37.3% complete)
- Residential Service Conversions (RSC) Last month: 23
- **Residential Service Conversions (RSC) This month: 38**
- RSC YTD: 832
- RSC LTD (beginning FY23): 1270

TOTAL for FY 2025 – 3.78 miles

- Total Citywide Project Miles- 127.5
- Total Miles Completed Last Month – 103.38
- **Total Miles Completed – 103.68**
- Percentage Completed Last Month – 81.3%
- **Percentage Completed This Month- 81.3%**
- Total miles remaining- 23.8

OH/UG Budget update

2025 Undergrounding budget =8.149 M

Notes of Interest

- Updating Undergrounding map defining project areas boundaries and editing customer messaging.
- The EU, in partnership with Hometown Connections, plan to deliver the Strategic Action Plan during a working session with the City Commission.
- In conversation with several OMS providers, viewing product abilities.

Issues/Concerns

- Project “O” is underway. Conduit installation will start in January, pulling wire and permit under review for Howell Branch and Environmental

2025 Goals

- Zero personal injuries within work group
- Zero controllable vehicle accidents within work group



Utilities Advisory Board

agenda item 6.b

item type

Staff Updates

meeting date

May 27, 2025

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

May 27, 2025

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.

Some items of note include:

1. With the March 1 increase in fuel cost recovery rates, Winter Park's rates are still below the Florida Municipal Average at 98.4% of the average.
2. The city over recovered on fuel costs in March by \$216,174 thanks to the higher fuel cost recovery rates and lower than anticipated costs of fuel. As always, staff monitors fuel costs each month and will implement adjustments following the fuel adjustment policy approved by the UAB.

alternatives | other considerations**fiscal impact**

None

attachments

1. Utility Monthly Performance Measurements- Black and White

Utility Monthly Performance Measurements

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

Electric Utility

| Service Type | Measure | Goal | January | February | March | On Target |
|--------------------|---|-----------------|-------------|-------------|-------------|-----------|
| Efficiency | Rate Comparison to Duke | <100% | 67.58% | 67.58% | 67.68% | Met Goal |
| | Rate Comparison to Municipal State Avg | <105% | 89.17% | 87.57% | 98.40% | Met Goal |
| Financial | Rolling 12 month kWh | 430 (FY25) | 444,606,304 | 445,349,418 | 445,405,025 | Met Goal |
| Operational | Heart of Florida United Way Emergency Utility Assistance Program: Assistance provided to customers | | \$2,922 | \$751 | \$2,971 | |
| | Heart of Florida United Way Emergency Utility Assistance Program: Available balance | | \$17,489 | \$16,738 | \$13,767 | |
| | Heart of Florida United Way Emergency Utility Assistance Program: Number of customers approved for assistance | | 8 | 3 | 6 | |
| | Underground System Complete (%) | | 81.1% | 81.1% | 81.3% | |
| Reliability | SAIDI (in minutes) | < 60 minutes | 0.44 | 0.26 | 1.62 | |
| | Outage Occurrences | | 8 | 2 | 17 | |

Both

| Service Type | Measure | Goal | January | February | March | On Target |
|------------------|---|------|---------|----------|-------|-----------|
| Customer Service | Total calls to customer service queue: | | 4,370 | 4,186 | 5,086 | |
| | Customer hangup without selecting a queue | | 1,078 | 1,078 | 1,075 | |
| | Turn on/off service | | 754 | 727 | 892 | |
| | Billing info | | 1,431 | 1,268 | 1,532 | |
| | Pay utility bill | | 660 | 633 | 774 | |
| | Report power outage | | 69 | 115 | 212 | |
| | System error and flow disconnect | | 54 | 74 | 78 | |
| | Demolition | | 16 | 15 | 18 | |
| | Commercial garbage | | 80 | 66 | 84 | |
| | Transfer to water and wastewater | | 228 | 210 | 421 | |
| | Average wait time for customers selecting a queue | | 1m17s | 1m19s | 1m6s | |
| | Abandoned call % for customers selecting a queue | | 5% | 6% | 5% | |
| | Number of disconnects for non-pay | | 41 | 19 | 202 | |

Financial

| Service Type | Measure | Goal | January | February | March | On Target |
|--------------|---|----------------------------|--------------------------|--------------------------|--------------------------|------------|
| Financial | Accounts receivable/billed revenue for past twelve months | <8% | 5.72% | 5.90% | 5.92% | Met Goal |
| | Average cost of purchased power per kWh – FYTD – Fuel | | \$0.0291 | \$0.0297 | \$0.0300 | |
| | Average cost of purchased power per kWh – FYTD – Non-Fuel | <\$0.03 | \$0.0207 | \$0.0114 | \$0.0200 | Met Goal |
| | Average revenue per kWh-FYTD-Fuel | | \$0.0242 | \$0.0242 | \$0.0265 | |
| | Average revenue per kWh-FYTD-Non-Fuel | | \$0.0805 | \$0.0810 | \$0.0812 | |
| | Bad debt expense/billed revenue – FYTD | <0.25% | 0.11% | 0.15% | 0.17% | Met Goal |
| | Debt service coverage ratios - W&S - FYTD | >1.5 | 2.87 | 2.66 | 2.77 | Met Goal |
| | Debt service coverage ratios - Electric - FYTD | >2.75 | 3.15 | 3.76 | 2.95 | Met Goal |
| | Percentage of utility accounts receivable over 60 days past due | | 10.83% | 11.57% | 9.39% | |
| | Utility accounts receivable over 60 days past due – all accounts | | \$678,274 | \$708,030 | \$609,790 | |
| | Utility accounts receivable over 60 days past due – inactive accounts only | | \$177,719 (538 accts) | \$205,859 (587 accts) | \$210,662 (669 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 | \$859,986 | \$669,427 | \$885,601 | Below Goal |

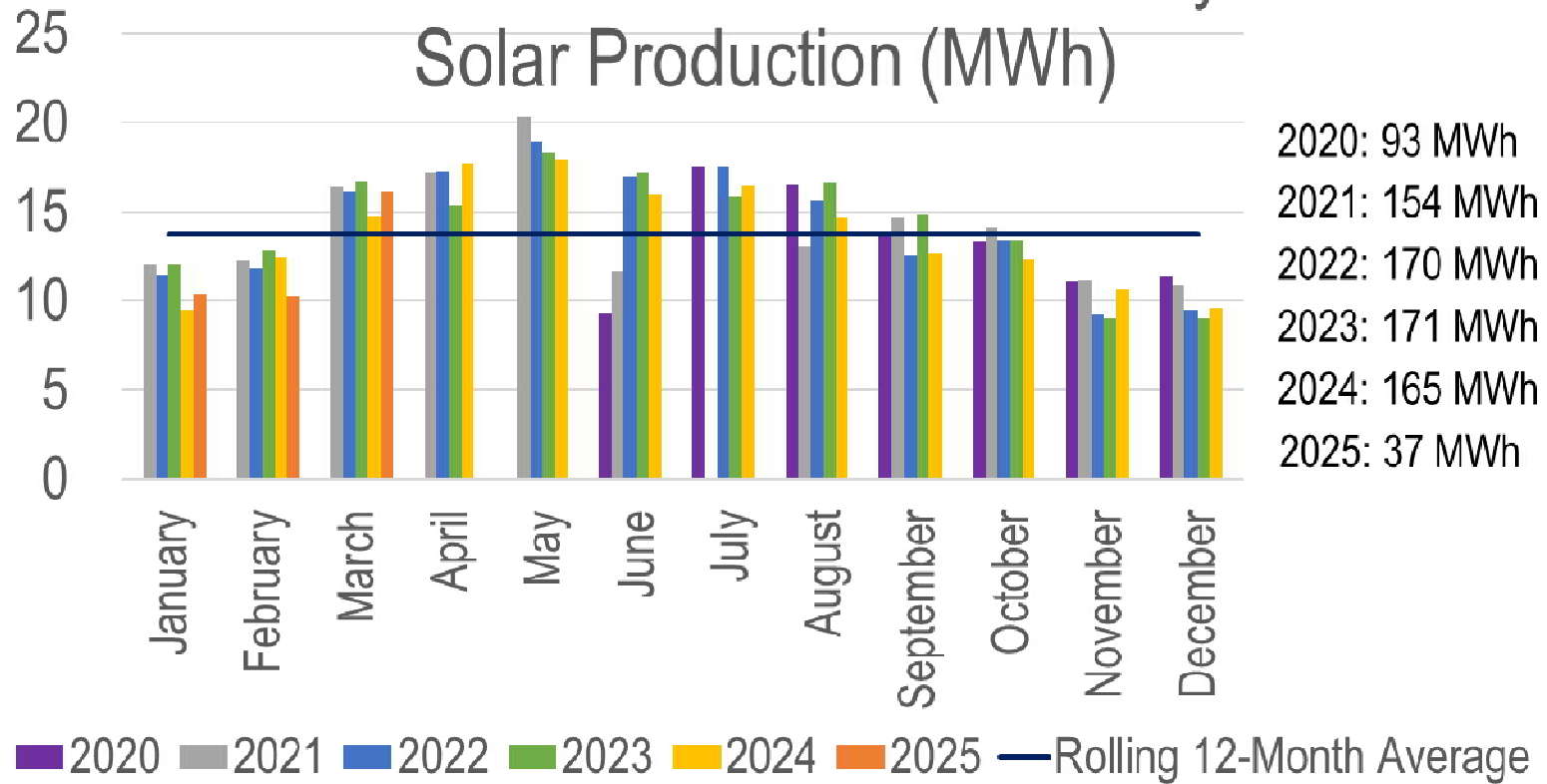
Water Sewer Utility

| Service Type | Measure | Goal | January | February | March | On Target |
|--------------|--|-----------|---------|----------|--------|------------|
| Environment | Count of Rebates Processed | | 0 | 1 | 1 | |
| Operational | Average % Water meters reporting | >98.5% | 95.25% | 94.92% | 95.99% | Below Goal |
| | Count of Wastewater Incidents | 0 | N/A | N/A | N/A | |
| | Wastewater Incident Overflow in 1,000s Gallons | 0 | N/A | N/A | N/A | |
| | Water pumped compared to CUP allocation | <12.4 mgd | N/A | N/A | N/A | |

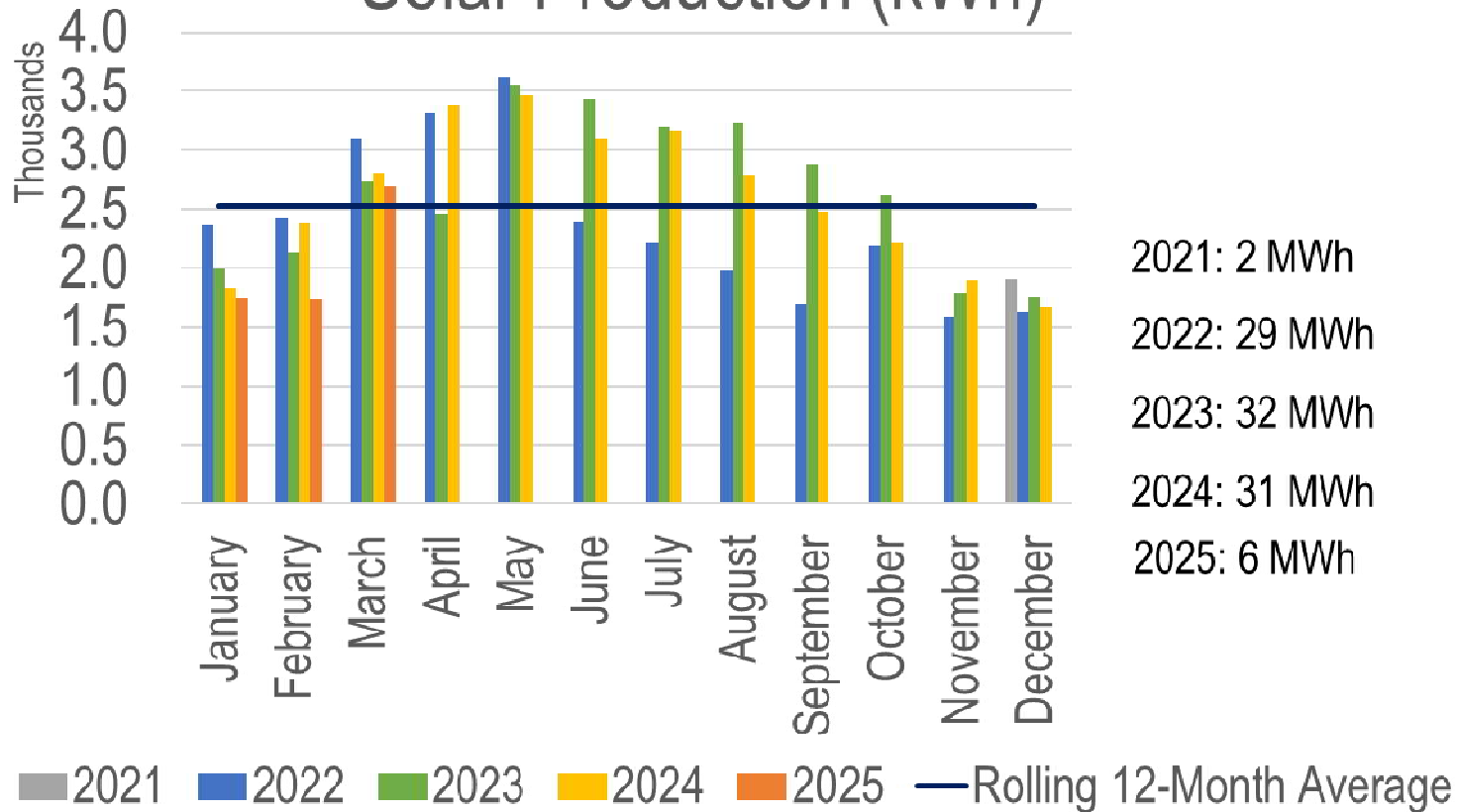
*FMPA and FMEA data often lag 1 or 2 months.

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.

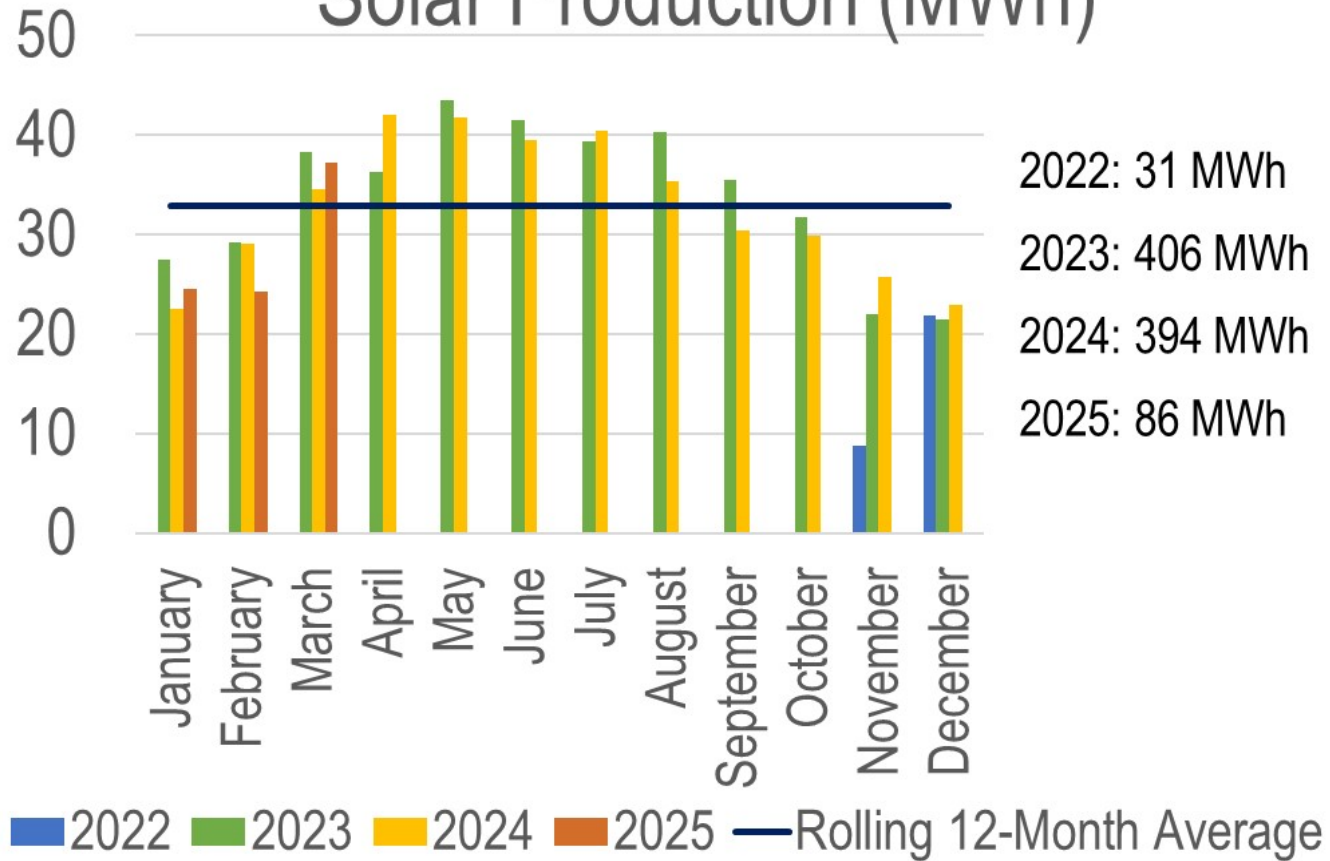
Aloma Water Treatment Facility Solar Production (MWh)



WP Library & Event Center Solar Production (kWh)



WP Electric Warehouse Solar Production (MWh)





Utilities Advisory Board

agenda item 6.d

item type

Staff Updates

meeting date

May 27, 2025

prepared by

Clarissa Howard, Director of Communications

approved by**subject**

Educational Campaign – Clarissa Howard

motion | recommendation**background**

1. Insert - June Utility Bill Insert
2. Pages from the June-August *Winter Park Update* newsletter

alternatives | other considerations**fiscal impact****attachments**

1. Pages from June-August Update newsletter
2. 8.5x11utility-2025-june bill insert

City celebrates its electric utility's 20th Anniversary



Twenty years ago on June 1, 2005, the city hosted a “Flip of the Switch” celebratory event announcing the city’s official acquisition of the electric utility. The journey to acquire the system began several years prior to 2005 – in fact, it started in 2001. I was Assistant City Manager at the time and was asked to lead the effort to explore the purchase of the electric distribution system from then, Progress Energy. I had no idea how challenging this journey would be, but it has become one of

the most rewarding efforts of my career.

Since 1927, the city had maintained a franchise relationship with Progress Energy Florida and its predecessors. When the latest franchise was nearing its end in 2001, Progress Energy wanted to limit the city’s rights under the new agreement and refused to include two key components in the new franchise:

1. Any enforceable reliability standards; and
2. The continued right for the city to purchase the system when the franchise expired.

This was not acceptable and that is when we began exploring the option to purchase the system.

We had to take Progress Energy to court to honor our contractual agreement that allowed the city to purchase the system upon termination of the franchise. Fortunately, a judge ruled in the city’s favor and the contract was upheld. In June 2003, nearly two years from the day the city’s franchise agreement with Progress Energy expired, the city received the arbitrator’s determination of value of the Winter Park electric distribution system at \$42.4 million. Due to the city charter, a referendum was needed for residents to approve the issuance of bonds to pay for the system. The date of the referendum was set for September 9, 2003.

The campaign was brutal and the city could not match Progress Energy’s media buying power or the \$523,000 they contributed to the political action committee opposed to the city’s purchase. For just a fraction of what was spent by Progress Energy, the \$45,000 invested by the city into a public education campaign promised:

- lower rates
- self-regulation
- improved reliability
- increased responsiveness
- reinvestment of revenue
- undergrounding power lines to preserve tree canopy



On September 9, 2003, more than 69% of Winter Park residents voted in favor of a \$49.8 million bond issue that funded the acquisition of the city’s electric distribution system. The referendum was the highest voter turnout since 1988 and was the first time in over 50 years a Florida municipality had successfully pursued the acquisition of its electrical distribution system.

I look back on this monumental effort and admire the courage and foresight of our elected officials and our residents. I’m proud to say, 20+ years later we have kept our promises to our residents. We have successfully undergrounded 81% of the overhead lines with expected

city manager's report

completion in 2030, reinvested revenues into our system, strengthened our infrastructure, and offer responsive customer & utility service while maintaining competitive rates for our customers.

I speak with groups all over the country sharing our thriving municipalization story and Winter Park truly has become a model of success. Please join us to celebrate our milestone anniversary:

Wednesday, June 11 @ 3:30 p.m.

City Hall Commission Chambers
401 S. Park Ave.

Saturday, June 14 from 11 a.m. to 2 p.m.

Winter Park Farmers’ Market
200 W. New England Ave.

For more information, please access cityofwinterpark.org/events.

Sincerely,  City Manager Randy B. Knight



Electric UTILITY
20th Anniversary 2025

Friday, July 4

4th of July Celebration

FREE EVENT

8:30-11 a.m. in Central Park
9:15 a.m. Bicycle Parade
 [Park Avenue & Morse Boulevard]
more info 407-599-3342

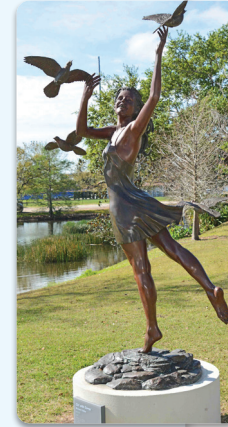
- ⊕ Cookies, mini pies, Kona Ice® & water [while supplies last]
- ⊕ Live musical performances by Bach Festival Brass Ensemble & Choir and School of Rock Winter Park
- ⊕ Kids zone with carnival midway games, bounce slide, face painting, crafts & more!

please note City Hall will be closed July 4.

Girl with Doves by Richard Hallier

- » Donated to the city by the Galloway Family in 1999.
- » Installed in the breezeway of former Rachel D. Murrah Civic Center.
- » Moved to City Hall front lawn for civic center demolition in 2021.
- » Relocated to Martin Luther King, Jr. Park near the state-of-the-art Library & Events Center in 2022.

To view the city's complete online Public Art Collection, please access cityofwinterpark.org/public-art.



Winter Park utility customers: Text to Pay & Scan to Pay now available!

Utility customers now have two new ways to conveniently pay utility bills from anywhere.

Text to Pay » customers who have a cell number on file will receive a text message containing their current balance and due date. With a one-word response, customers can instantly pay their bill by responding to the text.

Scan to Pay » from the customer portal, customers can receive a QR code that can be used at participating locations to pay by any method the location allows, including cash.

are these safe methods of payment?

Yes, Text to Pay and Scan to Pay are safe methods of payment. Scan to Pay does not require contact with the payment terminal, reducing the chances of skimming, tampering or cloning.

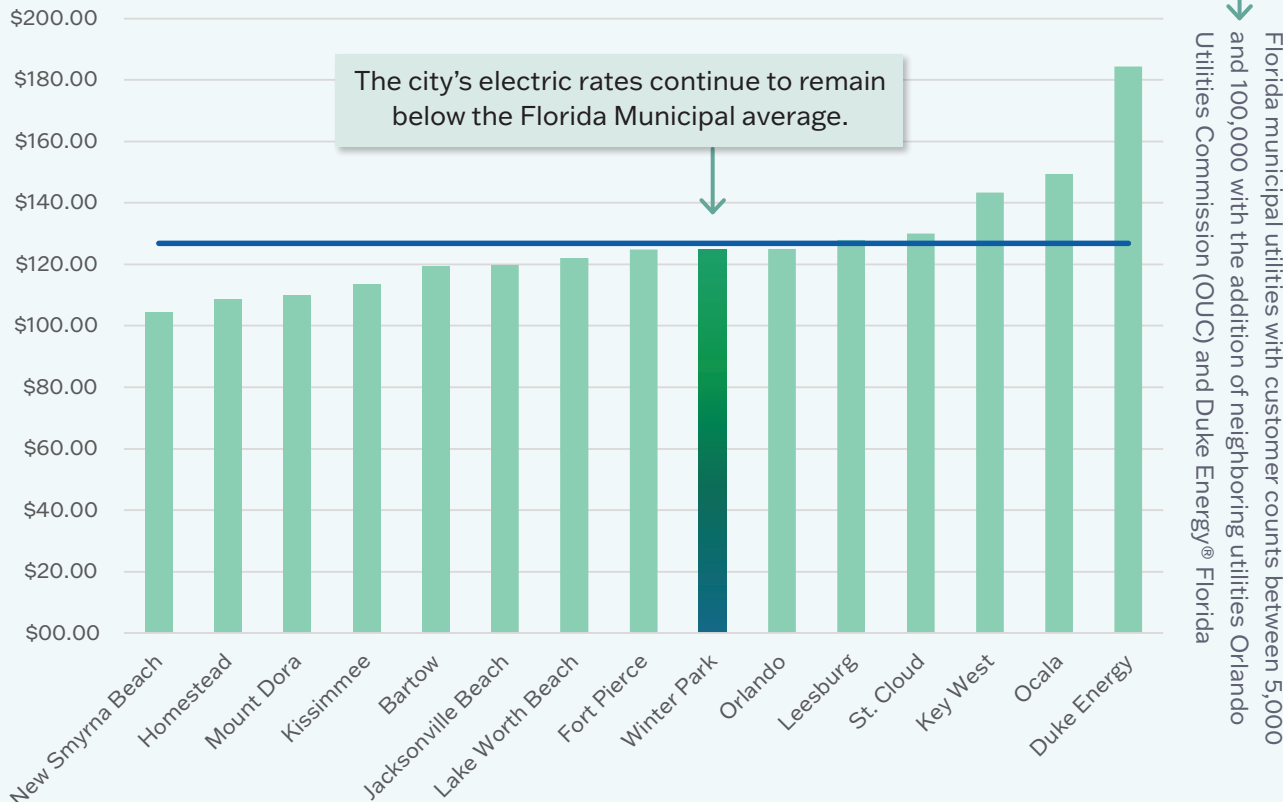
Text to Pay does not require a physical credit card be swiped or even present. The customer will not need to share their payment details, and it is PCI compliant.

can I opt out of Text to Pay notifications?

If you no longer want to receive notifications, respond with OPTOUT or log in to the customer portal.

For more information, please access cityofwinterpark.org/billpay » **FAQ**.

1,000 kWh Residential Bill Comparison: March 2025



info & updates

June utility bill insert



Staying informed during a hurricane

hurricane preparedness guide

- cityofwinterpark.org/hurricanes
hard copies are available at City Hall, Community Center, Public Safety Facility & Winter Park Library



emergency operations center

[available upon activation of EOC]

- Non-emergency information line **407-599-3494**
- Message Center email
MessageCenter@cityofwinterpark.org

report outages

- Electric Utility Department
1-877-811-8700
- Water & Wastewater Utilities Department
407-599-3219

website & social

- cityofwinterpark.org/hurricanes all hurricane-related information & updates will be posted here
- cityofwinterpark.org/citEnews
subscribe & receive city info via email
- cityofwinterpark.org/outreach the city's emergency alert system [sign up to receive a phone call, text or email]
- [@WinterParkEmergencyInfo](https://facebook.com/WinterParkEmergencyInfo)
- [@WinterParkFla](https://x.com/WinterParkFla)
- nextdoor.com sign up for neighborhood-specific info

2025 Summer Reading Challenge

Get ready for a vibrant summer of reading, prizes, and community fun! The Winter Park Library (WPL) Annual Summer Reading Challenge is in full swing now through July 26. Readers of all ages can track their reading to earn weekly prizes from local businesses, enter drawings for exciting giveaways, and compete for grand prizes in every age group — including adults!

New this year is **Summer Camp at Home**, a limited-edition activity packed workbook designed by a local educator and WPL librarians to guide parents in hands-on summer learning. Available in print while supplies last.

It's all free, fun, and a great way to inspire reading all summer long.

Learn more and sign up by accessing winterparklibrary.org/summer-reading.



save the date!

Friday, July 4

4th of July Celebration

8:30-11 a.m.

Central Park

9:15 a.m.

Bicycle Parade
[Park Avenue & Morse Boulevard]

more info

407-599-3342

- ★ Cookies, mini pies, Kona Ice® & water [while supplies last]
- ★ Live musical performances by Bach Festival Brass Ensemble & Choir and School of Rock Winter Park
- ★ Kids zone with carnival midway games, bounce slide, face painting, crafts & more!

FREE EVENT!

please note

City Hall will be closed July 4.

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



please
note

City Hall **CLOSED**

thursday **June 19**

in observance of
Juneteenth

Coffee Talks 2025

Join your city leaders for informal and casual conversation (and hot coffee). Virtual link access will be available approximately one week prior to each gathering at cityofwinterpark.org/meetings.

brewing Thursdays | 8:30-9:30 a.m.
Commission Chambers
@ 401 S. Park Ave.

AUG 07 City Manager Randy Knight &
Assistant City Manager
Michelle del Valle

SEP 04 Vice Mayor Marty Sullivan

OCT 02 Commissioner Craig Russell

NOV 06 Commissioner Kris Cruzada

DEC 04 Commissioner Warren Lindsey

JAN 08
2026 Mayor Sheila DeCiccio

special thanks to our coffee provider
Barnie's Coffee & Tea Co.

Girl with Doves by Richard Hallier

- » Donated to the city by the Galloway Family in 1999.
- » Installed in the breezeway of former Rachel D. Murrah Civic Center.
- » Moved to City Hall front lawn for civic center demolition in 2021.
- » Relocated to Martin Luther King, Jr. Park near the state-of-the-art Library & Events Center in 2022.

To view the city's complete online Public Art Collection, please access cityofwinterpark.org/public-art.



Winter Park's electric rates continue to remain below the Florida Municipal average.

1,000 kWh Residential Bill Comparison | March 2025

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

