

REGULAR MEETING OF KISSIMMEE UTILITY AUTHORITY HELD WEDNESDAY,
FEBRUARY 2, 2011 AT 3:30 PM, BRINSON BOARD ROOM, ADMINISTRATION
BUILDING, 1701 WEST CARROLL STREET, KISSIMMEE, FLORIDA

Present were Chairman Fred Cumbie, Vice Chairman James Kasper, Director Reginald Hardee, Director George Gant, Director Kathleen Thacker, General Counsel Grant Lacerte, General Manager James Welsh, Mayor Jim Swan and Recording Secretary Leticia Rivera.

A. MEETING CALLED TO ORDER

Chairman Fred Cumbie called the meeting to order at 3:30 p.m.

B. PLEDGE OF ALLEGIANCE TO THE FLAG

The Board and staff recited the pledge of allegiance.

C. AWARDS AND PRESENTATIONS

1. DEGREE RECOGNITION – EMILY PICARD, CUSTOMER SERVICE
REPRESENTATIVE, BACHELOR'S DEGREE IN ACCOUNTING

Mr. Welsh advised that Emily was not able to attend tonight's meeting but her department head will present the plaque to her in the near future.

2. METER READER OF THE YEAR PRESENTATION – CALEB DAY & ANDY
MOJICA

Mr. Welsh, the Board members and staff congratulated both employees on their accomplishments. They were both presented with trophies to display.

3. 5-YEAR SERVICE AWARD – DANNY GONZALEZ, METER READER,
CUSTOMER SERVICE

4. 5-YEAR SERVICE AWARD - JARED TILLMAN, OPERATOR/MECHANIC,
POWER SUPPLY

5. 10-YEAR SERVICE AWARD - LOI HOANG, ACCOUNTANT/ANALYST,
FINANCE & RISK MANAGEMENT

6. 10-YEAR SERVICE AWARD – JONATHAN LATIOLAIS, LINEMAN FIRST
CLASS, ENGINEERING & OPERATIONS

7. 15-YEAR SERVICE AWARD – PETER PEREZ, ENERGY CONSERVATION
SPECIALIST, CUSTOMER SERVICE

8. 15-YEAR SERVICE AWARD – MICHAEL REAGAN, PP SHIFT SUPERVISOR
O/M, POWER SUPPLY

9. 30-YEAR SERVICE AWARD – TERRY LUKE, LINEMAN FIRST CLASS,
ENGINEERING & OPERATIONS

10. 30-YEAR SERVICE AWARD – VIRGIL MINSHEW, LINE CREW
SUPERVISOR, ENGINEERING & OPERATIONS

Mr. Welsh congratulated and thanked all of the employees mentioned above for their hard work and dedication.

11. EMPLOYEE OF THE MONTH FOR FEBRUARY 2011 – BRENDA AUER,
CUSTOMER SERVICE REPRESENTATIVE, CUSTOMER SERVICE

Mr. Welsh congratulated Brenda for being chosen employee of the month for February. Brenda was presented with a plaque, check and a day off with pay.

D. HEAR THE AUDIENCE

Chairman Cumbie asked if anyone from the public would like to address the Board; seeing none the Board moved forward to the next item.

E. CONSENT AGENDA

ACTION: Director Hardee made a motion, seconded by Director Kasper to approve items 1 through 4 on the consent agenda.

MOTION PASSED 5 – 0

1. APPROVAL OF MINUTES FOR DECEMBER 29, 2010 SPECIAL JOINT MEETING WITH THE COUNTY
2. APPROVAL OF MINUTES FOR JANUARY 5, 2011 REGULAR MEETING
3. FOUNDATION FOR OSCEOLA EDUCATION SPONSORSHIP

Recommendation: Approval of a \$15,000 sponsorship to support the Foundation for Osceola Education. This is a worthwhile effort and worthy of the KUA's consideration as part of our ongoing investment in the community we serve.

4. ITECH SUPPORT PURCHASE ORDER

Recommendation: Authorize the President and General Manager to approve the \$114,860.00 purchase order for iTech for the VOIP Project.

F. PUBLIC HEARING - None

G. INFORMATIONAL PRESENTATIONS (REQUIRING NO ACTION) – None

H. OLD BUSINESS - None

I. NEW BUSINESS - None

J. STAFF REPORTS

1. SEMI ANNUAL CUSTOMER SERVICE DEPARTMENTAL HIGHLIGHTS

Susan Postans, Vice President of Customer Service provided an overview of department projects that have been implemented and also shared some ideas that employees have come up with to make things easier to the customer and the employees. Ms. Postans also shared with Board a couple of complimentary phone calls received from KUA customers.

Director Kasper commented that when he arrives and waits in the lobby he hears customers who are leaving the building saying nice comments about the service they had received.

K. HEAR ATTORNEY, GENERAL MANAGER, DIRECTORS

Grant Lacerte, General Counsel and Vice President provided an overview on legislative matters that may arise at the upcoming APPA Legislative rally in Washington, DC. Mr. Lacerte also informed the Board that the SEC is implementing the rule adopting a legislative requirement in which they require members of advisory boards to register

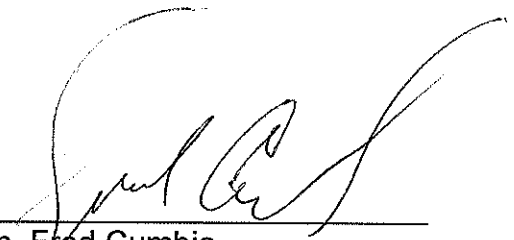
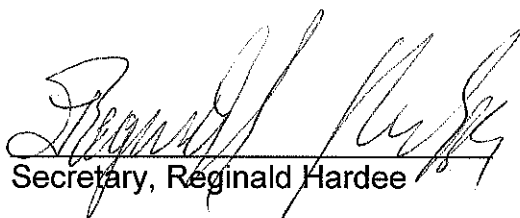
with the SEC as municipals advisors. Mr. Lacerte will keep the Board posted on this topic as more information becomes available.

Mr. Welsh advised the Board of the next board meeting date and of upcoming events. Mr. Welsh advised that the Crystal River tour has to be rescheduled, a few dates will be provided for review and a new date will be confirmed soon.

Director Gant advised the Board that he attended the Policy Liaisons Committee and the FMPA Board meeting last week and provided a brief overview on some interesting topics that were discussed.

L. ADJOURNMENT

Chairman Cumbie adjourned the meeting at 4:21pm.


Chairman, Fred Cumbie
Secretary, Reginald Hardee