

REGULAR MEETING OF KISSIMMEE UTILITY AUTHORITY HELD WEDNESDAY, AUGUST 07, 2024 AT 3:30 P.M., BRINSON BOARD ROOM, JAMES C. WELSH ADMINISTRATION BUILDING, 1701 WEST CARROLL STREET, KISSIMMEE, FLORIDA

Present were Director Manny Ortega, Director Rae Hemphill, Director Jeanne Van Meter, Director Reginald Hardee, Director Ethel Urbina, Mayor Olga Gonzalez, President & General Manager, Brian Horton, General Counsel, Grant Lacerte and Recording Secretary, Margie Boles.

A. MEETING CALLED TO ORDER

Director Ortega called the meeting to order at 3:30 p.m.

B. PLEDGE OF ALLEGIANCE TO THE FLAG

The Board members and staff recited the Pledge of Allegiance.

C. APPROVAL OF AGENDA

**ACTION: Director Urbina made a motion, seconded by Director Hardee to approve the agenda.**

**MOTION PASSED 5 – 0**

D. AWARDS AND PRESENTATIONS

1. DEGREE RECOGNITION – LUIS LOPEZ, CUSTOMER SERVICE FIELD INSPECTOR, ASSOCIATES IN SCIENCE DEGREE, ELECTRICAL TRADES TECHNOLOGY, SOUTHERN TECHNICAL COLLEGE
2. 30-YEAR SERVICE AWARD – RUSTY WHITE, ELECTRIC METER TECHNICIAN II, CUSTOMER SERVICE
3. EMPLOYEE OF THE MONTH FOR AUGUST 2024 – PAM ANDREWS, CUSTOMER SERVICE REPRESENTATIVE II, CUSTOMER SERVICE

Mr. Horton congratulated Pam for being selected employee of the month for August 2024.

E. HEAR THE AUDIENCE

Director Ortega asked if anyone from the public would like to address the Board. In hearing none, the Board moved forward.

F. CONSENT AGENDA

**ACTION: Director Van Meter made a motion, seconded by Director Hemphill to approve items 1 and 2 under the consent agenda.**

**MOTION PASSED 5 – 0**

1. APPROVAL OF MINUTES FOR JULY 3, 2024 BOARD MEETING
2. APPROVAL OF CONTRACT AMENDMENT NO. 1 FOR PURCHASE OF FUEL SERVICES WITH PETROLEUM TRADERS (AR-21-051-CV)

**RECOMMENDATION: Approve contract Amendment No. 1 with Petroleum Traders Corporation for a (1) year contract extension (AR 21-051-CV) and authorize the President & General Manager to execute all necessary contractual documents.**

G. PUBLIC HEARING - None

H. INFORMATIONAL PRESENTATIONS (REQUIRING NO ACTION)

1. THE BOYS & GIRLS CLUBS OF CENTRAL FLORIDA

Tiffany Henderson, Director of Corporate Communications, introduced Lavell Monger, Development Officer; Alicia Hodge, Regional Development Director for the Osceola County for the Boys & Girls Clubs of Central Florida, and Anna Deville, Service Director for the Tupperware Brands Branch in Kissimmee. They shared a short presentation on the positive impact KUA's financial contributions have made for the organization and presented the Board with a special award. They thanked KUA and the Board for its continued support throughout the years.

2. CITY OF KISSIMMEE PARKS & RECREATION DEPARTMENT

Ms. Henderson introduced Kayla Rogers, Events & Venues Manager. Ms. Rogers shared a short presentation on the positive impact KUA's financial contributions have made for the organization. She thanked KUA and the Board for its continued support throughout the years.

The Board thanked both organizations for what they do for the community.

I. OLD BUSINESS - None

J. NEW BUSINESS - None

K. STAFF REPORTS

1. CUSTOMER SERVICE SEMI ANNUAL REPORT

Cindy Herrera, vice president of Human Resources, introduced Ms. Rhonda Reaves-Smith, KUA's new Vice President of Customer Service. Ms. Herrera presented to the Board an update on the customer service strategic goals, the pre-pay program, surge protection, home EV chargers, EV charging network, energy conservation, AMI, billing & collections, abandoned property, customer service experience and spams.

Director Urbina asked for more information on the surge protector claim that was processed. Ms. Herrera advised that the claim was for the surge protector; the surge protector did work; the surge protector has been replaced and the old one was sent to the vendor for further testing. Director Urbina asked who is responsible for damage claims for the surge protector. Ms. Herrera advised the surge protector is sent to the vendor for testing and if it is determined that any claims are due to be paid the vendor handles it.

Director Urbina asked if the EV chargers are for multiple car use. Ms. Herrera advised they have different plugs for different types of EV vehicles.

There was additional conversation on the different types of EV vehicles and chargers that are available within the United States. Mr. Horton advised in the future KUA can present the Board with what the chargers look like and what specific types of adapter we utilize.

Director Hemphill asked if more than one vehicle could be charged with the home chargers. Mr. Horton advised it is a single level 2 vehicle charger. Director Urbina asked how long does it takes for a KUA EV charger to charge a vehicle. Mr. Horton advised six hours.

Director Van Meter asked in the future would KUA be installing level 3 chargers. Ms. Herrera advised there is an increase price for level 3 EV chargers; however, it is something staff can look into and determine if level 3 chargers can be added.

Director Hemphill asked what happens with the unknown solar installations; is there a way to identify where they are to address them or is there a need to address them. Ms. Herrera advised the meters let KUA know about those installations.

Director Urbina asked if a customer's final bill would be automatically drafted from their account if they were set up on auto-pay. Ms. Herrera advised yes.

Director Hemphill thanked the customer service representatives for providing excellent customer service to her sister in law, whom called to have her services turned on.

Mr. Horton thanked Ms. Herrera for taking the interim role of Vice President of Customer Service while recruiting for the position.

2. INFORMATION TECHNOLOGY DEPARTMENTAL SEMI ANNUAL REPORT

Jef Gray, vice president of Information Technology, provided IT highlights and updates on various projects, which included, recent conferences, cyber education, and new projects.

Director Van Meter asked Mr. Gray if he was aware he has one employee on both the red team and the blue team for Certified Professionals. Mr. Gray advised she is the only employee at KUA who has taken and passed both certifications.

Director Hardee asked Mr. Gray if the standard of security includes SCADA. Mr. Gray advised that SCADA is a separate closed network.

Director Hemphill asked if the Red Team is able to identify perpetrators and report them. Mr. Gray advised KUA has a reporting procedure, KUA reports to CISA and the FBI.

L. HEAR ATTORNEY, GENERAL MANAGER, DIRECTORS

Ms. Jennifer Gonzalez, Assistant General Counsel provided updates on legislative matters.

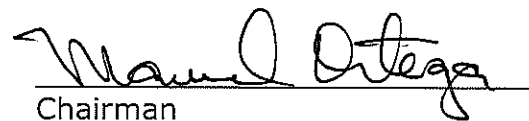
Mr. Ortega commented on the great reputation Mr. Lacerte has in Washington.

Mr. Horton shared the reminders with the Board. Mr. Horton also shared with the Board at the State Trade Association Conference last week, FMPA had a segment that highlighted the performance of the utilities in the State from both a reliability and a cost perspective. At a time where the municipals as a whole and the reliability numbers were going up, KUA's numbers was still amongst the lowest in the state. KUA was also recognized at the event for having one of the lowest rates.

The Board thanked staff for a great meeting and welcomed Ms. Rhonda Reaves-Smith as our new Vice President of Customer Service.

M. ADJOURNMENT

Director Ortega adjourned the meeting at 4:51 p.m.

  
Chairman

  
Secretary