

REGULAR MEETING OF KISSIMMEE UTILITY AUTHORITY HELD WEDNESDAY, MAY 01, 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 Reginald Hardee, Director Rae Hemphill, Director Jeanne Van Meter, 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 Hardee made a motion, seconded by Director Hemphill to approve the agenda.**

**MOTION PASSED 5 – 0**

D. AWARDS AND PRESENTATIONS

1. AMERICAN PUBLIC POWER ASSOCIATION (APPA) 2023 SAFETY AWARD

Cindy Herrera, Vice President of Human Resources and Interim Vice President of Customer Service, shared that KUA was presented with a Diamond designation 2023 FMEA Safety award. The diamond rating is the highest to receive and this is KUA's first time in history to receive this award. FMEA member utilities are placed into categories based on their total annual worker-hours and rewarded for the most incident-free records. KUA was awarded third place in the group of Florida utilities and Ms. Herrera presented the plaque to the Board.

2. AMERICAN PUBLIC POWER ASSOCIATION (APPA) DIAMOND LEVEL RELIABLE PUBLIC POWER PROVIDER (RP3) DESIGNATION

Tiffany Henderson, Director of Corporate Communications, presented the Board with a plaque for KUA being recognized as a diamond level designee, the highest-level designation possible. The designation represents a utility-wide commitment to safety and reliable delivery of electricity.

3. FLORIDA MUNICIPAL ELECTRIC ASSOCIATION (FMEA) AND AMERICAN PUBLIC POWER ASSOCIATION (APPA) LINEMAN RODEO RECOGNITION

Aaron Haderle, Manager of Transmission & Distribution Operations, recognized the following employees for their participation in the FMEA Lineman competition held in Jacksonville in February and the APPA Lineworkers Rodeo held in March at Kansas City, Kansas: Danny Kelly, Ethan Shellabarger, Cory Breen, Austin Franey, Lamont Simmons, Yiovanee Rivera, Josue Sostre, Kyle Bezold, Robert Rivera, Billy White, Jamie Boswell and Eddie Gluc.

The Board congratulated all of the linemen and a group photo was taken.

4. 5-YEAR SERVICE AWARD – HOWARD COE, PP OPERATIONS TECHNICIAN II, POWER SUPPLY

5. 20-YEAR SERVICE AWARD – EDDIE GLUC, LINE CREW SUPERVISOR, OPERATIONS

6. 25-YEAR SERVICE AWARD – TERRANCE FARLEY, NETWORK ENGINEERING MANAGER, INFORMATION TECHNOLOGY

7. EMPLOYEE OF THE MONTH FOR MAY 2024 – LARISSA HALL, CUSTOMER SERVICE SPECIALIST, CUSTOMER SERVICE

Mr. Horton congratulated Larissa for being selected employee of the month for June 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 Hardee to approve items 1 through 3 under the consent agenda.**

**MOTION PASSED 5 – 0**

1. APPROVAL OF MINUTES FOR APRIL 3, 2024 BOARD MEETING
2. APPROVAL OF CONTRACT AMENDMENT NO. 1 WITH 24 HOURS, INCORPORATED (AR# 21-044-CV) FOR JANITORIAL SERVICES

**RECOMMENDATION: Approve the First Amendment of Contract AR-21-044-CV for janitorial services with 24 Hours, Incorporated to extend the contract for an additional one (1) year period at a not-to-exceed cost of \$110,451 and authorize the President & General Manager to execute the necessary contract documents.**

3. APPROVAL OF CONTRACT AMENDMENT NO. 1 WITH PURVIS, GRAY AND COMPANY, LLP (RFP# 21-039-CV) FOR INDEPENDENT AUDIT SERVICES

**RECOMMENDATION: Approve the First Amendment of Contract RFP 21-039-CV Independent Audit Services with Purvis, Gray and Company, LLP to extend the contract for two (2) additional one (1) year periods at a not-to-exceed cost of \$220,805 and authorize the President and General Manager to execute the necessary contract documents.**

G. PUBLIC HEARING - None

H. INFORMATIONAL PRESENTATIONS (REQUIRING NO ACTION)

1. CUSTOMER SATISFACTION SURVEY RESULTS REPORT

Ms. Henderson introduced Mr. Michael Vigeant, CEO of GreatBlue Research.

Mr. Vigeant shared information on the following areas:

- Ratings of KUA's organizational characteristics
- Satisfaction with customer service
- Satisfaction with KUA's outage notifications
- Importance of and satisfaction with KUA's current self-service digital platforms
- Interest in contributing to the "Good Neighbor Fund"
- Importance of KUA being a community owned electric utility
- Awareness of KUA's free community events
- Importance of investing in green energy initiatives
- Awareness of programs and services
- Comparison of findings against previous years
- Demographic profile of respondents

Mr. Vigeant advised that among residential customers, KUA's overall satisfaction rating is 87.7% and among the commercial customers, KUA's overall satisfaction rating is 91.5%.

Director Ortega asked if the negative responses are captured in detail. Mr. Vigeant advised that it is captured and if there is a particular area in which the Board wishes to understand, the report can be available to them.

I. OLD BUSINESS - None

J. NEW BUSINESS

1. APPROVAL OF RESOLUTION #24-02 FOR THE INCREASE OF THE PROCUREMENT POLICY DOLLAR THRESHOLDS

Kevin Crawford, Vice President of Finance & Administration, advised the Board that KUA's current Procurement Policy allows the President & General Manager to approve purchases and execute necessary contracts and amendments that do not exceed \$100,000 for Non-Emergency Purchases. This spending authority has not been adjusted since 2006. The current Procurement Policy also allows KUA to make purchases that do not require quotes or solicitations ("Small Dollar Purchases"), for amounts up to \$3,500. This limit has not been increased since 2018.

**ACTION: Director Urbina made a motion, seconded by Director Van Meter to approve Resolution #24-02. No vote was taken due to further discussion on this topic.**

Director Hemphill advised when reviewing the samples that were provided, the amount requested is not adequate and \$250K is more appropriate. Director Ortega added that adding the additional \$50K can expedite the procedures, since it can be time consuming to work on items to be approved.

Director Van Meter advised she rescinds her motion to approve.

Mr. Lacerte advised if the maker of the motion is amenable to amending her motion, as it would be the more sufficient way.

Director Urbina advised KUA is already duplicating the dollar threshold and she feels comfortable with the original motion.

After further continued discussion on the increase of the dollar thresholds; the following motion was made.

**ACTION: Director Urbina made a motion, seconded by Director Van Meter to amend and approve Resolution #24-02 for the increase of the Procurement Policy Dollar Thresholds for the President and General Manager from \$100,000 to \$250,000, and for the increase of purchases not requiring quotes or solicitations ("Small Dollar Purchases") from \$3,500 to \$5,000.**

**MOTION PASSED 5 – 0  
Ethel Urbina voted yes  
Manny Ortega voted yes  
Rae Hemphill voted yes  
Reginald Hardee voted yes  
Jeanne Van Meter voted yes**

K. STAFF REPORTS

1. CORPORATE COMMUNICATIONS SEMI-ANNUAL REPORT

Ms. Henderson provided an overview of the new surge protectors, home EV chargers, event updates, a Community Connect Event, and KUA's mascot, Sparky.

Director Ortega asked what is the cost associated with the new surge protectors. Ms. Henderson advised it's a \$50 one time installation fee and \$9.95 a month for the program.

Director Urbina asked if we are providing the cost associated with the surge protector. Ms. Henderson advised the customers inquiring about the surge protector are directed to the website.

Director Hemphill asked if the ad is advertised in both English and Spanish on the billboards. Ms. Henderson advised yes; it is a digital billboard which is rotated every 8 seconds and the ad is in both languages.

**ACTION: Director Ortega made a motion, seconded by Director Hemphill to take a 10 minute recess.**

**MOTION PASSED 5 - 0**

Director Ortega called the meeting to order at 4:43 p.m.

**L. BOARD INTERVIEW SESSION**

At 4:45 p.m., Mr. Lacerte introduced the first candidate, Ms. Melissa Thacker. Mr. Horton thanked her for her interest and introduced her to the Board. Mr. Horton asked Ms. Thacker if she had any questions; in having none, Mr. Horton began the interview.

Director Hemphill asked Ms. Thacker if her being on the Planning Board for the City of Kissimmee will provide any conflict of interest. Ms. Thacker advised she is not aware at this time.

The interview ended at 4:58 p.m. The Board thanked Ms. Thacker for her interest and Ms. Thacker thanked the Board.

At 5:01 p.m., Mr. Lacerte introduced, Mr. Felix Ortiz. Mr. Horton thanked him for his interest and introduced him to the Board. Mr. Horton asked Ms. Ortiz if he had any questions; in having none, Mr. Horton began the interview. The interview session ended at 5:08 p.m. The Board thanked Mr. Ortiz for his time and applying.

Mr. Ortiz thanked the Board for their time and consideration.

**ACTION: Director Ortega made a motion, seconded by Director Hardee to take a 15 minute recess.**

**MOTION PASSED 5 - 0**

Director Ortega called the meeting to order at 5:13 p.m.

Mr. Lacerte provided an update on the question Director Hemphill had on whether being on the KUA Board and the City of Kissimmee Planning Board would be dual office holding. Mr. Lacerte advised it would be. When we notify the City of Kissimmee on the candidates we would provide that information to them as well.

Ms. Beverley Yvette Howard scheduled for 5:15 p.m. did not arrive for her scheduled interview.

At 5:19 p.m., Mr. Lacerte introduced, Scott Brian Grenald. Mr. Horton thanked him for his interest and introduced him to the Board. Mr. Horton asked Mr. Grenald if he had any questions; in having none, Mr. Horton began the interview.

Director Van Meter asked Mr. Grenald about his former education. Mr. Grenald advised he has several certifications, but no college degree.

The interview session ended at 5:31 p.m. The Board thanked Mr. Grenald for his time and applying.

Mr. Jonathan Hernandez scheduled for 5:15 p.m. did not attend his scheduled interview.

Director Van Meter asked how many names need to be sent to the City of Kissimmee. Mr. Lacerte advised the process requires the Board to send three names.

Director Ortega recommended the Board make a motion to send the three names, and then have a discussion prior to a final vote. Director Hardee asked if we are sending the three names we indicate.

At this time, the Board discussed the qualifications and the ranking for all three candidates' verses using merits.

Mr. Lacerte advised the record now reflects the merits and ranking of the candidates.

Each Board member shared who their pick was according to which candidate has the most merits. Director Hardee, Director Van Meter, Director Hemphill, and Director Ortega all selected Ms. Thacker as their first choice with Mr. Ortiz second and Mr. Grenald third. Director Urbina feels both Ms. Thacker and Mr. Ortiz have the same merits.

**ACTION: Director Hardee made a motion, seconded by Director Van Meter to submit the following three names to the City of Kissimmee for their consideration at their upcoming Commission meeting on June 4, 2024: Melissa Thacker, Felix Ortiz and Scott Brian Grenald.**

**MOTION PASSED 5 - 0**

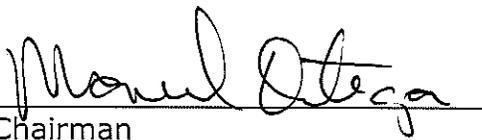
M. HEAR ATTORNEY, GENERAL MANAGER, DIRECTORS

Mr. Lacerte provided updates on some legislative matters.

The Board members thanked staff for their continued hard work and the recognitions from APPA and FMEA rodeos. The Board members also thanked one another for a healthy discussion about the interviewees.

N. ADJOURNMENT

Director Ortega adjourned the meeting at 5:57 p.m.

  
Chairman

  
Secretary