

REGULAR & SPECIAL MEETING OF KISSIMMEE UTILITY AUTHORITY HELD  
WEDNESDAY, MAY 2, 2018, AT 2:00 PM, BRINSON BOARD ROOM,  
ADMINISTRATION BUILDING, 1701 WEST CARROLL STREET, KISSIMMEE,  
FLORIDA

Present were Chairman Jeanne Van Meter, Vice-Chair Kathleen Thacker, Director Ethel Urbina, Director Manuel Ortega, Director Rae Hemphill, General Manager James C. Welsh, General Counsel Grant Lacerte, Mayor Jose Alvarez, and Recording Secretary Leticia Rivera.

A. MEETING CALLED TO ORDER

Director Van Meter called the meeting to order @ 2:00pm.

B. PLEDGE OF ALLEGIANCE TO THE FLAG

The Board and staff recited the pledge of allegiance.

C. AWARDS AND PRESENTATIONS

1. KUA STUDENT SCHOLARSHIP RECOGNITION

Mr. Welsh advised that this item will be moved to next month's Board meeting due to the children still attending classes at this early hour.

2. FMEA & APPA LINEMAN RODEO RECOGNITION

Brian Horton, vice president of Engineering & Operations, recognized Austin Franey, Shane Paras, Billy White, Dave Wolfe, Austin Gunther, Kevon McKinsey, Tony Nasco, Lars Akkerman, Nick Aviles, Brian Kutcher, Chris Kitting, Brendan LaFlamme, and Shane Yarborough for participating in the FMEA Lineman competition in Kissimmee, March 10<sup>th</sup> and, at the APPA Lineworkers Rodeo on April 28<sup>th</sup>.

Mr. Horton also recognized George Blair, Jamie Boswell, Dustin Kelly, Willie Simmons, Barney Thompson, Logan Murphy, and a special thank you to Terri Biller, Dawn Rowe, Aaron Haderle and Chris Gent for all their help with this event.

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

3. RP3 AWARD

Chris Gent, vice president of Corporate Communications, presented the Board with a plaque for KUA being recognized as a platinum level designee, the second highest level designation possible. The designation represents a utility-wide commitment to safety and reliable delivery of electricity.

4. 10-YEAR SERVICE AWARD – INGRID BONILLA, CUSTOMER SERVICE REPRESENTATIVE II, CUSTOMER SERVICE

5. 10-YEAR SERVICE AWARD – JEFF SURAT, FINANCIAL ANALYST, FINANCE & ADMINISTRATION

6. 10-YEAR SERVICE AWARD – YARISSA RODRIGUEZ, TELLER II, FINANCE & ADMINISTRATION

7. 10-YEAR SERVICE AWARD – CHRISTINA GOOD, TELLER II, FINANCE & ADMINISTRATION

8. 10-YEAR SERVICE AWARD – ADA HEREDIA, TELLER I, FINANCE & ADMINISTRATION
9. 15-YEAR SERVICE AWARD – CHRISTINE INFANTE, CUSTOMER SERVICE SUPERVISOR, CUSTOMER SERVICE
10. 15-YEAR SERVICE AWARD – VANESSA LUGO, ASSISTANT TO VP, CAP, HUMAN RESOURCES
11. 20-YEAR SERVICE AWARD – BILL KENNEDY, PP MECH/OPERATOR, POWER SUPPLY
12. 25-YEAR SERVICE AWARD – CHRIS GENT, VP OF CORPORATE COMMUNICATIONS
13. EMPLOYEE OF THE MONTH MAY 2018 – LOGAN MURPHY, LINE CREW SUPERVISOR, ENGINEERING & OPERATIONS

Mr. Welsh congratulated Logan on being selected employee of the month for May 2018.

D. HEAR THE AUDIENCE

Director Van Meter asked if anyone from the audience would like to address the Board on an item not on the agenda. In hearing none, the Board moved forward to the next item on the agenda.

E. CONSENT AGENDA

**ACTION: Director Ortega made a motion, seconded by Director Hemphill to approve the minutes from the April 4, 2018, Board meeting.**

**MOTION PASSED 5 - 0**

1. APPROVAL OF MINUTES FOR APRIL 4, 2018 REGULAR BOARD MEETING

F. PUBLIC HEARING - None

G. INFORMATIONAL PRESENTATION (REQUIRING NO ACTION)

1. KISSIMMEE VALLEY LIVESTOCK SHOW PRESENTATION

Miranda Muir, General Manager of the Kissimmee Valley Livestock Show, thanked the KUA Board for their continued support. Ms. Muir shared some of the numbers and reviewed how important KUA's support continues to be.

H. OLD BUSINESS - None

I. NEW BUSINESS - None

J. STAFF REPORTS

1. HUMAN RESOURCES ANNUAL REPORT

Wilbur Hill, vice president of Human Resources, provided a review, which included a detailed demographic report; a review of the 2018 Health Plan cost; the new performance review system, emPERFORM, which is the new online performance review system; Telehealth, which is available now where employees can participate virtually to seek medical assistance, and the Total Benefit Compensation Calculator, which informs the employee of their total compensation; including all that KUA pays into it.

Director Hemphill asked if there are any linewomen. Dr. Hill advised that at this time there are only linemen; however, we are very interested in trying to recruit women and have started a new campaign to try to get women and minorities to apply.

## 2. IT DEPARTMENTAL HIGHLIGHTS

Jef Gray, vice president of Information Technology, provided an update on customer trends in relation to eBill adoption, payment options, and call volume.

Mr. Gray reviewed where they are now and what is coming up with regard to integrating systems as they are installed, enabling the customers to conveniently interact with KUA for all of their service needs without compromising existing service options. When AMI is up and going, customers will have access to their data in a portal, which will allow them to see their consumption and how they may manage that.

Director Ortega asked why there is a surcharge on some eBills. Mr. Gray advised that a flat rate of \$4.95 was negotiated with our vendor; however, staff is currently studying to see if this can be absorbed as this effects some customers from signing up to eBill.

Director Ortega advised that he knows a few people who will not sign up for eBill due to the fee so it is good that staff is looking at this.

At this time, Mr. Welsh advised the Board that staff has ready a presentation regarding Cyber/Information Risk that will be presented next month unless the Board would like to have it presented at this time.

Director Van Meter advised it's the Board consensus to have the presentation made now; however, the Board would like to have a recess prior to the interview session. Mr. Welsh recommended a 3:15 pm recess and the Board agreed.

Kevin Crawford, vice president of Finance & Administration, shared a presentation on Cyber/Information Risk, which included current industry trends, the cause of data security incidents across all industries, specific utility data security incidents, and KUA specific. Mr. Crawford reviewed the coverage options available with the policy.

Director Hemphill asked if the number of data records mentioned, if they are inclusive of the billing information or excludes. Mr. Gray advised that the billing information is encrypted; even if someone were to get to it, they will not be able to read it. The count is inclusive of all data records utilized by KUA.

Director Hemphill asked if risk assessments are required as well as payment of information to the insurance company. Mr. Gray advised KUA has several layers of check-ups and audits; the insurance company advised that no additional audit will be required as what is in place is sufficient. Mr. Crawford added that this policy is tailored for utilities.

Director Van Meter called for recess at 3:08 pm. The meeting was called back to order @ 3:29 pm.

**K. BOARD MEMBER INTERVIEWS**

Director Van Meter asked Mr. Welsh to ask the approved questions to each candidate.

At 3:30 pm the first candidate, Ms. Ethel Urbina, entered the Board room. There was a short Q&A regarding the Sunshine Law; her interview session ended at 3:30 pm and the Board thanked Ms. Urbina for her continued interest to serve on the KUA Board.

At 3:43 pm Mr. Lacerte introduced to the Board, Mr. L. Ashley Coke. Mr. Welsh began the interview and at 3:57 pm the interview ended. Mr. Coke thanked the Board for their time and consideration.

At 4:00 pm Mr. Lacerte escorted and introduced, Mr. Zahir Ahmad, to the Board. Mr. Ahmad had a few questions for the Board and at 4:15 pm the interview session ended. The Board thanked Mr. Ahmad for coming in.

The next candidate, Mr. Jerry Gemskie, arrived at 4:21 pm and began the interview session. The Board went through all the questions; however at 4:41 pm Director Van Meter had to end the interview due to the fact that the next candidate was waiting. Mr. Gemskie thanked the Board.

At 4:45 pm Mr. Lacerte introduced, Ms. Jennifer Patterson, and Mr. Welsh began the interview process. At 4:55 pm her interview session ended and the Board thanked Ms. Patterson for her time.

Mr. Welsh advised that Mr. Carlos Rodriguez was neither able to attend nor participate via telephone due to a work conflict. The Board reviewed his application and resume.

After a pause, the Board began providing the rankings and the top three that will be sent to the City Commission for their review and consideration are: Ethel Urbina, Jerry Gemskie, and L. Ashley Coke.

**ACTION: Director Van Meter made a motion, seconded by Director Ortega to submit the top three candidate names, Ethel Urbina, Jerry Gemskie and L. Ashley Coke to the City Commission.**

**MOTION PASSED 4 – 0**

Director Van Meter stated that all notes and resumes should be left and not taken with you.

**L. HEAR ATTORNEY, GENERAL MANAGER, DIRECTORS**

Grant Lacerte, vice president & General Counsel, provided an update on a bill with regards to drones and for disaster recovery. Mr. Lacerte also continued with his Sunshine Law in a Minute segment, which pertained to public records request - if someone files a lawsuit because they are not happy with how the agency responded to the request and if during the lawsuit the agency convinces the court that the original request itself was frivolous, the court has the discretion to award attorney's fees to the agency.

Director Ortega asked if a law was modified allowing solar companies to sell electricity. Mr. Lacerte advised that there have been efforts to try to change that; however, it is not on the ballot, but right now there is nothing specific targeting that.

Mr. Welsh shared the dates of upcoming events and thanked the deputy sheriff for staying during the meeting. Mr. Welsh added that there will be security presence for future meetings.

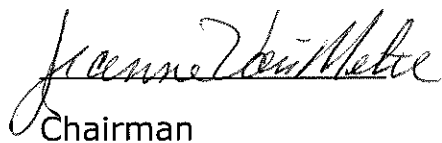
Mayor Alvarez presented a plaque to the Board that was given to him during the Caribbean Fusion event at the Lakefront. Mayor Alvarez added that in the near future City Hall will have metal detectors and additional security as well.

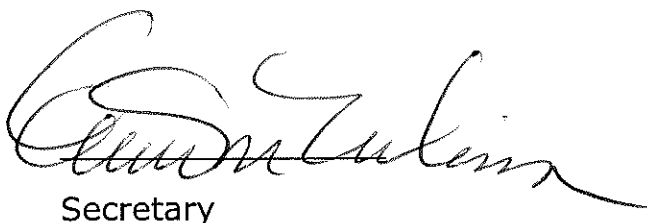
Director Thacker added that KUA staff should review the security option again. Mr. Welsh advised, if it's the Board's pleasure, staff will bring back the security in the building for a general discussion and review, if greater or less is needed.

Director Van Meter shared that on Saturday she will be the ring master at the Shriners Circus. Mayor Alvarez added that he too will be the ring master on Sunday.

M. ADJOURNMENT

Director Van Meter adjourned the meeting @ 5:14 pm.

  
Chairman

  
Secretary